

WE ARE WORKING TOGETHER.



Social Welfare Alliance report – November 2020- July 2021

Reflections on the initial delivery period and ambitions and aspirations for the future

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People at the Heart
of Everything We Do

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EXECUTIVE SUMMARY

The Covid 19 pandemic has taught us that if we work together on key issues in Newham then we can make a real difference to people's lives.

A new spirit of partnership has grown between the Voluntary, Community and Faith sectors and the Council and our health partners – and if there is a silver lining and legacy from the last 18 months then this relationship may be it!

At the height of the first wave of the pandemic the emphasis of the partnership was on the immediate necessities and largely focused on food, mental health and the delivery of medicines. But as the summer of 2020 wore on a cross sector team came together to form the Social Welfare Alliance.

There was recognition that we needed to maintain food supplies for our most vulnerable residents and the Newham Food Alliance by this time was in full flight.

But we also needed to look to the longer term – surely we could now begin to preempt the most pressing social welfare issues for these residents and equip all frontline workers with an understanding of each issue, what immediate advice they can provide, and how they refer effectively into expert support?

Frontline workers come from all sectors and include, for example, social prescribers, advisors on money and debt, family support workers, and volunteers.

The cross sector project team decided to provide high quality social welfare training for any of this workforce intercepting residents who are heading into or are in financial crises. We wanted to create a movement of support and networks.

We started small and offered training in what we considered the key priorities or themes of Finance and Employability, Housing and Homelessness, Early Help and Family Support, and Immigration for non-immigration advisers.

This immediately began to grow partnerships and it was so pleasing and rewarding to see the Finance and Employability training session co-developed and delivered by a superb team comprising of CAB East End, Community Links and Our Newham Money.

We also recognised that the very best frontline workers were demonstrating awe inspiring skills in earning the trust of residents and cutting quickly to the chase to discern what support they needed the most – we needed to bottle and scale this and it manifested itself in the design of the Core Conversations training module.

From small beginnings we now offer training over 8 themes and 28 training sessions and we have achieved 1383 attendances to date.

This report sets out our plans for the period September 2021 to March 2022 and it's so important to note that ...

Attendances are important but we think the contacts we are making and connecting and the networks we are developing may be part of the key outcomes.

Attendances and content demand is a litmus test of the current challenges residents are facing – so the Social Welfare Alliance will continue to evolve, change and respond to mirror the social welfare landscape in Newham.

When Schools were faced with the challenge of accommodating new asylum seeking children, for example, we quickly designed the 'Working with Migrant Families' training session to deliver to school staff. And this remains in the new programme.

During the summer of 2021 we reviewed our one session mental health offer. We needed to reframe the training in the context of social welfare issues. So going forwards frontline workers will not only receive training in recognising the symptoms of poor mental health and where to signpost for support – they will also be encouraged to warmly cross refer residents facing a range of issues into appropriate services.

We also plan to be braver and bolder – so many of our training sessions will now play a key role in inductions and continuous professional development of all frontline workers.

We also plan to reach out to our elected members and support them in their day to day conversations with residents.

Our most vulnerable residents need all our frontline workers to build a movement of support and networks so they find the best support possible and can go onto flourish – we think work to support residents with complex issues by encouraging warm referrals into a range of services may be the defining action of the Social Welfare Alliance.

And our ambitions do not stop there – we are delighted to be part of the formation of the Anti-Poverty Alliance that is aiming to identify the really big ticket challenges that require transformational change around money and debt, housing and homelessness, skills and employment, and a range of wraparound services such as immigration support and advice.

SOCIAL WELFARE ALLIANCE VISION AND MISSION

Vision

The pandemic has taught us that if we work together on key issues in Newham then we can make a real difference to people's lives.

Our frontline workers – including colleagues in the Voluntary, Community and Faith sectors, Council and health partners – are witnesses to the fact that the health of our residents is shaped first and foremost by the social and economic circumstances into which people are born, grow, live, work and age.

While Newham is rapidly changing, we still face many challenges and the Covid 19 pandemic has escalated them.

There are many who face high levels of poverty, difficult working conditions – including low levels of pay, an unhealthy urban environment in terms of access to food, housing provision, and many other factors that can damage health.



The Social Welfare Alliance (SWA) identifies the big issues that can have a detrimental effect on our most vulnerable residents' lives and provides training and support to help find solutions.

These issues are sometimes referred to as social determinants of health and are outlined in the Marmot Review¹ and highlighted in Well Newham, 50 Steps to a Healthier Borough (Health and Wellbeing Strategy 2020-2023)²

Mission

Our mission is to upskill the broad frontline workforce in Newham to understand the social determinants – what are they hearing on the ground in their day to day interaction with residents? – What immediate advice can they provide, and how do they refer effectively into expert support?

This is our best chance to ensure our most vulnerable residents receive the support they require.

The SWA sets out to create a range of advice, support and referral pathways for front line workers intercepting residents who are heading into or are in financial crises. These pathways include but will not be limited to – employability, debt support, welfare rights, legal/immigration advice, housing, early years and family support.

1 www.instituteofhealthequity.org/resources-reports/fair-society-healthy-lives-the-marmot-review

2 www.newham.gov.uk/downloads/file/2595/50-steps-strategy-document (see page 6)

SOCIAL WELFARE ALLIANCE OVERVIEW

At the start of the pandemic we needed to establish a way for all partners to work together to understand the landscape, the services being delivered and what support was required to help our most vulnerable residents. The Compost survey³ was implemented in April 2020 creating a two way communication channel between the Voluntary, Community and Faith sectors and the Council. A project team met on a weekly basis to review and take action. Insight from the survey led to systems thinking and actions and one output of this was the SWA.

