



# 50 Steps News

Issue 5 / August 2021

## EU Settlement Status update

From March - June 2021, Newham Council funded a consortium of ten organisations – led by The Renewal Programme – to deliver an awareness-raising project on the EU Settlement Scheme (EUSS) to vulnerable residents. The first of its kind in the borough, the campaign adopted a pioneering approach to engage over 1000 residents and over 200 local community, faith, and voluntary organisations, delivering 64 in-person and online events, and guiding over 300 residents through their EUSS applications in the ten weeks before the scheme's deadline.

The consortium delivered four objectives:

### 1. Raise awareness of the EUSS through a wide-reaching marketing campaign

Media coverage included pieces in:

- Local newspapers - Newham Voices, Newham Recorder and Newham Connect.
- London wide publications - MyLondon, ITV 6pm News, and Mail+, BBC London and BBC Radio London.
- International media - ARD TV, AFP and Al Jazeera.

### Support is continuing until 8 October 2021

A second phase of activity is already underway, led by the Renewal Programme, in partnership with the Council and some of the community partners involved in the original Consortium.

This work includes:

- Casework support from OISC and complex case advisors.
- Training and awareness raising around rights and responsibilities.
- Advocacy and outreach
- Longer term planning.

If you are in contact with any residents who require support in getting their EUSS applications completed, please email: [staysettledinnewham@gmail.com](mailto:staysettledinnewham@gmail.com) or call the hotline number on **0808 196 3510**.

### Marketing outputs included:

- 50,000 leaflets and nearly 2,000 posters produced in English, Polish, Romanian and Bengali, distributed by community partners in shops, community venues and places of worship.
- Outdoor advertising in key locations including Stratford International Station platforms and East Ham Shopping Centre.

WE ARE PROVIDING FREE HELP WITH:

- Digital Support
- Document Checking
- Specialist Immigration Advice
- Help and Guidance with Applications

STAY  
SETTLED  
IN NEWHAM



EU Settlement Scheme

WWW.RENEWALPROGRAMME.ORG.UK  
MULTILINGUAL HELPLINE: 0808 196 3510  
SUPPORT EMAIL: [staysettledinnewham@gmail.com](mailto:staysettledinnewham@gmail.com)

- A dedicated Stay Settled in Newham webpage outlining, in English, an overview of eligibility, the EUSS application process, and how to access local support. A total of 3,611 website views, 2,559 of which were new users, engaged with the page. The highest number of website views were in April at 1,547.

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### Share your news with us

Please do let us know what you've been up to in support of one of the 50 Steps. We would love to include your stories in future news updates. Send any stories or photos to Hifsah Malik at [hifsah.malik@newham.gov.uk](mailto:hifsah.malik@newham.gov.uk). Together we can make Newham a healthier borough.

# EU Settlement Status update



## 2. Deliver non-specialist support to residents who struggled with English or IT literacy

This was implemented by five core partners with experience of working with EU+ communities in Newham, alongside four specialist organisations.

## 3. Provide specialist support to those who struggled with the application

This was delivered by specialist organisations with OISC Levels 1 and 2 accreditation, and legal expertise.

## 4. Recommend a framework for future working

# Key updates

## Priority 3 – Newham Social Welfare Alliance

The Social Welfare Alliance 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 Voluntary Sector organisations.



The aim is to support frontline workers intercepting residents who are heading into or are in crises with a range of advice, support and referral pathways.

Since November 2020 we have been offering a training programme which covered 28 different themes, there have been over 1300 attendances by frontline workers represented from 100 different organisations.

We are providing a reduced programme during the summer holidays while we reflect and review the sessions being delivered, a full programme will start again mid to late September offering enhanced development pathways and more opportunities to network and share best practice.

For more information, to view the programme and register for sessions visit [www.newham.gov.uk/socialwelfarealliance](http://www.newham.gov.uk/socialwelfarealliance) or contact [helena.taylor@newham.gov.uk](mailto:helena.taylor@newham.gov.uk)

*“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

Click [here](#) to read more about **Priority 3: Supporting people around the determinants of their health.**

# Key updates

## Priority 9 – Newham Migrant Community Action Plan



As part of the Newham Migrant Community Action Plan members of the project team have been working collaboratively with primary care partners and Doctors of the World to improve access to healthcare for the migrant community in the borough.

Some of the difficulties faced by undocumented migrants in registering with a GP and accessing the COVID-19 vaccination were highlighted in both the local and national press last month. As the NHS continues to roll out the COVID-19 vaccination programme, it is more important than ever that all Newham residents can register with a GP to ensure that everyone who is eligible for the COVID-19 vaccine can access it.

The Newham Safe Surgeries Project offers support and training for practices to join the **Safe Surgeries initiative** run by Doctors of the World. There are now 18 Safe Surgeries in Newham. The aim is for every practice in Newham to become a Safe Surgery to provide inclusive primary care for all our residents. For more information, please click [here](#) to read the Newham Safe Surgeries Project July update.

