

**WE ARE  
HEALTHY.**



**WE ARE  
NEWHAM.**



**5 WAYS TO A  
HEALTHIER LIFE**



A Well Newham Health Information  
Booklet, 2023  
[www.newham.gov.uk/healthylife](http://www.newham.gov.uk/healthylife)

# TOWARDS A HEALTHIER NEWHAM

“

Newham has been hard hit by COVID-19 and the cost of living crisis but our community has come together and shown great strength during this time. The information and services in our 5 Ways to a Healthier Life publication offer a range of support available to help you. I'd like to thank everyone working to Build a Fairer Newham.

**Mayor Rokhsana Fiaz OBE**



“

There are lots of services in Newham to help people live a healthy life but it can be difficult to know where to start, that's how 5 Ways to a Healthier Life can help. Look after yourself; eat healthy food, keep active and get your health checked if you're worried about anything.

**Dr Rima Vaid**  
**GP and Clinical Director for Newham,**  
**NHS North East London Integrated**  
**Care Board**



“

Dealing with increased daily costs and worrying about how to pay for food, bills and fuel, is really stressful and takes a toll on us mentally. You don't have to deal with this on your own – we have lots of free support in Newham to help you, so please get in touch with the services listed in this booklet.

**Councillor Neil Wilson**  
**Cabinet Member for Health and**  
**Adult Social Care**



“

Find what it is that will help you. For me, learning new things and sharing what I had learnt during the pandemic helped me so much. I am now a qualified Tai chi instructor and I have passed my Level 2 British Sign Language.

**Bisi Imafidon**  
**Extended Schools Manager,**  
**part-time sports coach and**  
**50 Steps Changemaker**



# 5 WAYS TO A HEALTHIER LIFE

Did you know there are lots of things you can do to improve your health and many free support services in Newham to help you along the way?

This booklet has information on 5 ways to a healthier life – all of which are connected to and affect your health – and the FREE services in Newham to support you.



	PAGE
<b>HEALTHY BODY</b>	<b>4</b>
<b>HEALTHY MIND</b>	<b>13</b>
<b>HEALTHY MONEY</b>	<b>17</b>
<b>INFECTION PREVENTION</b>	<b>23</b>
<b>WELL IN ALL WEATHER</b>	<b>25</b>

View this booklet online at: [www.newham.gov.uk/healthylife](http://www.newham.gov.uk/healthylife)  
Share your journey with us on social media using **#HealthyNewham**

Information correct at the time of going to print.



Part of the 50 Steps Health and Wellbeing Strategy

# HEALTHY BODY



Whether you want to feel better, stronger, or healthier, there are many things you can do to have a healthy body – and lots of free services to help you.

A healthy body also helps you feel happier and stay well.

Here you can find information on:

	PAGE
Eating healthy food	5
Being a healthy weight	6
Keeping active	7
Having healthy habits	9
Reducing your chance of getting ill	10
Improving your sexual health	11
Protecting your child's health	12

You can also find lots of free information and advice at:

 [www.nhs.uk/live-well](http://www.nhs.uk/live-well)



# EATING HEALTHY FOOD

Eating healthy food is an important part of having a healthy body and can help you feel better. There are lots of things you can do like:

- Eat 5 pieces of fruit and veg a day
- Eat less sugary and salty foods – check the labels
- Eat more beans, fish, eggs and lean meat (e.g. chicken breast)
- Choose wholegrain pasta, rice and brown bread, and cut down on carbs
- Go for lower fat cheese, milk and butter
- Drink lots of water
- Drink less alcohol – have 2 or 3 alcohol-free days a week

## Healthy food and vitamins for children

Babies and children need healthy food from the start – to help them grow and set them up for a healthier life.

If you are pregnant or have children under 4 years old you may be able to get money to buy healthy food and milk.

To apply contact Healthy Start:

- ☎ 0300 330 7010
- ✉ [healthy.start@nhsbsa.nhs.uk](mailto:healthy.start@nhsbsa.nhs.uk)
- 🏠 [www.healthystart.nhs.uk](http://www.healthystart.nhs.uk)

Newham also offers free vitamins to all pregnant women, new mothers, and children under the age of 4. Speak to your midwife, health visitor or Children's Centre for more information. To find your nearest



vitamin distribution site, visit:

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

## Need help to pay for food?

If you or someone you know is struggling to pay for food, the Newham Food Alliance (NFA) can help. NFA is a collection of organisations across the borough who reach thousands of residents each week with food parcels, meals and other support. To get help, fill in a form at:

- ☎ 07790 975 086
- ✉ [frontdoor@newhamfoodalliance.org](mailto:frontdoor@newhamfoodalliance.org)
- 🏠 [www.newham.gov.uk/newhamfoodalliance](http://www.newham.gov.uk/newhamfoodalliance)

## Free school meals

All primary children in Newham get a FREE, nutritious lunch every school day, saving families £500 a year per child. To apply and for more information visit:

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

# BEING A HEALTHY WEIGHT

Healthy eating and keeping active are the best ways to manage your weight.

Being even a little bit overweight can increase your risk of certain illnesses. Check if you are a healthy weight by using the NHS calculator.

🏠 [www.nhs.uk/live-well/healthy-weight/bmi-calculator](http://www.nhs.uk/live-well/healthy-weight/bmi-calculator)

There are also free programmes in Newham to help you with your weight:

## NHS Healthier You programme

If you have been told you are at risk of developing Type 2 diabetes, ask your GP if you can be referred to your local NHS Healthier You programme. This programme will help you with your diet, weight and keeping active which will all help stop you from developing Type 2 diabetes.