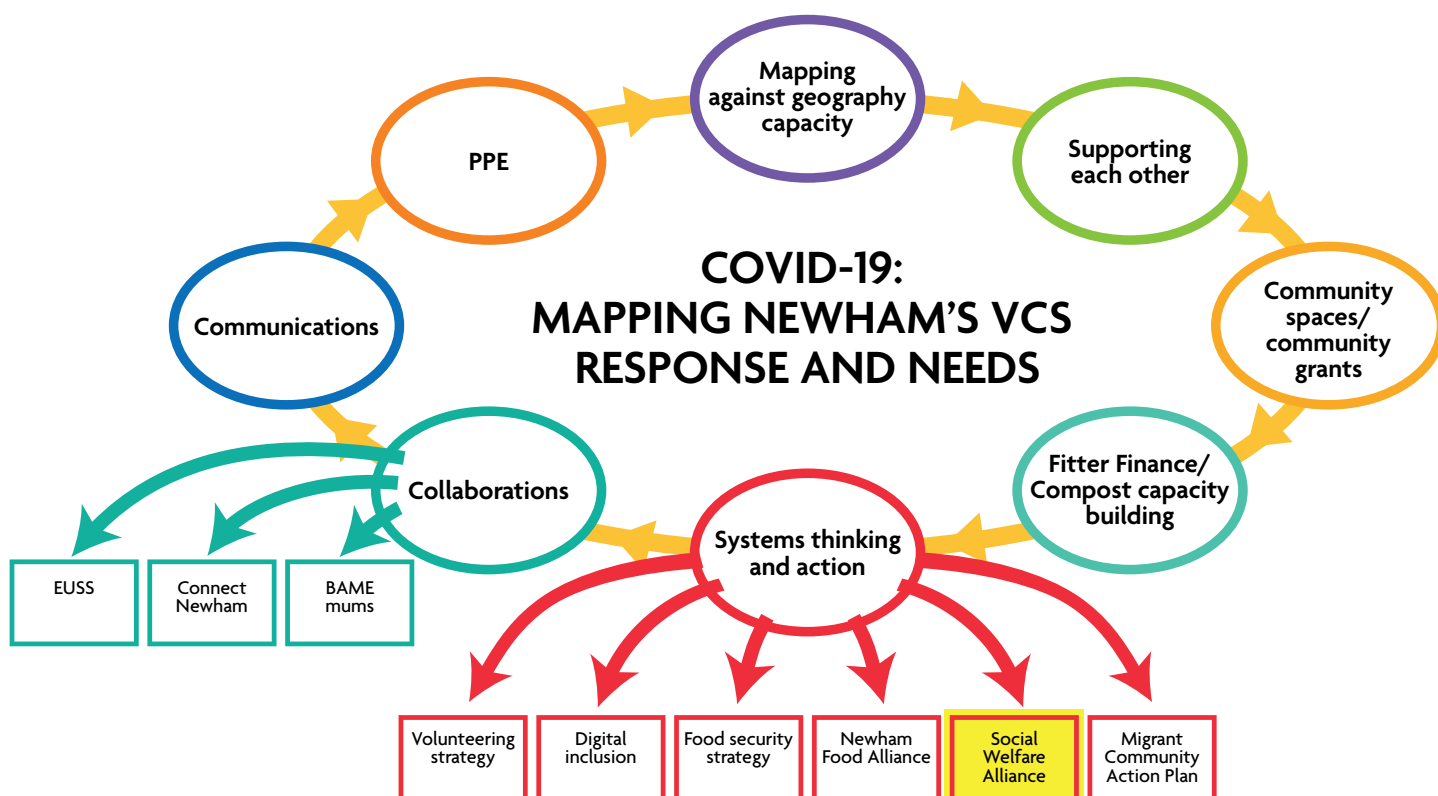
A cross sector project team in Newham was formed in September 2020, incorporating representation from the Council's Public Health team, the Voluntary, Community and Faith sector – including advice services, food banks, representative organisations working with specific communities, social prescribers, and other support teams in the Council. The project team's aim was to create an holistic model that allowed us to take preventative action to attempt to address the social

determinants and/or key issues facing our most vulnerable residents. We agreed that we didn't want to become a borough of food bank queues and that our most vulnerable residents deserved solutions. There was therefore a need to support frontline workers intercepting residents heading into or are in crises with a range of advice, support and referral pathways.

Frontline workers work in all sectors and include, for example, social prescribers, advisors on money and debt, family support workers, and volunteers. A list of job roles of frontline workers attending the SWA training is given in Appendix 2.

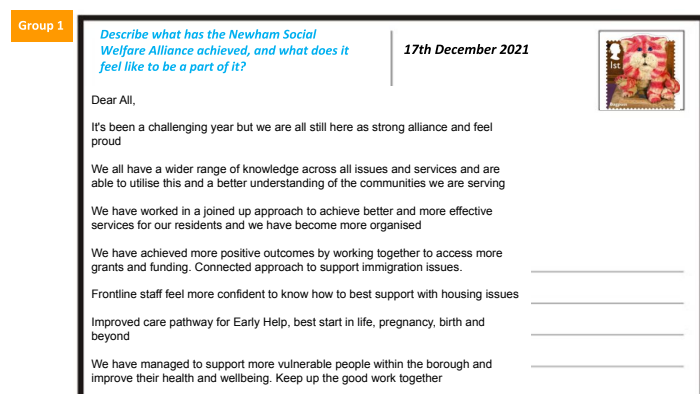
The SWA was launched in October 2020 offering a training programme and development pathway to enhance the skills of all frontline workers and create better connectivity between Newham Council and the Voluntary, Community and Faith sector.

Fig 1 – A summary of the outputs of the Compost Survey



3 See Appendix 1 Compost Survey gaining insight and support needed for Voluntary, Community and Faith Sector

Fig 2 – Example of ‘postcard from the future’



A launch event was held in October 2020, with over 70 attendees from all partners – providing the opportunity to network and attend taster sessions from the training programme⁴.

A second network event was held in December 2020. We wanted to take stock – reviewing the work completed so far, and agree and outline ambitions for the future⁵.

Social Welfare Alliance Case study

At this stage in our development, The Bromley by Bow Centre⁶ was undertaking work to explore the relationship and collaboration between social prescribing and social welfare advice, focusing on the potential of a joined-up approach to help tackle the social determinants of health for our most vulnerable residents.

The team explored different models of collaboration between services across London providing good practice and we are delighted to say that they produced a case study on Newham's SWA⁷.