## Priority 9 – Announcing Compost London CIC as the new provider of Infrastructure Services for Newham’s Voluntary, Community and Faith Sector

The council’s recently launched Social Integration Strategy highlights the importance of people positively interacting and connecting with others who are different from themselves. It is determined by the level of equality between people, the nature of their relationships, and their degree of participation in the communities in which they live.

To help achieve this vision in Newham, a tender process took place to commission an infrastructure organisation to support a sustainable, confident and resourceful voluntary, community and faith sector. The aim is to have a sector that can work in collaboration with the council to unlock the assets and social value that exist in communities so that resources, time and talents can support the development of more resourceful and connected communities.

The council is delighted to announce that Compost London CIC (Compost) has been commissioned to supply infrastructure services to the voluntary, community and faith sector in Newham for the next two years.

Compost will deliver capacity building and networking support across the sector. This will be increasingly important as new opportunities for funding arise, and there is a need to quickly mobilise partnerships. Effective infrastructure support will ensure that there is voice for both beneficiaries and the sector as a whole, providing intelligence, insight and policy support, as well as facilitating connections and effective communication. This support will aim to:

- reduce the impact of public sector spending on citizens and communities
- harness the innovation of the sector to deliver solutions in priority service areas
- drive quality within the sector in terms of the services and opportunities provided for residents and for ensuring consistent safety and safeguarding
- ensure a strong infrastructure for delivering social capital across the borough as a whole and support those in greatest need around issues such as financial inclusion, accessing employment and legal advice
- maximise the value that voluntary and faith sector organisations can provide by ensuring that organisations lever in external funding, earned income and volunteering
- support the sector to identify and nurture leadership within communities by emphasising its assets and positive strengths, as a base for building a network of caring people with the interests of their communities at heart

If you would like to complete the Compost survey and sign up to receive the Compost newsletter, which has information on workshops, sector news and funding please click on the following links:

<https://www.surveymonkey.co.uk/r/NewhamVCS>  
**Compost London – Helping VCS Organisations Grow & Thrive**

Click [here](#) to read more about **Priority 9: Supporting a Newham of communities where people are better connected and supported.**

# Key updates

## PHE Prevention and Promotion Fund for Better Mental Health 2021-22

The London Borough of Newham proposed using the fund of over £380k for three projects, which are listed below under their relevant priority.

### Priority 2 - Your Time

Your Time was developed rapidly at the height of the pandemic and was originally aimed at supporting vulnerable children and young people (10-18) through the COVID-19 Crisis by providing a regular weekly befriending catch-up with a professionally trained and trusted adult. Your Time has also led in collaboration with CAMHS on developing and coordinating a new Multi-Agency Collaborative (MAC) with the aim of reducing the impact on young people of waiting for a CAMHS service (or who do not meet the threshold) by providing not only the direct Your Time offer but coordinating a pathway to timely therapeutic support through interventions provided through 47 organisations across the borough. We are also currently developing social prescribing support & pathways for CYP & Your Time. The MAC will play a significant co-ordination role in this.



Click [here](#) to read more about **Priority 2: Supporting our young people to be healthy and ready for adult life.**

### Priority 5 - Newham Community Bereavement Service (CBS)

The primary function of the Newham Community Bereavement Service (CBS) is to support bereaved individuals, anticipating grief reactions and providing a variety of interventions to minimise the degree to which these effects impact on their life, health, and relationships. Our residents were adversely impacted by COVID-19 and related deaths during the pandemic. To meet these needs we wish to expand the CBS service to include early bereavement support for residents bereaved by COVID-19 or other sudden death, support for residents experiencing long-term trauma/PTSD, and specialist provision for residents with a Learning Disability/Autism as this group has been adversely impacted by COVID-19.



Click [here](#) to read more about **Priority 5: Meeting the needs of those most vulnerable to the worst health outcomes.**

### Priority 9 - Connect Newham

Do you miss regular conversation?  
We can help.

It's good to talk. Gera kalbetti

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A weekly or fortnightly chat service  
for residents in Newham.

Give us a ring on 020 3954 3224  
to get connected with one of  
our volunteers  
contact@connectnewham.org.uk

ConnectNewham  
The good to talk

Connect Newham was established in 2020 to provide a medium to long term telephone-based befriending offer for those who are socially isolated to improve their mental health and wellbeing. The service is delivered by a partnership of locally based Voluntary, Community and Faith Sector (VCFS) organisations, primarily delivered through volunteers drawn from the local community.



The project is iterative, and our intention is to expand the offer to a wider range of our local communities. Currently we have a generic borough-wide proposition, albeit delivered by a diverse range of partners and volunteers. But we want to work with community organisations to reach further into our easily missed residents, such as the Roma, Somali and Albanian communities for example.