☎ 0333 577 3010

✉ [info@preventing-diabetes.co.uk](mailto:info@preventing-diabetes.co.uk)

🏠 [www.preventing-diabetes.co.uk](http://www.preventing-diabetes.co.uk)

## Live Well Newham

A free 12-week healthy weight programme covering diet, exercise and mental health. To sign up:

☎ 0333 577 3010

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



## M-Fit

A free 12-week men's weight loss challenge.

To sign up:

☎ 0333 577 3011

🏠 [bit.ly/3LBK5Ux](http://bit.ly/3LBK5Ux)

## Nutrition Kitchen

A 12-week free cooking and exercise programme for Newham residents. Eligibility criteria applies. For more information contact Sandeep:

☎ 07526 580621

✉ [sandeep@nutrition-kitchen.co.uk](mailto:sandeep@nutrition-kitchen.co.uk)

or sign up at:

🏠 [nutrition-kitchen.co.uk/contact-us](http://nutrition-kitchen.co.uk/contact-us)

“

We don't need petrol and we don't need to depend on others, cycling is fun and health-wise it's good for us too!”

Asfia, Newham resident

## KEEPING ACTIVE

Keeping active can help you stay a healthy weight and reduce your risk of health problems like heart disease, stroke and dementia. It also helps you feel better, happier and less stressed.

Aim to do a little exercise every day – enough to make you breathe faster and feel warmer, such as:

- Walking or cycling whenever possible, even just 20 minutes a day
- Exercising while listening to your favourite music
- Exercising with friends
- Finding a sport you like
- Try walking, cycling or scooting instead of taking the car or public transport

If you haven't exercised in a while or you have a medical condition, speak to your GP for advice.

There are many free activities in Newham to help you stay active. Find out more at:

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

There are also lots of tips and videos to help you keep active at home:

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



### Our Parks online sessions

If you are looking to get fit while at home, check out this range of free, fun online activity sessions to help you get moving. You can choose 5, 7, 10 or 30 minute sessions, including Couch to Fitness, Bhangra Family Fit and more!

🏠 [couchtofitness.com/programmes](http://couchtofitness.com/programmes)

### Bikeworks

Inclusive cycling sessions with adapted bikes that are free to access and open to all.

☎ 020 8980 7998 (option 3)

🏠 [www.bikeworks.org.uk](http://www.bikeworks.org.uk)

### Free sports and physical activity sessions for adults

Including Keep Fit, Stay Fit, Sporting Memories, Walking Basketball & Football for Over 55s and 55+ Seated Yoga.

☎ 07741 293 506

✉ [Sports@activeNewham.org.uk](mailto:Sports@activeNewham.org.uk)



### Free sports sessions for children

There are many free sports sessions for children including football, boxing, table tennis, badminton.

☎ 07741 293 506

✉ [Sports@activeNewham.org.uk](mailto:Sports@activeNewham.org.uk)

### Walking

Free weekly and fortnightly walks led by trained walk leaders and supported by Newham volunteers.

✉ [sports@activenewham.org.uk](mailto:sports@activenewham.org.uk)

☎ 07741 293506

### Street Tag

A fun, free game using your smart phone, helping you to explore your local area and gain rewards for doing daily physical activity.

🏠 [www.streettag.co.uk](http://www.streettag.co.uk)

### Couch to 5k

An NHS app to help you start exercising. A 9-week programme of podcasts to help you safely build up to running 5km. You can choose your trainer, including celebrities like Jo Whiley, Sanjeev Kohli or Denise Lewis.

🏠 [www.nhs.uk/live-well/exercise/running-and-aerobic-exercises/get-running-with-couch-to-5k](http://www.nhs.uk/live-well/exercise/running-and-aerobic-exercises/get-running-with-couch-to-5k)

### Park Runs

Free, fun, and friendly weekly 5k community events at Beckton District Park South and Victoria Dock. Walk, jog or run your 5km with others.

🏠 [www.parkrun.org.uk](http://www.parkrun.org.uk)

### Leisure Centres

Visit your local leisure centre for access to swimming, gyms, classes and more. For more information on opening hours and what's on:

☎ 0300 124 0123

🏠 [www.activenewham.org.uk](http://www.activenewham.org.uk)

### Activities for under 5s

If you have children under 5 years old, contact your local Children's Centre to find out about fun, free activities, such as Stay and Play sessions. Find your nearest Children's Centre here:

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





## HAVING HEALTHY HABITS

Adopting healthy habits will help you live a healthier life and reduce your risk of stroke and heart disease. This includes stopping smoking and reducing alcohol and drug intake. There are several free services in Newham to help you.

Many pharmacies in Newham can also help.

### Quit Well Newham

A free 12-week support program for smokers and smokeless tobacco users who want to quit. You can get a referral or refer yourself:

- ☎ 020 7882 8230
- ✉ [clinicbookings@qmul.ac.uk](mailto:clinicbookings@qmul.ac.uk)
- 📱 07474 082 330 (text or WhatsApp)
- 🏠 [www.newham.gov.uk/stopsmoking](http://www.newham.gov.uk/stopsmoking)

### Drug and alcohol support

If you, or someone you know, has become dependent on alcohol or drugs, help is available. Most people need some help or a long-term plan to stay in control or completely alcohol or drug free.