Who is the Social Welfare Alliance supporting? – Resident Personas

Our frontline workers support a range of vulnerable residents including:

ANNA

- Anna had been living at a friend's house for 3-4 months on the other side of London. She felt she was overstaying her welcome. She is homeless, and unsure if soon she will be illegal in the country (doesn't have leave to remain status yet).
- She is unemployed, gains Universal Credit and suffers from both some mental and physical illness.
- She feels if only she could have her own place to stay, maybe the rest would fall into place.
- She's sought help from the Red Cross, Newham Housing, Newham Money, her GP and others, but the services have not coordinated with each other to support her.

JED

- Jed's and his wife's income is low and unstable. Covid had a big impact. Their working hours often fluctuated but now these have been minimal.
- They are in debt with rent and have council tax and energy arrears. They are using a bank overdraft and paying off a payday loan taken to cover essential household expenses.
- The children are now back at school but working more hours will mean paying for childcare as there is no one to babysit the children.
- Jed is hesitant to ask for help and provide all information about their situation as he feels ashamed.
- Jed's wife is part of a community group who convince her to contact the Council.

4 The agenda for this event can be viewed here [Network event agenda](#)

5 Postcards from the future and appreciation posts from this event can be viewed at here <https://drive.google.com/drive/u/0/folders/1AN-W6Nfv0ngxw7J5FFIOYRbHqBq-d-KB>

6 The Bromley by Bow Centre is a pioneering charity, based in Tower Hamlets, that combines an extensive neighbourhood hub with a medical practice and a community research project - www.bbbc.org.uk

7 See: www.bbbc.org.uk/wp-content/uploads/2021/03/Newham-Case-Study.pdf

THE SOCIAL WELFARE ALLIANCE TRAINING PROGRAMME

We have developed two training components for the SWA:

- **Core Conversations** – focusing on building relationships and trust with residents.
- **Subject specific training** – facilitated by sector specialists – our delivery tutors.

Core Conversations

Our early thinking led us to commit to ensuring our frontline workforce honed their skills in listening to our residents, earning their trust and identifying the key issues that might need to be addressed.

The aim of this training component is to develop multi-skilled frontline workers who can help residents in a more holistic way and without too many handoffs. It was recognised that they didn't only need specific skills (housing, immigration etc.) but they also needed to improve their skills on how to build that wider relationship. It's about making that real connection see Fig 3 below:

It's also about the practice of having a good conversation with people who are in or heading into crisis. Setting the tone and creating a culture with some important principles was felt to be just as important as building their technical expertise.

We have seen awesome frontline workers demonstrating these skills and we wanted to bottle them to share with all partners!

The common values and focus of Core Conversations is:

- On developing relationships and non-judgmental understanding.
- Not a time-bound service with standard output, but support that could be varied depending on the person and situation.
- The emphasis is that there is no them and us. We recognise that we could all be in a similar situation.
- Not taking control, we can't solve it for them. But we want people to know they are not on their own; we do this with you. We provide support on their journey.

Fig 3 – The skills of frontline workers - building relationships and trust with residents



The training is designed to be interactive – our frontline workers stated that they didn't want lots of slides provided by an expert – but they wanted the space to practice and discuss approaches with other professionals and volunteers. The training is not therefore a 'talk over slides' session. Instead, its practice oriented. Participants practice through the use of a range of scenarios. The training was developed for small groups and to be online – a maximum of 20 people, ideally 12-16 people in which everyone interacts.

The training was co-developed with frontline workers from the Voluntary, Community and Faith sectors and has been continuously adapted and developed based on feedback from attendees⁸.

Specialist sessions

The need for specialist sessions was identified as part of the approach to upskill frontline workers interacting with residents.

The aim is to provide a level of specialist information about services, such as Housing – what are you hearing on the ground, what can you as a frontline worker do to immediately support, and where can you refer to for more specialist advice?

We want to prevent residents feeling like they are 'getting lost in the system – I Daniel Blake style'⁹ and to give frontline workers the knowledge and information to be able to help on a deeper level initially rather than sometimes not knowing how best to help that person and leaving the resident to attempt to navigate a potentially complex environment of support on their own.

We have co-designed and co-produced the sessions with frontline workers. We have asked what themes they would like to know more about, and what sort of content would be useful to cover in say a 1.5 to 3 hours training session. We then work with delivery tutors to design the sessions aiming to make them as engaging as possible for online delivery, avoid the risk of it being death by PowerPoint, and leaving space for Q&A and networking.

