

# #HelpNewham Local Hubs

## Supporting vulnerable residents through COVID-19

A Community Wealth Building  
local partnership approach



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# #HelpNewham: Community Wealth Building



- **Principles of Community Wealth Building:**
  - Targeting support to the most vulnerable residents in our community to address **poverty and inequality**
  - Sustaining social and economic justice and meeting public health priorities
  - Collaborating with Newham's community assets: voluntary, faith and community sector
  - Socially productive use of Council properties
  - Working with local businesses and suppliers to provide support and relief in the spirit of cooperation
  - Using the Council's resources, and those of our anchor partners and the community, to support Newham residents during Covid-19 pandemic
  - Focus on recovery and long-term prosperity, well-being and fairness

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# #HelpNewham Local Hubs

- **Bringing together:**
  - Newham Council
  - Health partners
  - Schools
  - Early Year Centres
  - Local Voluntary & Community Sector (VCS)
  - Faith Communities
  - Local residents & volunteers
  - Local businesses



# #HelpNewham so far



- **On the 5<sup>th</sup> April 2020:**

- 883 food and supplies parcels delivered in **Week 1**
- 300+ council volunteers
- 8 distribution hubs established:
  - 7 community hubs
  - 1 central hub for food/supply packages for specific groups (e.g. infants)
- Reliable supply chain secured
- Council and local VCS network established
- Information sharing and referral protocol in development
- Volunteers induction and training
- Working with pharmacies to find a solution to access to medication.
- Befriending 'chat' service commences: w/c: 13<sup>th</sup> April 2020

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# Supporting the most vulnerable



- The #HelpNewham offer will provide targeted support to our most vulnerable residents: **Category A** who are unable to access support elsewhere
- Support includes: regular supply of **food and essential items, prescriptions, and a befriending 'chat' service to maintain their mental health and well-being**
- Support as long as is needed and for at least a three-month period

## A: The most vulnerable / at risk:

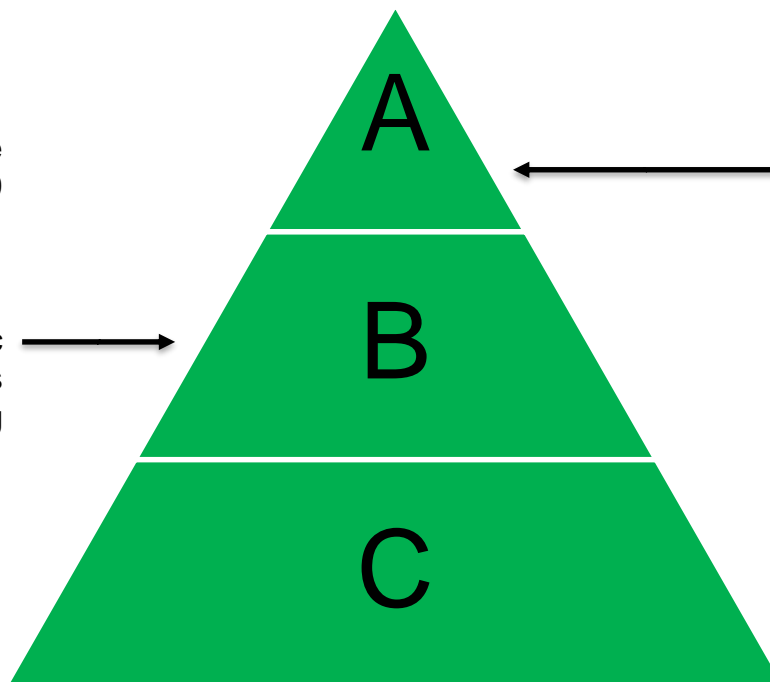
1. Those identified by NHS 'Shield' (befriending only)
2. The elderly (70+ years) living alone, not known to services and without support networks.
3. Already known to services (referred in to the project by their key worker).