You can take a free, confidential test to check how much you are drinking and how to calculate alcohol units:

- 🏠 [www.alcoholchange.org.uk/alcohol-facts/interactive-tools](http://www.alcoholchange.org.uk/alcohol-facts/interactive-tools)

### Newham Rise

A free and confidential drug and alcohol service for Newham residents (adults and young people) affected by substance use, and those who may be impacted by someone else's substance use, like family and friends. You can self-refer:

- ☎ 0800 652 3879
- ✉ [newham.referrals@cgl.org.uk](mailto:newham.referrals@cgl.org.uk)
- 🏠 [www.changegrowlive.org/rise-newham](http://www.changegrowlive.org/rise-newham)

Support for young people:

- ☎ 0800 652 3879 or 07741 196 424
- ✉ [NewhamYP@cgl.org.uk](mailto:NewhamYP@cgl.org.uk)
- 🏠 [www.changegrowlive.org/young-people/newham-young-peoples-service](http://www.changegrowlive.org/young-people/newham-young-peoples-service)

# REDUCING YOUR CHANCE OF GETTING ILL

Finding out if you are at risk of getting a health condition can help to:

- Reduce your chance of getting ill
- Spot disease and get treatment early
- Improve your chance of successful treatment

Take this free NHS health quiz to find out your health score:

🏠 [www.nhs.uk/better-health/how-are-you-quiz](http://www.nhs.uk/better-health/how-are-you-quiz)

The following free services are available in Newham to check your health risk and spot early signs of health issues:

## NHS Health Check

This is for adults aged 40 to 74 to spot early signs of stroke, kidney disease, heart disease, Type 2 diabetes or dementia. You will receive a letter from your GP inviting you for a free NHS Health Check every 5 years. You can also call your GP surgery to book a Health Check. Find out more at:

🏠 [www.nhs.uk/conditions/nhs-health-check](http://www.nhs.uk/conditions/nhs-health-check)

## Cervical screening

Cervical screening checks your risk of cervical cancer and is for anyone with a cervix (the part that connects the vagina to the womb). Women aged 25-49 years are invited every three years and women aged 50-64 years, every five years. Call your GP to make an appointment.

## Breast screening

Breast screening, to detect breast cancer, is for women aged 50 to 71 years. You will be invited every 3 years. If you have missed your appointment, call the London Breast Screening Hub:

☎ **020 3758 2024**

## Bowel screening

Bowel screening, to detect bowel cancer, is for everyone aged 56 to 74 years. You will be invited every 2 years. If you received a test kit but lost it, you can call the London Bowel Screening Hub to request another:

☎ **0800 707 6060**

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I was told if I hadn't gone for my screening it's likely that in a few months I would have needed a mastectomy and the cancer would have spread.

**Bron, Newham patient**



## IMPROVING YOUR SEXUAL HEALTH

Good sexual health is important for your mind as well as your body. Thousands of residents use the sexual health services in Newham to keep them healthy.

### All East Sexual Health Service

A free and confidential NHS service, providing sexual health screening (including HIV prevention and testing), treatment for sexually transmitted infections (STIs), contraception and advice on sex and relationships. Book an appointment online:

☎ 020 8496 7237

🏠 [www.alleast.nhs.uk/appointments](http://www.alleast.nhs.uk/appointments)

### Sexual Health London

If you don't have any symptoms but want an STI screening test to check, you can order a home test for free from Sexual Health London:

🏠 [www.shl.uk](http://www.shl.uk)

### Positive East

With early testing and the right treatment, you can still live a long and healthy life with HIV. Positive East provides free support to adults and communities in Newham affected by HIV.

☎ 020 7791 2855

🏠 [www.positiveeast.org.uk](http://www.positiveeast.org.uk)

### Body & Soul

Body & Soul provides a range of free support to families and young people living in Newham affected by HIV.

☎ 020 7923 6880

🏠 [www.bodyandsoulcharity.org](http://www.bodyandsoulcharity.org)

### Pharmacist or GP

You can speak to your local pharmacist or GP for advice on contraception. Some local pharmacies can also provide screening for chlamydia and gonorrhoea to residents aged 15-24, as well as emergency hormonal contraception (the 'morning after pill').

# PROTECTING YOUR CHILD'S HEALTH

## Getting your child vaccinated

Vaccines prevent many serious illnesses and are free for all children. Different vaccines are given at different ages but it's never too late to catch up. For details of the vaccines your child needs at different ages visit:

🏠 [www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them](http://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them)

To make sure your child's vaccines are up to date, speak to your GP, midwife or health visitor. Children under the age of 5 get most of their vaccines from their GP so contact your GP to make a booking.

School age vaccinations are offered in school and parents/guardians must sign a consent form which will be given by the child's school. The form can also be found at:

🏠 [www.schoolvaccination.uk/vaccinations](http://www.schoolvaccination.uk/vaccinations)

For information about school-aged vaccines and to book appointments contact:

☎ 020 3214 1394

✉ [newham@vaccinationuk.co.uk](mailto:newham@vaccinationuk.co.uk)



## Protecting your child's teeth

- Make sure your child brushes their teeth twice a day (don't rinse mouth after brushing)
- Reduce the amount of sugary drinks and foods they eat
- Sign up for free NHS dental care – free for all children under 18 (and up to 19 years old in full time education)

To find your nearest dentist talk to your school nurse or visit:

🏠 [www.nhs.uk/service-search/find-a-dentist](http://www.nhs.uk/service-search/find-a-dentist)

## Register with your GP

Anyone in Newham can register with a GP surgery. It's free and you do not need proof of address or immigration status, ID or an NHS number. Contact your local GP surgery and register before you get ill so you can get help when you need it. Find your nearest GP at:

🏠 [www.nhs.uk/service-search/find-a-gp](http://www.nhs.uk/service-search/find-a-gp)

# HEALTHY MIND



A healthy mind is an essential part of a healthy life. It is important for our relationships, jobs and overall happiness.