TRAINING THEMES

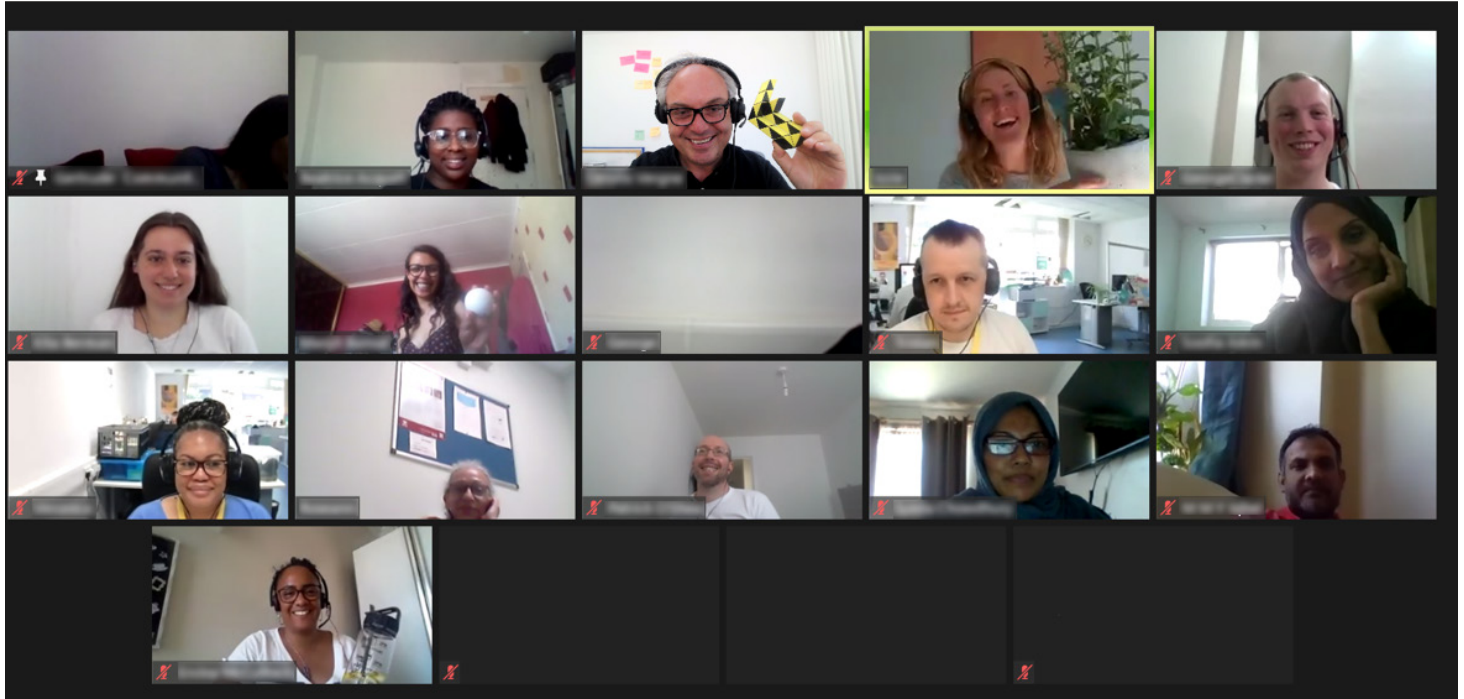
As of August 2021, in addition to Core Conversations, we have 8 training themes of:

 <p>Immigration</p>	 <p>Finance, Employability and Housing</p>	 <p>Mental Health Support</p>	 <p>Gambling, Drug and Alcohol Addictions</p>
 <p>Domestic Violence</p>	 <p>Family and Wraparound Services</p>	 <p>Other sessions including Safeguarding</p>	 <p>COVID related</p>

There are 28 different training sessions within the 8 themes and they are outlined in Appendix 3.

⁸ All the Core Conversations training materials, including the 7 principles of Core conversations developed by attendees based on their experience and practice can be viewed [Core Conversations](#)

⁹ [I, Daniel Blake - Wikipedia](#)



We started small, running 4 sessions on:

- Finance and Employability run by Our Newham Money and Citizens Advice Newham¹⁰.
- Housing and Homelessness run by the Council's Housing Service¹¹.
- Early Help and Family Support run by the Council's Early Help team¹².
- Immigration for non-immigration advisers run by PRAXIS¹³.

What's great is that the tutors are actually the very people who will take referrals when they are made – or they lead the teams that do – so they can begin to build a relationship with frontline workers tackling the issue.

Session structures generally include:

- An overview and context of the issue presenting on the ground.
- Key things to look out for when talking with clients/residents.
- Initial advice/ triage skills for the frontline worker.
- The key elements of this service area that you need to know about.
- How and when to refer into the service speedily and efficiently.
- Time for networking and discussion.

A short clip from the 'Working with Migrants' Bitesize session and an example training session plan can be viewed here:

<https://drive.google.com/drive/u/0/folders/1RjB0WFwREAtuLp4F7Gd6t-tI3Ab8x5kB>¹⁴

After starting with the initial four sessions identified as the current largest areas of need in Newham, the programme continued to grow based on feedback from frontline workers.

¹⁰ www.ournewhammoney.co.uk, www.eastendcab.org.uk/newham

¹¹ www.newham.gov.uk/housing-homes-homelessness

¹² www.newhamconnect.uk/Services/3406

¹³ www.praxis.org.uk

¹⁴ Presented by Bethan Lant Praxis- Advocacy, Training and Development Manager

OVERVIEW OF KEY OUTPUTS

As you can see from Fig 4 below – since delivering our first training session in November 2020 – in just over 9 months to July 2021 we have hosted 1,383 attendances across 8 themes and 28 different training sessions.

Fig 4– Overview of Outputs

Description	Number
Number of attendances (Nov 2020- July2021)	1,383
Number of different training sessions	28
Number of sessions delivered November 2020 – July 2021	111
Attendances across the two network events held in October and December 2020	90
Number of organisations represented by attendees	128
Number of attendees completing feedback	491
Percentage of attendees rated the overall training as excellent or good	97
Percentage of attendees rated the amount and level of content as excellent or good	95
Number of attendees completing longer term feedback	61

Please see Appendix 4 for a session numbers and attendances by theme, and Appendix 5 for an attendances breakdown by sector.

Fig 5– Appreciation posts from network event held in December 2020

Appreciation posts!

Thank you for organising - looking forward to the future :)

Thank you to everyone in the alliance for coming together and sharing ideas and a great platform to network and joint working to support local residents. Appreciation to the leadership of this alliance and

Thank you to everyone in Newham supporting EEA nationals at this time to feel welcome and to help protect their post-Brexit rights by informing and helping them to access support around the EU Settlement

Where would we be without the Voluntary, Community and Faith sector - thanks everybody!

Thank you Phil, Izzy, Helena, Dennis for bringing us together working on Social Welfare Alliance. Looking forward to working with everybody here in 2021 - Annabelle & MoneyWorks team!!

Thank you Annabelle for sharing some amazing ideas today, and your passion in improving the services in the borough

Thank you Helena Taylor for all your support!

To everyone who is tired, exhausted, emotional and drained - I wanted to say thank you on behalf of every single person who has benefited from your hard work.

I really appreciate everyone coming today, and thinking so ambitiously about what we can achieve for residents as a group! Let's make it happen!

Thanks To Phil Veasey for creating the biggest change in the way the council works with the sector, for a decade.

It was great working with you all. We appreciate that Newham council is working closely with us all for the best interests of all local residents.

Thanks to izzie for hosting brilliantly!

Thank you to the Public Health team for all your hard work during this strange period. As a new community organisation, we feel very supported by your team. Hope you all have an amazing Christmas!

