

# The Newham Social Welfare Alliance

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## The Health Equity Ambition

Front-line staff in statutory and community organisations interact with Newham residents all the time. These interactions are often either about a specific health need or about a crisis situation.

The point of connection gives a chance to support people around a range of needs. Evidence suggests that training in making every contact count supports staff to address a wide range of health needs when residents come for support.

Our aim was to build capacity and knowledge in all 'first point of contact' people across the Council, NHS, voluntary organisations, and community and faith groups through regular short training sessions run by experts in each field. The topics would come from what front line staff were finding most frequent and / or most difficult to respond to. The programme content iterates and evolves over time.

The programme also aims to enhance and strengthen relationships between different front line staff groups and different services in the Council, NHS and voluntary / community groups. This was to facilitate warm referrals for residents.

## Outcomes to date

### Attendance

- **4500+** attendances from over **230** organisations
- Those organisations attended at least one of over **300** training sessions delivered, where **54** topics were covered
- Average of **11** to **27** attendees at each session depending on topic
- **Managers** and **social prescribers** most frequent job roles
- Majority of attendees from voluntary and community organisations; Council and NHS attendance is increasing year on year

### Topics

- **Immigration**, training including bitesize to working with migrants and more in depth sessions on No Recourse to Public Funds (NRPF) and asylum, had the most sessions (49) and highest attendance (633)
- **Cost of Living** training came 2<sup>nd</sup> with 24 sessions, 632 attendances and the highest average attendance (27)
- **Domestic Abuse** was 3<sup>rd</sup> with 23 sessions and 325 attendances, **Housing and Homelessness** and **Adult Mental Health** were 4<sup>th</sup> with 22 sessions, 359 and 284 attendances, respectively.

### Value for staff and system

- Most people (93%) felt confident about supporting residents after attending sessions
- When attendees were asked how they intended to apply the learnings in their everyday role, words like **support; help; information** came up strongly
- Experts leading the training on NRPFs have generated their own network to support staff
- Staff helped shape the **Core Conversations module**
- **Partnerships and connections** are being formed in developing training e.g the Financial Wellbeing training session was co-developed and delivered by CAB East End, Community Links, Money A&E and Our Newham Money
- Training feedback is influencing policy e.g. the housing training influenced restructuring of the Housing Team to include a **specialist pathways team** to support specific cohorts of
- Attendees provide **insight into challenges** residents are facing

**What further evaluation would help to identify impact of this approach overall on behaviours and outcomes?**

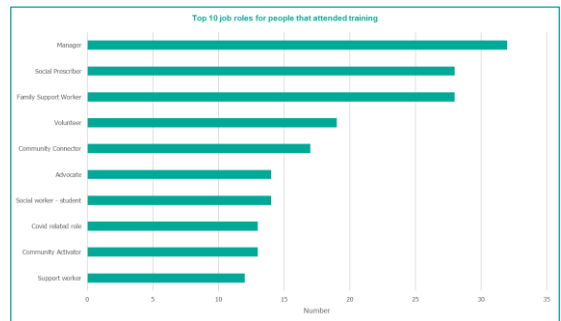
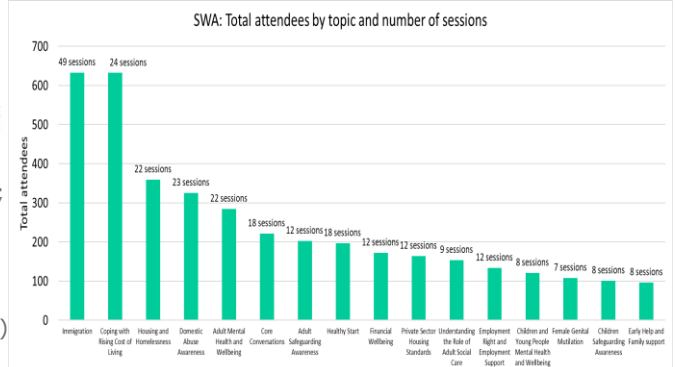
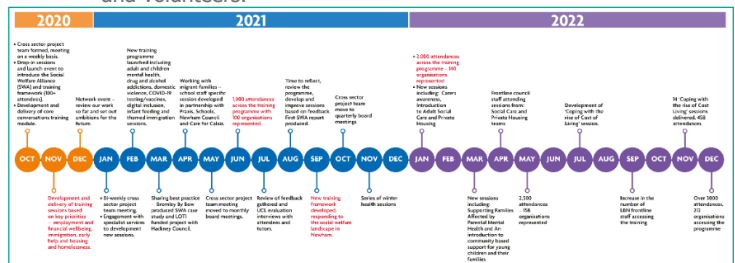
## The Approach

In September 2020 a project team with representation from Public Health, Council Services, Voluntary and Community Organisations and the NHS came together to develop the model of delivery and to agree the first topics.

The Social welfare Alliance was launched in October 2020 with seven original training sessions: employability, debt support, welfare rights, legal/immigration advice, housing, early years and family support.

These sessions were delivered by experts in the field, often voluntary or community organisations.

The sessions were free of charge and open to all Council staff, staff in schools, the NHS voluntary and community organisations and volunteers.



**How confident are you to refer a resident to the support services in the session attended?**

Not confident to some degree = 2% (n=18)

Confident to some degree = 93% (n=407)