Many of us have lost loved ones, especially due to COVID-19, and are dealing with increased money worries and maybe also job losses. These can lead to increased feelings of stress, anxiety and sadness.

If you are feeling anxious, upset and/or finding it hard to cope, help is available. Be kind to yourself and think about what may help you.

	PAGE
<b>Coping with loss</b>	<b>14</b>
<b>Reducing anxiety and depression</b>	<b>14</b>
<b>Helping young people to have healthy minds</b>	<b>15</b>
<b>Connecting with others</b>	<b>16</b>
<b>Caring for someone</b>	<b>16</b>

For more information and tips:


[www.newham.gov.uk/mentalhealth](http://www.newham.gov.uk/mentalhealth)  
[www.nhs.uk/every-mind-matters](http://www.nhs.uk/every-mind-matters)



# COPING WITH LOSS



## Community Bereavement Support Service

You do not have to cope with the loss of a loved one on your own. Help is available for anyone aged 18+ who has experienced a bereavement. You can get free one-to-one support and group counselling sessions.

- ☎ 020 7510 1081 / 020 7510 4268
- ✉ [nbs@mithn.org.uk](mailto:nbs@mithn.org.uk)
- 🏠 [www.newham.gov.uk/mithnbereavementservice](http://www.newham.gov.uk/mithnbereavementservice)

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## OCEAN

This service offers support to women and birthing people who have experienced birth trauma and loss. You can refer yourself or speak to your GP to be referred. For more information contact

- ☎ 020 3222 8047
- ✉ [elft.eastlondonocean@nhs.net](mailto:elft.eastlondonocean@nhs.net)
- 🏠 [www.elft.nhs.uk/services/ocean-mental-health-service-east-london](http://www.elft.nhs.uk/services/ocean-mental-health-service-east-london)

# REDUCING ANXIETY AND DEPRESSION

## Newham Talking Therapies

A free and confidential NHS service for Newham residents aged 18 and over. Trained therapists can help with common mental health problems like stress, anxiety and depression. They also offer support to new parents experiencing difficulty with their mental health. You can ask your GP for a referral or refer yourself:

- ☎ 020 8175 1770
- ✉ [newhamtalkingtherapies@nhs.net](mailto:newhamtalkingtherapies@nhs.net)
- 🏠 [www.elft.nhs.uk/newham-talking-therapies](http://www.elft.nhs.uk/newham-talking-therapies)

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## 24 Hour Mental Health Crisis Helpline

If you, or someone you know, feel your mental health is getting worse or you are in distress, call this helpline to talk to a qualified mental health professional:

- ☎ 0800 073 0066
- If it is an emergency call 999

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## Safe Connections

A suicide prevention support service providing a safe space to talk and guide you, or someone you know, to support services in your local area.

- ☎ 0300 561 0115
- ✉ [safeconnections@mithn.org.uk](mailto:safeconnections@mithn.org.uk)

## CONNECTING WITH OTHERS

### Parent Befriending Service



A weekly service for parents/carers of children aged 0-16 years, who need a space to talk and manage parenting challenges like a child's behaviour, anxiety and worries, and family relationships.

✉ [strengthening.families@newham.gov.uk](mailto:strengthening.families@newham.gov.uk)

### Community Neighbourhood Link Workers

Supporting residents who are feeling lonely. Link Workers provide free help to build your confidence and work with you to create a plan that supports you to keep active, connected and healthy.

☎ 020 8430 2000 (option 2)

✉ [CNLW@newham.gov.uk](mailto:CNLW@newham.gov.uk)

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

### Volunteer

Volunteering is a great way to connect with others and it makes us feel good too. Find out about volunteering opportunities at:

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

## CARING FOR SOMEONE

It is estimated over 24,500 people in Newham provide care for a relative or friend. If you are caring for someone, you do not have to wait until you are struggling, or there is a crisis, to ask for support.

### Carers FIRST

Carers FIRST provides support to carers of all ages in Newham.

☎ 0300 303 1555

✉ [hello@carersfirst.org.uk](mailto:hello@carersfirst.org.uk)

🏠 [www.carersfirst.org.uk](http://www.carersfirst.org.uk)



**You have to give yourself time to grieve and talk to those who went through the same thing, so you can realise it's fine to feel affected. That's when you can start seeing more clearly. Hope makes me carry on – and wanting to be there for my patients and our community.**

**Petra, Newham resident**

# HELPING YOUNG PEOPLE TO HAVE HEALTHY MINDS

## Your Time

A 6-18 week programme for young people aged 5-18 years (up to 25 for people with special educational needs and disability), in a chosen safe and confidential space to help explore and understand feelings, and have a healthier mind.

- ☎ 020 3373 9983 (option 6)
- ✉ [your.time@newham.gov.uk](mailto:your.time@newham.gov.uk)
- 🏠 [www.newham.gov.uk/  
YouthBefriendingReferrals](http://www.newham.gov.uk/YouthBefriendingReferrals)

## Child and Adolescent Mental Health Service (CAMHS)

A specialist mental health service for children and young people. Your doctor, school, school nurse or college can make a referral. There are lots of useful resources and workshops for families on the website.

- 🏠 [www.elft.nhs.uk/camhs](http://www.elft.nhs.uk/camhs)

## Kooth

Confidential online space for children and young people aged 11-18 years to support mental wellbeing and connect with other young people. You can reach qualified counsellors through mobile, tablet and computer just by joining the website.