Ruth - love how you balance pushing the right things in an enthusiastic warm approach

Thank you all such an inspirational group of people doing such important work.

Thank you Helena for all your help this year! You know everyone in Newham it seems, and you are amazing at connecting people with all the work in the borough.

EVALUATION AND FEEDBACK

We have based our evaluation on:

- Immediate feedback from attendees based on:
 - a rating of the training overall– see Figs 6 and 7
 - a rating of the tutors running the training – see Figs 8 and 9
 - a rating of the level and amount of content – see Figs 10 and 11
- Effectiveness of referrals from research conducted a minimum of 12 weeks post training
- Feedback from attendees and training facilitators from research conducted a minimum of 12 weeks post training

Overall – it appears that the training sessions in terms of the quality of content and the quality of tutors has been well received. Fig 6 reveals that 62% of attendees have rated the training as excellent in the immediate aftermath of receiving the training.

The quality of tutors has a 72% excellent rating – again in the immediate aftermath of receiving the training.

Fig 6 – Immediate feedback from attendees based on a rating of the training overall – percentages



Fig 7 – Immediate feedback from attendees based on a rating of the training overall – numbers of responses and percentages

Rating	Total number	Number of responses
Excellent	325	62%
Good	183	35%
Fair	16	3%
Poor	1	0%



Fig 8 – A rating of the tutors running the training – percentages

Overall how were the people running the training?



Fig 9 – A rating of the tutors running the training – numbers of responses and percentages

Rating	Total number	Number of responses
Excellent	378	72%
Good	139	26%
Fair	8	2%



Fig 10 – A rating of the level and amount of content – percentages only

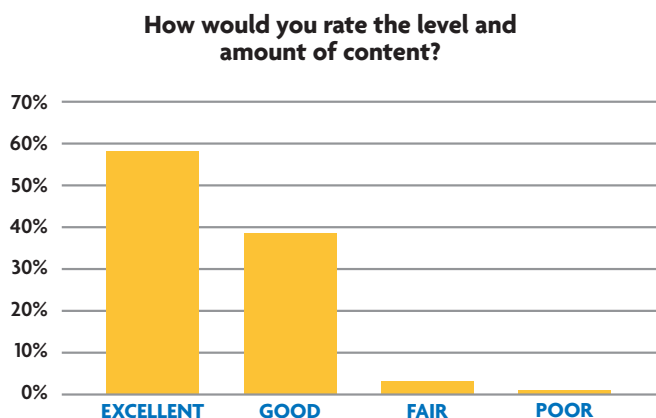


Fig 11 – A rating of the level and amount of content – numbers of responses and percentages

Rating	Total number	Number of responses
Excellent	305	58%
Good	196	37%
Fair	22	4%
Poor	2	0%

We have conducted further research to understand the impact the SWA is having longer term and with particular reference to the efficiency of residents referrals.

Fig 12 indicates that 52% of attendees have been able to refer efficiently and appropriately with 48% saying this isn't the case.

This part of our evaluation is probably the most important and our initial thoughts are that this isn't good enough – we need the positive response to be far higher.

Admittedly, this gives us our first baseline figure but we feel we should be ambitious and set the bar to move the 52% to 80% by March 2022 with a milestone target of 66% by December 2021.

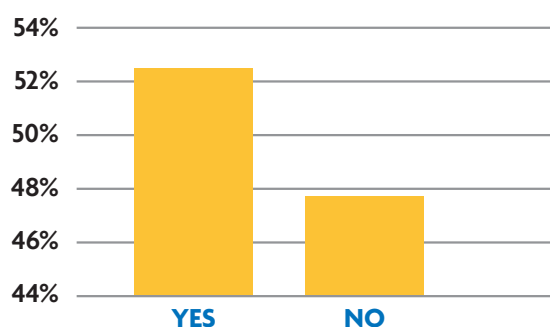
We will work with tutors to ensure we tailor content and delivery even more carefully to shift the needle significantly.

We will also add an immediate aftermath question: Rate your confidence level to refer residents into services in this theme. Using the 4 point scale of Excellent through to Poor – this will enable us to keep refining the content and interaction of the training so we can realistically attempt to reach our targets.

Where themes or particular topics are scoring relatively lowly – we will work with tutors to review referral pathways. This may involve longer term challenges – arguably for example – we simply do not have enough access to immigration support and advice to meet demand.

Fig 12 – Effectiveness of referrals from research conducted a minimum of 12 weeks post training

Have you managed to refer efficiently and appropriately since you attended the training?



Feedback

Feedback from attendees and training tutors from research conducted a minimum of 12 weeks post training – We have received positive feedback from attendees and tutors:

Often we interact with people spontaneously however, this session gave us an insight into thinking more about how we approach people with empathy and sensitivity, being non-judgmental, upholding respect, dignity and confidentiality.

Core Conversations attendee

Brilliant host. She made a complicated topic with lots of jargon that previously confused me into something clear, easy to understand and immediately applicable to my volunteering role. Fantastic training and a way to help us all understand our fellow Newham residents. Thank you!

Bitesize Immigration training attendee

I have been Delivering specialist training sessions on Finance and Employability as part of the Social Welfare Alliance training programme since November 2020. This has meant I have been able to form partnerships with voluntary sector organisations to co-deliver sessions and streamline referrals. The training sessions have continuously developed based on feedback from attendees and facilitator reflection.

Our Newham Money, Service delivery Coordinator

Housing issues are commonly reported in patients referred to social prescribing, so the ability to explain this process and support patients throughout this process will be very useful.

Housing and Homelessness training attendee



ATTRACTING INTEREST FROM ELSEWHERE AND SHARING BEST PRACTICE

On occasions during the initial lifetime of the SWA we have attracted outside interest and we have presented on our approach, for example, at various pan London meetings. We also worked in partnership with the London Borough of Hackney on an exciting project working with partners to gather insight and develop solutions to implementing a preventative approach to support residents who are at risk of crisis.