We have strong relationships with our VCFS partners, and we will quickly recruit community organisations, with an interest in the mental health of their residents to expand the reach of Connect Newham. The consortium will place an emphasis on training and capacity building to create a sustainable service provided by the community groups.

Click [here](#) to read more about **Priority 9: Supporting a Newham of communities where people are better connected and supported.**

# Key updates

## Priority 3, 4, 5 and 9 - 500 carers help develop council action plan



A comprehensive plan to recognise and support the borough's growing numbers of unpaid Carers has just launched by Newham Council.

Government figures show that Newham has 24,554 Carers\*, but the real figure is likely to be far higher, due to residents not identifying themselves as Carers and the impact of the pandemic.

During lockdown Carers delivered \*on average 25 extra hours a week of unpaid care, on top of their normal caring responsibilities, as the virus disproportionately affected older people, and those with disabilities and long-term health conditions.

Many Carers, including men, disabled people and those from Black, Asian and minority ethnic communities, do not regard themselves as Carers - viewing their caring responsibilities as part of another role, such as a parent, partner, child, relative or friend. Unsupported and unrecognised, their caring responsibilities can affect their health and wellbeing, relationships, employment and finances.

Rokhsana Fiaz, Mayor of Newham said: **“Lockdown has been hard on everyone, but Carers of all ages who go above and beyond, have faced even greater challenges during the pandemic.**

**“We have worked alongside 500 Carers and local partners to develop this three-year action plan to recognise, enable and empower all of Newham’s amazing Carers and make a real positive difference to their health and wellbeing. The Council recognises this huge amount of unheralded unseen work by unpaid carers and that they deserve a voice and the right support.”**

Cllr Zulfiqar Ali, Lead Member for Health and Adult Social Care said: **“As part of this plan, we will co-design and implement a Carers Charter to promote a culture of working in partnership with and supporting our Carers.**

**“We want to make our Carers’ lives easier by listening and responding to what they want, so they can continue to provide their crucial care and enjoy positive lives.”**

More than a third (35%) of people caring feel unable to manage their caring role and more than two thirds (72%) have not had a break from caring during the pandemic, according to Carers UK.

The Council collaborated with key partners, including Barts, CCG, Healthwatch Newham and other voluntary and charity organisations to develop the strategy, and will continue to work with them over the next three years to deliver it.

\*Newham has 24,554 Carers including 1,204 young Carers (2011 Census)

Putting Carers at the centre of the change: We are looking for 5 Newham based carers to sit on our Carers Strategy Delivery Board and to work in partnership with officers to deliver our actions plan. Find out more by contacting [carersqueries@newham.gov.uk](mailto:carersqueries@newham.gov.uk) or click [here](#).

Giving Newham Carers a Voice: Come and discuss your issues or concerns with senior council and health staff at one of our new Carers Issues & Actions forums. Find out more [here](#).

Click [here](#) to read more about the **50 Steps**.



# Key updates

## Priority 6 – People and Food Security Strategy

In January 2021, Mayor of Newham Rokhsana Fiaz established the Young People and Food Security Task & Finish Group, as part of a series of interventions and actions to address poverty and inequality in Newham, and appointed Cllr Sarah Ruiz as Chair. The group included elected members, council officers and representatives from schools and the VCFS, and was tasked with devising a new strategy and action plan to address food insecurity.

The result of this work was the Young People and Food Security Strategy, which was agreed at a Cabinet meeting on 20th July. The strategy outlines how we will take a whole system approach to improving food security – as well as providing assistance to individuals and families, we will provide settings and environments that encourage food security. We have mapped out all the excellent work that is happening across Newham- from continuing to provide free school meals to all pupils at Newham primary schools, improving referral pathways for residents in need and advice and emergency assistance from Our Newham Money service.

But this isn't the end; many of these programmes will evolve with the changing needs of residents as we come out of the pandemic, and there will be gaps where we need new programmes. Updates will be reported into the Health and Wellbeing Board every six months, so that we can continue to improve food security across Newham.

The strategy can be found [here](#).

Click [here](#) to read more about **Priority 6: Create a healthier food environment**.



Newham London

**WE ARE  
FOOD SECURE.**



Young People and Food Security Strategy  
[www.newham.gov.uk](http://www.newham.gov.uk)

People at the Heart  
of Everything We Do

## Get involved

Read more about the 12 priorities and steps on our website [www.50steps.co.uk](http://www.50steps.co.uk) or contact [hifsah.malik@newham.gov.uk](mailto:hifsah.malik@newham.gov.uk) for more information.

We want to make sure that we fill our newsletter with things you want to hear about. Please let us know if there is anything you'd like us to include more of, or less of, just email [hifsah.malik@newham.gov.uk](mailto:hifsah.malik@newham.gov.uk).

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