## For example:

- Residents known to adult social care.
- Children with SEND or known to social care.
- Rough sleepers and those in temporary accommodation.
- Other client groups known to the council.

**B:** People who are vulnerable to COVID-19 due to income, housing, health or other reasons.

Newham's fantastic VCS and spontaneous community organising will focus on this group.



**C:** People who have secure support networks, incomes and housing. This is the group that volunteers are drawn from.

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# Newham's Category A residents

## Residents on the NHS Shield List (c. 5,000-10,000)

**This group will receive food and medical supplies from Central govt.**

**We will contact this group to offer the befriending 'chat' service**

Solid organ transplant recipients

People with cancer, or chemotherapy and radiotherapy

People on Immunosuppression drugs

Women who are pregnant and have heart disease

Severe respiratory conditions (Cystic Fibrosis, Severe Asthma and COPD)

Rare diseases such as Severe Combined Immunodeficiency

## Older Residents Without Support Networks (c.5,531)

**Identifying all those we can without a support network, making contact and offering support**

Over 70+ who live alone and are not in receipt of council services

## Residents Supported through Council Services (c.10,000)

**This group can be referred by their key-worker**

Adult Social Care (mental health, older people, disabilities)

Children's Social Care (Child in need, Early Help, Child Protection Plans)

Youth services

Housing (Temporary Accommodation and Homeless)

NB: Cleaning of datasets is removing duplication across these resident cohorts, and not everyone in each cohort will require support. Supporting statistical data has been collated by the Council's Data and Research about the Category A 'most vulnerable / at risk' resident group.



# Self-Referral Pathway



I need help / someone I know needs help

<https://www.facebook.com/groups/202303704194767/>

Try local Facebook or WhatsApp groups

I can't access help via Facebook or WhatsApp and no one can help me get online

They can help: Get the help you need

Contact one of Newham's VCS or faith organisations

I can't contact them, they cannot help me or they don't have capacity

They can Help: Get the help you need

Out of office hours: If it can wait, wait until office hours. If not contact **emergency numbers** below

Office hours: Contact the **Council's Contact Centre**, select COVID-19 help option

They can help: Get the help you need

## Out of Office:

- **Emergency and resident is immediately unsafe:** 999
- **24 hour Adults Safeguarding helpline:** 0203 373 0440.
- **Child Safeguarding:** 020 3373 4600
- **Emergency out-of-hours Repairs (council tenants only):** 0800 952 5555

**Contact Centre:** helps to triage residents to ensure they get the support they need from either a local group, VCS, Faith or #HelpNewham

Tel: 020 8430 2000

Email: [help@newham.gov.uk](mailto:help@newham.gov.uk)



# #HelpNewham Operating Model



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# Borough-wide

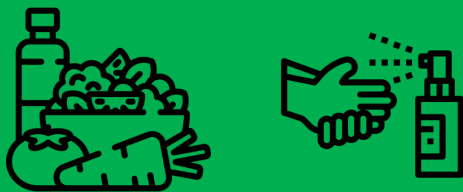
- Six sites at schools and 2 council buildings to act as hubs = 8 in total
  - **A network serving our 8 community neighbourhoods**
  - Each 'hub' will act as a distribution centre: with council staff delivering vital supplies: food, essential items, prescription delivery (with local pharmacists) and a befriending 'chat' service via telephone
- 
- Offer draws on intelligence held by the council and other agencies to ensure that this offer is **targeted to our most vulnerable** residents.
  - Our focus will be on those in category 'A',
  - Newham VCS (and faith groups) able to refer up anyone in category 'B' they are worried about.
- 
- Model relies on close **collaboration with Newham's vibrant voluntary sector** and emerging community groups – seeking to create a mutually supportive system meeting the range of resident needs.
  - Requires an effective information sharing approach and referral system which is being developed.
- 
- **Supported by a communication strategy to ensure we are reaching all residents** including those who are most isolated and / or non-English speaking / English as a second language



# The Offer

## Weekly Food Pack including essential cleaning products / toiletries

- A nutritionally balanced food-supply to last 7-10 days.
- Tailored boxes for homeless / young families.