London Office of Technology (LOTI) Project – Preventing Residents from Reaching Crisis

The London Office of Technology and Innovation (LOTI) awarded £75,000 funding to Newham and Hackney Councils in February 2021 to work in partnership on a project to design and put in place more preventative measures to help ensure residents whose vulnerabilities have been exacerbated by the pandemic avoid reaching crisis point.

Hackney and Newham were both facing similar challenges, but providing different approaches to solutions so there was a lot to learn from each other. In Newham we had implemented the SWA and our colleagues in Hackney had designed and implemented a digital tool to support Covid response workers to provide wraparound support to residents.

The 'Preventing Residents from Reaching Crisis' project sought to explore the role and effectiveness of a range of solutions in preventing vulnerable residents from reaching crisis and build on the range of new and improved relationships with internal services and community partners to identify needs and intervene early.

A toolkit has been developed by Newham and Hackney teams and seeks to share the methods, approaches and outputs delivered as part of the 'Preventing Residents from Reaching Crisis' project, to make it easier for other boroughs wishing to emulate this approach.

The project Mural board can be viewed on line¹⁵.

The Toolkit and final Show and Tell can also be accessed online¹⁶.

¹⁵ <https://app.mural.co/t/healthcaredesignmsc4915/m/healthcaredesignmsc4915/1615285653147/2be1d0ffe61a0102d7fec847d832916f39a23175?sender=9b7815f0-9442-4e53-a365-185a07fc20a2>

¹⁶ <https://loti.london/resources/preventing-residents-from-reaching-crisis-toolkit/>

Social Welfare Alliance – Lessons Learnt

In terms of the development and implementation of the SWA we have learnt a range of lessons and we wanted to share them with you:

1.	Start small and don't over promise!
2.	Fail quickly – if the idea or approach isn't working then have the courage to pause and review!
3.	Tackle issues systematically, forming cross sector project groups with a focus on what everyone can bring to the table.
4.	Take an agile approach, acting on feedback quickly and adapting when necessary.
5.	Take the time to source the most suitable tutors for each subject, and work with them on the session structure ensuring that it is: <ul style="list-style-type: none"> • Interactive • There is time for conversation/networking, a break, and relevant resources are ready to share with attendees after the session • Referral pathways are understood
6.	Use a system such as Eventbrite to allow attendees to sign up easily and efficiently.
7.	Always have an additional person alongside the tutor to support the session assisting with any technical issues, assisting and welcoming latecomers, managing breakout rooms and feeding in questions - this means the tutor can focus entirely on the delivery.
8.	Provide a clear overview of the session content so people know what they are signing up for and they can ensure it is the right session for them to be attending.
9.	Provide clear joining instructions.
10.	Content should be tailored to what's happening on the ground for frontline workers – rather than what the tutor or service thinks is key information. Remember that our mission is to upskill the broad frontline workforce in Newham to understand the social determinants – what are they hearing on the ground in their day to day interaction with residents, what immediate advice can they provide, and how do they refer effectively into expert support?
11.	Keep evolving and responding – we think our autumn/winter 2021/22 programme is a significant improvement to the training sessions we have run to date!

NEXT STEPS AND FUTURE AMBITIONS

It's important to state that the SWA will never sit still and be finished – it will also be challenging to deliver as the demands of the frontline workforce change, grow, evolve and become more nuanced and precise.

The project team has been humbled by the take up of attendances and the willingness of new expert tutors and service providers to get involved.

As we find our place in the Newham landscape we are also welcoming more collaboration with tutors and partners to refine and grow the themes and the training sessions on offer.

The project team has taken the time over the summer period to review the SWA, meeting with relevant stakeholders and the training tutors to continue to develop the sessions and explore ways to increase connectivity between services to improve the referral process for residents:

- A new 2021/22 training framework has been produced based on demand and the current challenges our residents are facing. The programme can be viewed online¹⁷.
- In key themes a development pathway has been created in partnership with the experts in this area of work – for example the Adult Mental Health and Wellbeing offer now has 3 steps for frontline workers.
 1. Introduction course – Adult Mental Health and Wellbeing in the context of Social Welfare challenges
 2. Mental Health First Aid (only for those that have attended the introduction course)
 3. Mental Health and Wellbeing Champions – creating a movement and network of frontline workers
- Alongside the training programme, additional aspects will be included as part of the SWA to help build thematic networks, increase connectivity between services and enhance the offer for all frontline workers. These include:
 - A certificate of attendance.
 - Special events – including guest speakers who are subject matter experts.
 - Thematic updates to past attendees – new policies/ changes in legislation, funding opportunities and network events for example.
 - Thematic drop in sessions run by the specialist tutors – for those that have previously attended the training session this will offer them a space to ask questions and network with others having similar conversions with residents.
- We plan to raise the awareness of the SWA within Council directorates, to increase the number of Council frontline workers attending training sessions, including becoming part of staff inductions and mandatory training for specific job roles. This will increase the chances of warm referrals – avoiding the resident repeating their story a number of times and being passed around or lost in the system.
- Commissioning of a Voluntary, Community and Faith sector organisation in the borough to continue running Core Conversations, allowing for sustainability, a local approach and cost effectiveness.



The SWA will continue to evolve, with new partners coming on board and networks emerging.

A recent example of this is the newly formed Anti-poverty alliance bringing together organisations supporting Newham residents facing poverty to:

- Raise awareness about the key issues of poverty in the borough.
- Strengthen and better use the levers we have to tackle poverty.
- Better use each other's skills and resources to tackle issues.
- Identify gaps we need to investigate further and tackle.
- Standardise our aims – all working towards the same thing.

