



Updated 24 April 2020



#HelpNewham:

Important referral information for partners (incl. schools, early years, health and police)

What is #HelpNewham?

#HelpNewham is a new service set up by Newham Council to respond to COVID-19. It provides to residents in Category A (see definition on page 3)

1. Food and essentials
2. Family boxes (with nappies, sanitary towels, condoms, formulae, some basic books/toys),
3. Prescription delivery and
4. Telephone chat/befriending service.

It is intended to support and compliment the work of the faith, VCS sectors and local mutual aid groups who are focusing on all other residents who may need support (Category B). **Please only refer those to the council you believe meet the category A definition**

How to refer individual category A residents

If you believe a resident is category A (see definition overleaf) you can refer them to the council by:

- completing online form [here](#)
- via email help@newham.gov.uk or
- call our call centre line on: 020 8430 2000

The council's #HelpNewham team will call the resident back to confirm which elements of the #HelpNewham offer they need so it is important you refer the individual with a name, phone number and address.

How to refer a group/list of category A residents

If you have a group of residents you need to refer, please send this in spreadsheet form to datahubcovid19@newham.gov.uk setting out which elements of the offer they need (if you know this).

www.newham.gov.uk



Referrals for residents that need family boxes

Please note, the council is accepting referrals from partner organisations of residents who may benefit from a family box (this is not listed on the webform as a public offer and is only open to other professionals and VCS organisations). We expect many schools, early years' settings and other professionals may be well placed to identify vulnerable families. To make a referral please use the same methods as outlined above. Please specify if referring for a family box if it is: newborn, 0-3 years, Over 3s small box, Over 3s large family box.

Weekend only - How to get out of hours food supplies

If the resident can wait until a normal working day please wait. This referral pathway is for **urgent same day, WEEKEND cases only** and will not provide a week's worth of supplies. DO NOT REFER TO THESE ORGANISATIONS DURING THE WEEK. People referred to this emergency list will not automatically be added for weekly food supplies from #HelpNewham.

Please email through the following details: the resident's name, address, phone number and number of adults and children in the household. Please also mention any specific items that are **urgently** needed over and above standard food items. If requests are sent **before 11am on a Saturday and before 2pm on a Sunday** then the providers can guarantee a parcel will be sent out the same day.

SATURDAY ONLY: Borough-wide cover will be provided by Ascension on Saturday only. Complete the Ascension urgent referral form by clicking [here](#). The cut off time for referrals is 11am.

SUNDAY ONLY: Sundays – Borough wide coverage will be provided by UKIM Masjid Ibrahim & Islamic Centre and Subco Trust on Sunday only. Send requests to taskin@subcotrust.org.uk or phone 07956 390017. The cut off time for referrals is 2pm.

What to do if a resident has received a letter from NHS Shield

The resident will need to register using the details included in the letter that they received from central government. They can then indicate what type of support they need. Please support them through this process if they need help.



A Reminder: Category A Criteria

NHS Shield list

- Solid organ transplant recipients
- Some people with cancer who are undergoing treatments such as chemotherapy and radiotherapy
- People on immunosuppression drugs
- Women who are pregnant and have heart disease
- People with severe respiratory conditions - cystic fibrosis, severe asthma and COPD
- Some people with rare diseases such as severe combined immunodeficiency

Older people without support networks

- Over 70+
- Live alone
- Not in receipt of council services

Receipt of council services

- Adult social care (mental health, older people, disabilities)
- Youth services
- Children's social care (Child in need, Early Help, Child Protection Plans)
- SEND
- Housing (temporary accommodation and homeless, not those in secure council housing)
- Other people known to the council