- 🏠 [www.kooth.com](http://www.kooth.com)

## ChatHealth

A confidential messaging helpline provided by the School Health Service, which provides young people aged 11-19 years, a way of anonymously contacting a school nurse to get advice and support.

- ☎ 07507 326645 (text)



**The Your Time practitioner has made such a positive difference to my son's wellbeing. My son looks forward to his regular weekly catch-up with his practitioner. I don't know where my son and I would be if it wasn't for Your Time.**

**Newham parent**



# HEALTHY MONEY



Money worries can affect us all, and even more so now with the increased cost of living. It can be a struggle to pay bills, deal with debt or find a job, and this can make it difficult to live a healthy life.

If this is something you are facing there is a lot of support available in Newham to help you including:

	PAGE
Help with money	18
Support for NHS costs	19
Help to get a job	19
Knowing your rights at work	19
Learning skills and training support	20
Help with housing	20



## HELP WITH MONEY

### Our Newham Money

Our Newham Money provide a range of services to help you manage your money, no matter what your circumstances are.

- **Benefits and income advice** – make sure you get all the help you need to pay bills and rent and resolve any benefit issues.
- **Debt and advice** – free, impartial and confidential debt advice on priority and non-priority debts.
- **Energy** – help with energy bills and staying well and warm this winter. See page 23 for more details.
- **Smart spending** – improve your finances with money saving tips. Get advice on ways to make your money go further, reduce expenses and making good buying decisions.
- **Emergency support** – help to meet your energy and food costs if you are facing hardship, a crisis or emergency.

To get help contact:

- ☎ 020 8430 2041
- ✉ [ournewhammoney@newham.gov.uk](mailto:ournewhammoney@newham.gov.uk)
- 🏠 [www.ournewhammoney.co.uk](http://www.ournewhammoney.co.uk)



### Newham Food Alliance (NFA)

If you or someone you know is struggling to pay for food, the NFA can help by providing access to food parcels, meals and other support. To get help contact:

- ☎ 07790 975 086
- ✉ [frontdoor@newhamfoodalliance.org](mailto:frontdoor@newhamfoodalliance.org)
- 🏠 [www.newham.gov.uk/newhamfoodalliance](http://www.newham.gov.uk/newhamfoodalliance)



**Without Our Newham Money I would not have been able to put food on the table for my three children, thank you Our Newham Money... for helping me through a very difficult time.**

**Newham resident**

## SUPPORT FOR NHS COSTS

The care you get from the NHS is free, but there are some things that need to be paid for, like prescriptions for medicine and dental costs.

To help pay for these, you could be eligible for financial support.

Find out more at:

🏠 [northeastlondon.icb.nhs.uk/your-health/support-for-nhs-costs](https://northeastlondon.icb.nhs.uk/your-health/support-for-nhs-costs)

## HELP GETTING A JOB

### Our Newham Work

A free service to help Newham residents get into work. Whatever your level of experience, you can get support and advice about your next step.

Get help applying for the job you want, as well as guidance on starting a business. You can also get extra support if you have a physical or learning disability.

Register for free to get access to the full list of vacancies and opportunities available.

☎ 020 3373 1101

✉ [ournewhamwork.engagementteam@newham.gov.uk](mailto:ournewhamwork.engagementteam@newham.gov.uk)

🏠 [www.ournewhamwork.co.uk](http://www.ournewhamwork.co.uk)



## KNOWING YOUR RIGHTS AT WORK

### The Employment Rights Hub

You can access free confidential support and advice from the Employment Rights Hub if you are a Newham resident. If you are having a problem at work, the Employment Rights Hub is here to provide advice and support to reach a solution.

To get confidential help:

☎ 020 3373 6494

✉ [employmentrights@newham.gov.uk](mailto:employmentrights@newham.gov.uk)

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

# LEARNING SKILLS AND TRAINING SUPPORT

## Our Newham Learning and Skills

Our Newham Learning and Skills provides part-time, day and evening courses at a wide range of local centres across Newham for over 8,000 students each year. You can find:

- Part-time courses in lots of areas, including business admin and ICT, cookery, beauty and health
- English language courses
- Courses for young adults aged 19-25 years
- Courses for adults with learning disabilities
- Family learning courses

For more information:

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

## Apprenticeships

Apprenticeships are another route if you would like to get training and qualifications while you work and earn a salary. You can apply for an apprenticeship if you are:

- Aged over 16
- Eligible to work in England
- Not in full time education

Find out more:

 [www.gov.uk/become-apprentice](http://www.gov.uk/become-apprentice)

# HELP WITH HOUSING



Where we live, is an important part of being healthy. A warm, safe home is good for both our physical and mental health.

If you need help with a housing question or problem contact the following for support:

## Worried about losing your home

If you are worried about losing your home, for example, you have missed a rent payment or are concerned about eviction, contact the Homeless Prevention Team at:

 [hpas@newham.gov.uk](mailto:hpas@newham.gov.uk)  
 [www.newham.gov.uk/homelessness](http://www.newham.gov.uk/homelessness)

If you are worried about being illegally evicted from your rented accommodation, contact Private Sector Housing Standards on:

 [privatehousing@newham.gov.uk](mailto:privatehousing@newham.gov.uk)  
 [www.newham.gov.uk/illegaleviction](http://www.newham.gov.uk/illegaleviction)  
 020 3373 1950

For financial support contact Our Newham Money:

 020 8430 2041  
 [ournewhammoney@newham.gov.uk](mailto:ournewhammoney@newham.gov.uk)  
 [www.ournewhammoney.co.uk](http://www.ournewhammoney.co.uk)