¹⁷ www.newham.gov.uk/socialwelfarealliance

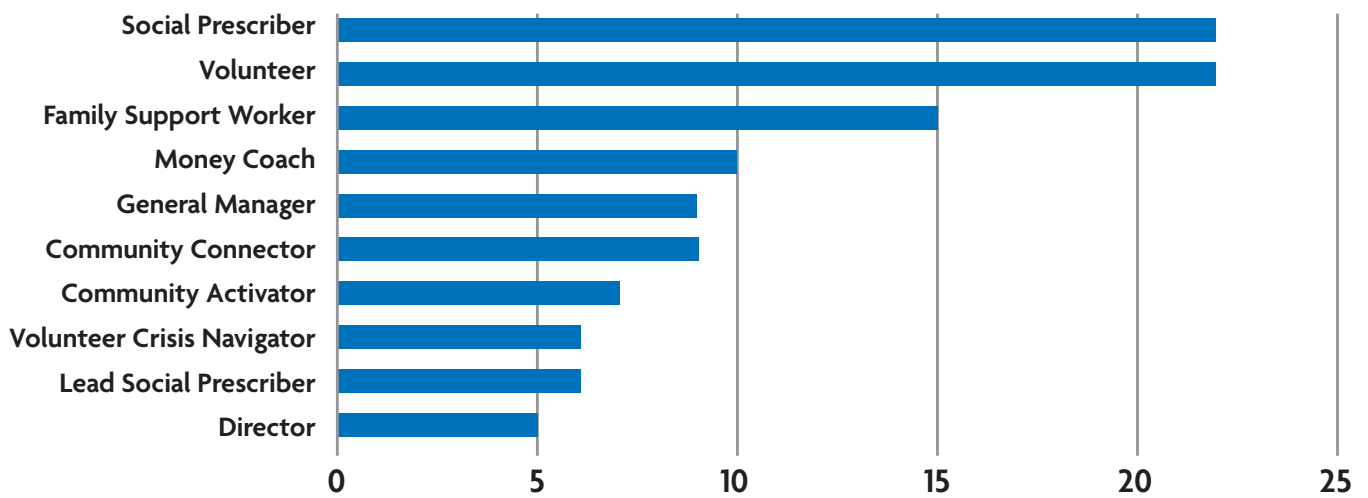
APPENDIX 1 – COMPOST SURVEY FOR VOLUNTARY, COMMUNITY AND FAITH SECTOR

- The survey ran weekly from April to August 2020 and is now running every 2 weeks
- It provides real time insight into the broad operational health of the sector
- A project team reviews and takes action to support – examples of support include – links to small grant programme, supply of fridges and freezers to community food hubs, support for fund raising, sourcing community spaces and connecting services.
- Allows for a communication channel between the Council and the sector

Survey field	Number
Organisations completing survey	289
Delivering services now	230
Delivering at weekends	39
Organisations offering some kind of food distribution	105
Members of the Newham Food Alliance	31
Delivering medicines	30
Offering phone or online information, advice or counselling	108
Phone befriending service	47
Offering additional services – e.g. children and young people, digital etc.	138

APPENDIX 2 – JOB ROLES OF FRONTLINE WORKERS ATTENDING THE TRAINING

Top 10 jobs of frontline workers attending training



APPENDIX 3 – TRAINING THEMES, SESSIONS AND TUTORS

Training Sessions	Facilitating Organisation	Tutors and Job Roles
Core Conversations	Basis	Denis Vergne, Isabelle Hurrell, Max Goodall
Core Conversations Follow Up	Basis	Denis Vergne, Isabelle Hurrell, Max Goodall
IMMIGRATION		
Understanding the issues in working with clients with no recourse to public funds	Praxis	Bethan Lant - Advocacy, Training and Development Manager
Migrant Families and Children	Praxis	Bethan Lant - Advocacy, Training and Development Manager
EU Migrants	Praxis	Bethan Lant - Advocacy, Training and Development Manager
Immigration – Bitesize session	Praxis	Bethan Lant - Advocacy, Training and Development Manager
No Recourse to Public Funds	Praxis	Bethan Lant - Advocacy, Training and Development Manager
Working with irregular Migrants	Praxis	Bethan Lant - Advocacy, Training and Development Manager
Asylum entitlement and support	Praxis	Bethan Lant - Advocacy, Training and Development Manager
EU Settlement Scheme and EU Rights post Brexit	Praxis	Bethan Lant - Advocacy, Training and Development Manager
Working with Migrant Families (school staff only)	Praxis, London Borough of Newham	Bethan Lant - Advocacy, Training and Development Manager Mahfuzul Khan - Head of Service for MASH, EDT, NRPF, Assessment & Families First Services Phil Veasey – Public Health Consultant Helena Taylor – Senior Advisor (Voluntary, Community Sector)
FINANCE, EMPLOYABILITY AND HOUSING		
Finance and Employability	Our Newham Money, Citizens Advice, Community Links	Annabelle De Freitas - Service Delivery Co-ordinator, Florence Acen - Team Leader, Pearl Allen - Senior Adviser
Employability	Our Newham Money, Citizens Advice	Annabelle De Freitas - Service Delivery Co-ordinator, Jacqueline Avery - Assistant Workplace Manager, Adam Jackson - Employment Case Worker
Financial Wellbeing	Our Newham Money, Citizens Advice, Community Links	Annabelle De Freitas - Service Delivery Co-ordinator, Florence Acen - Team Leader, Pearl Allen - Senior Adviser, Nicola Phillips - Senior Debt Adviser, Sana Sahid - Legal Assistant
Housing and Homelessness	London Borough of Newham	Paul Cooper - Head of Homelessness, Prevention and Advice
Universal Credit - Job Centre Support	Jobcentre Plus	Sarah Phillips - Partnership Manager
Digital Inclusion	Skills Enterprise	Debra Simpson - Project Coordinator