## Improvements and repairs

If you live in council housing and you have an emergency repair (e.g. dangerous electrical faults, heating failures impacting on health, water leaks) contact the council on:

☎ **0800 952 5555**

🏠 **[www.newham.gov.uk/repairs](http://www.newham.gov.uk/repairs)**

If you live in a housing association property contact your landlord first and if it's not resolved then contact the Private Sector Housing Standards (PSHS) team:

✉ **[privatehousing@newham.gov.uk](mailto:privatehousing@newham.gov.uk)**

If you are privately renting then please read our tenants pack and report any problems to your landlord:

🏠 **[www.newham.gov.uk/tenantpack](http://www.newham.gov.uk/tenantpack)**

If you don't get a response from your landlord you can report it to the council via:

🏠 **[www.newham.gov.uk/ReportItPrivateSectorHousing](http://www.newham.gov.uk/ReportItPrivateSectorHousing)**  
✉ **[ENVPrivate.SectorHousing@newham.gov.uk](mailto:ENVPrivate.SectorHousing@newham.gov.uk)**

## Damp and mould

If you live in council housing get advice and support by contacting:

✉ **[dampandmouldtaskforce@newham.gov.uk](mailto:dampandmouldtaskforce@newham.gov.uk)**

If you rent, it is your landlord's responsibility fix repairs causing damp. Report any issues to your landlord and if there is no response, contact:

✉ **[ENVPrivate.SectorHousing@newham.gov.uk](mailto:ENVPrivate.SectorHousing@newham.gov.uk)**

## Steps to reduce damp and mould:

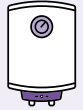
### 1. REPORT IT

If you rent, it is your landlord's responsibility to fix repairs causing damp. If there is no response from your landlord, contact **ENVPrivate**. **[SectorHousing@newham.gov.uk](mailto:SectorHousing@newham.gov.uk)**



### 2. HEAT EFFICIENTLY

Keep the bedroom at 18°C and living room at 18-21°C.. If you rent and there are broken heaters or no thermostat/controls, report it to your landlord (see above).



### 3. LOW MOISTURE

Always cook with pan lids on preventing steam from escaping – it'll be cheaper as you use less energy to cook.



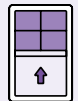
### 4. INSULATE

Loft and wall insulation and draught proofing will keep your house warmer. Ask your landlord to get these works carried out.



### 5. AIR FLOW

Use an extractor fan if possible. They only cost pennies to run every month and can make a big difference.



For more information visit: **[www.newham.gov.uk/damp](http://www.newham.gov.uk/damp)**

## 5 WAYS TO A HEALTHIER LIFE

### Pest control

If you have a problem with pests (e.g. rats, mice) call to arrange for a Pest Control Officer to come and help resolve the problem.

 **020 8430 4133**

(Monday to Friday, 9am to 5pm)

Support for Newham council housing tenants is free and landlords have duties under licensing to deal with pest infestations. The removal of rats is free for all in Newham but charges apply for other pests.

For more information:

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

### Anti-social behaviour and noise

If you are experiencing anti-social behaviour near your home such as:

- Rowdy, noisy behaviour in otherwise quiet neighbourhoods
- Night time noise from houses or gardens, especially between 11pm and 7am
- Behaviour that causes harassment, alarm or distress

You can report this at:

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

 **020 8430 2000**

Call the police on 101 (or 999 in an emergency) to report incidents such as:

- Aggressive, threatening, drunken or intimidating behaviour
- Drug dealing or drug use
- Criminal damage of property

### Housing Hubs

Anyone living in Newham can make an appointment to speak to someone at our Housing Hub:

Opening hours: Monday to Friday, 9.30am-4.30pm (closed between 12.30pm and 1.30pm each day)

Book an appointment:


 [stratfordhousinghub@newham.gov.uk](mailto:stratfordhousinghub@newham.gov.uk)

22 Broadway, Stratford, London E15 4QS

### Welcome to Newham Helpline

If you have recently arrived in Newham and are an asylum seeker, refugee or host, contact us for free advice and help about health, money, food, jobs and housing. Please note we can't help with individual cases, case work or immigration status or advice. Contact us at:

 [Welcome.Newham@newham.gov.uk](mailto>Welcome.Newham@newham.gov.uk)

 **0800 916 8757**

(Mon – Fri 10am-5.30pm)

Many languages spoken

# INFECTION PREVENTION



To protect yourself and loved ones from infectious diseases, and prevent them spreading, there are lots of things you can do:

- Make sure your vaccinations are up to date
- Do the basics (e.g. wash your hands regularly and ventilate indoor spaces)
- Stay at home if you are sick
- Be kind to yourself and others

## Make sure your vaccinations are up to date



Vaccinations are the best way to protect you and your loved ones from many serious and potentially deadly diseases such as COVID-19, flu, polio and meningitis. Vaccines work by teaching your body to build up defences (antibodies) which will fight the diseases. You can get particular vaccines at different ages and to protect against many different diseases.

All vaccines that are available in the UK are tested to make sure they are safe. To find out more about vaccinations, when you should get them, and what they protect against visit:



🏠 [www.nhs.uk/conditions/vaccinations](http://www.nhs.uk/conditions/vaccinations)

Speak to your GP to check if your vaccines are up to date.

It's not too late to get your COVID-19 vaccine or booster(s). There are many places in Newham to get your COVID-19 vaccine. For more information visit:

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

Many people can get a free flu vaccine each autumn. To find out more see p25.

## 5 WAYS TO A HEALTHIER LIFE

### Do the basics

It sounds obvious but doing these simple things will make a big difference in preventing infection in your home and the community:

- Wash your hands regularly and well
- Cover coughs and sneezes
- Open windows for good air flow



### Stay at home if you are sick

If you are unwell, try to stay at home until you feel better, to stop the spread of infection. If you have flu or COVID-19 symptoms, it is recommended that you stay home until you feel better. Avoid meeting people at higher risk of COVID-19 for 10 days. For more information visit:

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

We can make staying home easier by helping with:

- Shopping and food
- Financial advice
- Befriending



### Be kind to yourself and others

- Stay active and eat a healthy diet
- Talk to someone (especially if you live alone) and ask for help if you're feeling down, anxious or stressed
- Go to your health and care appointments Look after each other – your friends, family, community.





# WELL IN ALL WEATHER



Cold weather and very hot weather can have a big impact on our health.

There are many things we can do to look after ourselves and others, and lots of free support available in Newham to help you. Here you can find information on:

	PAGE
<b>Staying well in winter</b>	<b>26</b>
<b>Preventing winter illness</b>	<b>26</b>
<b>Staying warm in winter</b>	<b>27</b>
<b>Support to warm your home</b>	<b>28</b>
<b>Staying well during hot weather</b>	<b>29</b>
<b>What to do if you feel unwell</b>	<b>30</b>

For more information:

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



# STAYING WELL IN WINTER

- Keep active (aim for 20 mins a day) and eat a healthy diet with lots of fruit and veg
- Go to your health and care appointments
- Stock up your medicine cabinet early – and ask your pharmacist or GP about your repeat prescriptions
- Speak to your pharmacist about common winter illnesses such as a cold, sore throat, cough or earache.

## Vitamin D

Collect your FREE vitamins. Vitamin D is important for bone and muscle health, and it can be hard to get enough of it in winter. When people don't have enough, they are more likely to fall or break bones. In Newham, residents aged 65+ are able to get free vitamin D supplements from many places around the borough. – find out more at:

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

# PREVENTING WINTER ILLNESS

During the winter we are more likely to catch illnesses like flu and COVID-19, and children are more likely to suffer from respiratory infection. The best way to boost your immunity and protect against these winter illnesses is to get vaccinated.

The flu vaccine is updated every year to fight the latest version of the illness, so it is important you have this year's vaccine even if you had a jab last year. The NHS flu vaccine is free for many people including many children, pregnant women and those over 50 years old (this can change every year so check the NHS website).

The flu vaccine will be offered via your GP, local pharmacy and schools. For more information and to find out if you are eligible:

[🏠 www.nhs.uk/flu](http://www.nhs.uk/flu)

It is important to have all your COVID-19 vaccinations to get the maximum protection. For more information and to book your vaccine, visit:

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

If you think you may be suffering from Long COVID (COVID-19 symptoms lasting more than 12 weeks), contact your local GP or visit the NHS website:

[🏠 www.yourcovidrecovery.nhs.uk](http://www.yourcovidrecovery.nhs.uk)

# STAYING WARM IN WINTER

One of the best ways to stay well during winter is to keep warm at home. Here are some tips to help, especially if you're worried about rising energy bills:

- Check if you are entitled to benefits and grants such as:
  - £140 off your energy bills with the Warm Home Discount:
    - 🏠 [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)
  - Cold Weather Payment:
    - 🏠 [www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment)
  - Winter Fuel Payment: £100-300 tax-free help towards heating bills if you were born on or before 5 July 1953.
    - 🏠 [www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment)
- Close your curtains in the evening, keep doors closed and block unwanted draughts (but remember to open windows for some time every day to prevent COVID-19, flu, damp and mould)

- Wear several light layers of warm clothes (instead of one chunky layer)
- Try to keep your bedroom at 18°C (65°F) overnight and your living room at 18-21°C (65-70°F) during the day
- Wrap up warm and wear shoes with a good grip if you need to go outside to prevent falls
- Get a Gas Safe Engineer to check your boiler is safe and efficient
- Check your smoke and carbon monoxide alarms are working, and electric fires are properly guarded
- Check you are warming your home safely and reduce any risks.
  - 🏠 [www.london-fire.gov.uk/safety/the-home](http://www.london-fire.gov.uk/safety/the-home)

For more information about keeping warm this winter:

- 🏠 [www.nhs.uk/live-well/healthy-body/keep-warm-keep-well](http://www.nhs.uk/live-well/healthy-body/keep-warm-keep-well)

There are many warm places in Newham you can go to during the day, for free, including libraries and community centres.

To find out more visit:

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



## SUPPORT TO WARM YOUR HOME

Find out if you can get help to warm your home with the Keep Warm Keep Well scheme, in partnership with heating specialists J&J Crump and Son:

📞 0800 783 3127  
🏠 [www.jjcrump.com](http://www.jjcrump.com)

For more information on how to reduce your bills and make your home more energy efficient:

🏠 [www.simpleenergyadvice.org.uk](http://www.simpleenergyadvice.org.uk)  
📞 0800 444 202

## GLA Warmer Homes Programme

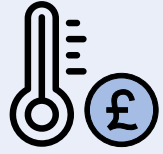
Get free advice and support if you are having trouble paying to keep your house warm. Services include:

- Telephone advice and home energy visits
- Help with draft excluders and similar in house support
- Support with energy bills and debts
- Grants of up to £20,000 per household to improve insulation. Apply directly at:

🏠 [www.london.gov.uk/warmerhomes](http://www.london.gov.uk/warmerhomes)  
📞 0800 029 3576

## Energy and cost-saving tips (money saved per year):

1. Turn off standby appliances (£65)
2. Wash clothes at low temperatures - 30°C (£34)
3. Reduce your water use e.g. limit your shower to four minutes (£95)
4. Avoid using your tumble dryer (£70)
5. Turn down your thermostat by 1°C (£100)
6. Draught-proof your property (£125)
7. Turn off your lights when not in use (£25)
8. Switch to low-energy LED light bulbs (£7-10 per bulb)
9. Monitor your energy usage with a smart meter
10. Find out about insulating your home and energy-efficient appliances



Tips from: [energysavingtrust.org.uk](http://energysavingtrust.org.uk)

## SHINE

Phone advice service that can offer residents advice and tips to reduce energy bills and signpost to other support available.