Training Sessions	Facilitating Organisation	Tutors and Job Roles
MENTAL HEALTH SUPPORT		
Adult Mental Health and Wellbeing	Newham Talking Therapies	Jemma Griggs - Community Assistant Psychologist, Yasmin Long - Senior CBT Therapist and Community Engagement Lead
Children and Young People	London Borough of Newham	Hiwot Ameneshoa - Mental Wellbeing and Resilience Manager, Penny Phillips - Parenting and Creative Activities Manager, suus-anna Harskamp, Primary Resilience Training Lead, Reshmi Copperthwaite - Mental Wellbeing and Resilience Manager, Becky Dawson - Resilience Training Lead
GAMBLING, DRUG AND ALCOHOL ADDICTIONS		
Gambling Related Harm	Citizens Advice	Harvel Mattison - Gambling Support Service and Money Coach
Drug and Alcohol Addictions	Change Grow Live	Kate Langan - Building Recovery In Communities Team Leader
DOMESTIC VIOLENCE		
Domestic Violence level 1	Hestia	Sharna Marshall - Service Manager
Domestic Violence level 2	Hestia	Sharna Marshall - Service Manager
Domestic Violence level 3	Hestia	Sharna Marshall - Service Manager
FAMILY AND WRAPAROUND SERVICES		
Early Help and Family support	London Borough of Newham	Dawn Henry - Early Help Partnership Coordinator Kirsty Reed - Strategic Manager Early Years
Healthy Start	London Borough of Newham	Asmat Syed - Nutrition Specialist (Children and Young People)
Why Feeding Babies Matters in Newham	London Borough of Newham	Hazel Jones - Infant Feeding Coordinator
OTHER SESSIONS		
Introduction to Safeguarding	London Borough of Newham	Katie Burgess - Safeguarding Governance Officer
Overview of Adults of Health Commissioning	London Borough of Newham	Lydia Drummond - Assistant Director of Commissioning Adults and Health
Why is it important to be LLW employer	Enabled Living and Living Wage Foundation	Matthew Sheehan - Managing Director, Caitlin Durham - Programme Manager, Tazkia Khan - Programme Officer
COVID RELATED		
The COVID19 Vaccine	London Borough of Newham	Anne Bowers - Public Health Strategist Emily Almond - Public Health Officer
Everything you need to know about COVID 19 Testing	London Borough of Newham	Ashlee Teakle - Assistant Public Health Strategist

APPENDIX 4 – SESSION NUMBERS AND ATTENDANCES BY THEME

Themes	Number of sessions	Attendances	Average
Core Conversations	9	126	14
Core Conversations Follow Up	3	15	5
Total:		141	
IMMIGRATION			
Understanding the issues in working with clients with no recourse to public funds	1	13	13
Migrant Families and Children	1	11	11
EU Migrants* session changed last minute	1	4	4
Immigration – Bitesize session	9	101	11
No Recourse to Public Funds	2	35	18
Working with irregular Migrants	2	20	10
Asylum entitlement and support	2	35	18
EU Settlement Scheme and EU Rights post Brexit	3	34	11
Working with Migrant Families	4	34	9
Total:	25	287	
FINANCE, EMPLOYABILITY AND HOUSING			
Finance and Employability	4	54	14
Employability	2	20	10
Financial Wellbeing	2	23	12
Housing and Homelessness	9	132	15
Universal Credit - Job Centre Support	2	25	13
Digital Inclusion	2	22	11
Total:		276	
MENTAL HEALTH			
Adult Mental Health and Wellbeing	6	84	14
Children and Young People	4	67	17
Total:		151	
GAMBLING, DRUG AND ALCOHOL ADDICTIONS			
Gambling Related Harm	3	20	7
Drug and Alcohol Addictions	4	59	15
Total:		79	
DOMESTIC VIOLENCE			
Domestic Violence level 1	5	75	15
Domestic Violence level 2	1	18	18
Domestic Violence level 3	1	16	16
Total:		109	

Themes	Number of sessions	Attendances	Average
FAMILIES AND WRAP AROUND SUPPORT			
Early Help and Family support	6	83	14
Healthy Start	9	91	10
Why Feeding Babies Matters in Newham	5	21	4
Total:		195	
OTHER			
Introduction to Safeguarding	1	14	14
Overview of Adults of Health Commissioning	1	12	12
Why is it important to be LLW employer	1	5	5
Total:		31	
COVID RELATED			
The COVID19 Vaccine	6	71	12
Everything you need to know about COVID 19 Testing	7	43	6
Total:		114	
Overall total attendances		1383	

APPENDIX 5 – ATTENDANCES BREAKDOWN BY SECTOR

Themes	Voluntary, Community and Faith sector	London Borough of Newham	Health	Education / Early Years
Core Conversations	48%	40%	7%	5%
Core Conversations Follow Up	33%	27%	13%	27%
IMMIGRATION				
Immigration (full day)	36%	0%	14%	50%
Immigration – Bitesize session	62%	16%	13%	9%
No Recourse to Public Funds	43%	26%	11%	20%
Working with irregular Migrants	60%	10%	10%	20%
Asylum entitlement and support	40%	14%	6%	20%
EU Settlement Scheme and EU Rights post Brexit	73%	23%	2%	2%
Working with Migrant Families	3%	0%	0%	97%
FINANCE, EMPLOYABILITY AND HOUSING				
Finance and Employability	48%	27%	10%	15%
Employability	55%	20%	10%	15%
Financial Wellbeing	57%	13%	17%	13%
Housing and Homelessness	49%	13%	20%	18%
Universal Credit - Job Centre Support	72%	8%	8%	12%
Digital Inclusion	45%	23%	23%	9%
MENTAL HEALTH				
Adult Mental Health and Wellbeing	69%	6%	12%	13%
Children and Young People	65%	15%	10%	10%
GAMBLING, DRUG AND ALCOHOL ADDICTIONS				
Gambling Related Harm	50%	25%	10%	515%
Drug and Alcohol Addictions	58%	8%	24%	10%
DOMESTIC VIOLENCE				
Domestic Violence level 1	66%	16%	11%	7%
Domestic Violence level 2	67%	16%	17%	0%
Domestic Violence level 3	43%	19%	19%	19%
FAMILIES AND WRAP AROUND SUPPORT				
Early Help and Family support	54%	20%	13%	13%
Healthy Start	46%	21%	20%	13%
Why Feeding Babies Matters in Newham	67%	33%	0%	0%

Themes	Voluntary, Community and Faith sector	London Borough of Newham	Health	Education / Early Years
OTHER				
Introduction to Safeguarding	86%	14%	0%	0%
Overview of Adults of Health Commissioning	83%	0%	17%	0%
Why is it important to be LLW employer	100%	0%	0%	0%
COVID RELATED				
The COVID19 Vaccine	47%	7%	42%	4%
Everything you need to know about COVID 19 Testing	58%	28%	0%	14%
Total:	55%	17%	11%	55%