📞 0300 555 0195  
✉ [shine@islington.gov.uk](mailto:shine@islington.gov.uk)

### Help with water bills

WaterSure and WaterHelp can help make water bills lower, particularly if you're on a lower income or need water for health conditions. Find out more:

🏠 [www.thameswater.co.uk/help/account-and-billing/financial-support](http://www.thameswater.co.uk/help/account-and-billing/financial-support)

## STAYING WELL IN HOT WEATHER

When temperatures are very hot, this can be a risk to many, especially vulnerable people:

- Those aged 75+
- Babies and very young children
- People with serious or long-term health conditions
- People who spend a lot of time outside e.g. homeless, outdoor workers



The main risks are:

- not drinking enough water (dehydration)
- overheating
- heat exhaustion and heatstroke

### Tips to help you and your loved ones stay well:

- Drink plenty of fluids and avoid excess alcohol
- Close curtains in rooms that face the sun and close windows if it's hotter outside than indoors
- Look out for the most vulnerable and check they are ok
- Never leave anyone in a vehicle, especially babies, young children or animals
- Try to keep out of the sun between 11am to 3pm
- Walk in the shade, apply sunscreen regularly and wear a wide brimmed hat when outside
- Avoid exercising in the hottest parts of the day
- Watch out for signs of heat related illness

For more information visit:

🏠 [www.nhs.uk/conditions/heat-exhaustion-heatstroke](http://www.nhs.uk/conditions/heat-exhaustion-heatstroke)

To find out about support available in Newham visit:

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

# WHAT TO DO IF YOU FEEL UNWELL

## If you have COVID-19 or flu symptoms

Try to stay at home and avoid contact with other people (especially those who are at higher risk) if you have any symptoms and have a high temperature or you do not feel well enough to go to work or do your normal activities.

It is advised that you should go back to your normal activities when you feel well enough to do so and do not have a high temperature. For more information visit

🏠 [www.newham.gov.uk/covidadvice](http://www.newham.gov.uk/covidadvice)  
[www.newham.gov.uk/flu](http://www.newham.gov.uk/flu)

## Local Community Pharmacy Support

Speak to your pharmacist for advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains.

They can also tell if you need to see a GP, nurse or other healthcare professional. To find your local pharmacist visit:

🏠 [www.nhs.uk/service-search/pharmacy/find-a-pharmacy](http://www.nhs.uk/service-search/pharmacy/find-a-pharmacy)

## Your local GP

Call your local GP (doctor) about ongoing health complications and symptoms. If you are suffering with the long term symptoms of COVID-19 you can also access specialist help via your GP. To find and register with your local GP visit:

🏠 [www.nhs.uk/service-search/find-a-gp](http://www.nhs.uk/service-search/find-a-gp)

## Out of hours healthcare

As well as weekday appointments, you can now access weekend and evening appointments through your GP Practice or at an NHS service nearby. Contact your GP practice for more information.

## NHS 111

For free non-urgent help or advice or for details of local services, contact:

☎ 111

🏠 [www.nhs.uk](http://www.nhs.uk)

## 999

For a medical emergency (e.g. difficulty breathing, chest pain or an accident), visit your nearest A&E department or call:

☎ 999

## 24 Hour Crisis Helpline

A free helpline for urgent mental health support:

☎ 0800 073 0066

# WOULD YOU LIKE HELP?

If you're not sure where to start, or you need help to get online, support is available:

## GP-Based Support

Speak to your GP surgery about your local social prescriber, health and wellbeing coach, or other support available – for things like financial support, befriending, healthy eating advice and local activities.

## Community Neighbourhood Link Workers

For support with isolation and loneliness, and some housing and transport issues.

-  020 8430 2000 (option 2)
-  [CNLW@newham.gov.uk](mailto:CNLW@newham.gov.uk)
-  [www.newham.gov.uk/linkworkers](http://www.newham.gov.uk/linkworkers)


## Library

Visit your local library:

- Staff can help you access the internet and everything in this booklet
- For details of your local Link Worker
- For information on your local groups and activities.

## Pharmacist

Find your local pharmacy:

-  [www.nhs.uk/service-search/pharmacy](http://www.nhs.uk/service-search/pharmacy)

If you are pregnant or have a young family there are people here to help:

## Health visitors

-  020 3373 9983
-  [www.newham.gov.uk/healthvisitors](http://www.newham.gov.uk/healthvisitors)

## Children's Centres

Visit our Children's Centres for lots of help and support to give your child the best start in life:

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

## Family Information Service

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

## Want to help make Newham healthier?

Join our group of Community Health Champions! You'll be kept up to date with latest health information to share with your community and have your say on what could improve.

-  [CHC@newham.gov.uk](mailto:CHC@newham.gov.uk)
-  WhatsApp: 07929 792873
-  [www.CommunityHealthChampions.newham.gov.uk](http://www.CommunityHealthChampions.newham.gov.uk)