## Befriending 'Chat' service for those that request it (including NHS Shield)

- Volunteers are trained to offer 30mins per week calls to those socially isolated.
- Safeguarding and befriending training to volunteers.
- Service to commence 13.04.20.



## Prescription Delivery Service

- We are working with community pharmacies to help find a solution to improve accessibility.
- A national solution is expected, but we will provide interim support.
- Trial begins 06.04.20.



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# Weekly Food & Essentials Pack (Single Person)



Changes subject to food supply chain, with food contents checked by nutrition lead and reflect need for 'ambient products'. and to fit in box 50 x 50 x 50 and can be lifted



- Quaker Oat so Simple Sachets 27g
- Weetabix Twin Pack Biscuits
- Kellogg's Cornflakes 24g
- Viva Semi-Skimmed Milk 1ltr
- PG Tips English Breakfast Tea x25
- Jackson Medium Wholemeal Bread 800g
- Heinz Vegetable Soup 400g
- Heinz Lentil Soup 400g
- Heinz Minestrone Soup 400g
- Brakes Tuna Chunks in Brine 185g

- Snacking Fruit and Nut 50g
- Brakes Long Grain Rice Portion 167g
- Flora Spread 250g
- Brakes Sweetcorn in Water 340g
- Princes Mackerel Fillets in Sunflower Oil 125g
- Gluten Free Dry Spaghetti 500g
- Scott Reduced Sugar Strawberry Jam 340g
- Heinz Baked Beans 415g
- McVities Digestives 250g
- Golden Delicious Apples
- Small Oranges
- Fairtrade Bananas
- Eggs 6x1

- Toilet Paper x 3 rolls
- Toothpaste
- Toothbrush
- Shower gel/soap
- Handwash soap
- Tin opener (if req)
- Washing Up liquid
- Sponges

It is likely that some of these items will not be delivered weekly (e.g. toothpaste, jam, washing up liquid)

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# Who is 'Category A?'



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# Our most acute need? Over 70's living alone



- **5% of Newham residents are aged 70+, compared to 8.5% for London**
- **#HelpNewham** will be contacting all those in this group we can identify:
  - Some of this group will be NHS Shield residents and receive support from central Government.
  - ASC and Housing services are already contacting their most vulnerable residents
  - Will be offered befriending 'chat' calls
- However, the 2019 Newham Survey showed that 44% of residents aged 65+ don't have someone to rely on if they had a serious problem
- In addition, of those aged 70+ who live alone:
  - 3,473 don't currently receive social care support (many in this group have support networks and won't need our help)
  - 1,887 are disabled or have a health condition but are not currently known to Adult social care services.
  - 3,384 over 70s are living alone on a low income - this group are potentially very vulnerable to food shortages and any associated food price inflation.

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# Our most acute need? Adult Social Care



- Disability in Newham:
  - 13.9% of Newham residents are limited in their day-to-day activities
  - As identified through disability-related benefits and council tax discounts
  - Comparison: 14.1% in London and 17.6% in England
- Disabled people and those with a limiting long-term health condition are already susceptible to feelings of isolation and loneliness.
- Likely to be exacerbated by Covid-19 social isolation measures
- The Newham Survey 2019 found:
  - Residents with a disability were significantly less likely to socialise once a week

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# Our most acute need? Adult Social Care continued



- **Residents currently assigned to Adult Social Care services who can be referred by their key-worker:**
  - 3,866: Social care users with open cases
  - 1,791: Social care users with open cases are over 70 years old
  - 308: Open assessments for adult social care
  - 270: Open safeguarding concerns

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# Our most acute need? Children



- Children known to social care maybe at greater risk of harm while schools are closed
- Families susceptible to domestic abuse and substance misuse may also be at heightened risk of harm.
- Families with children who have SEND are likely to experience particular pressures during this time.
- **Families currently assigned to Children's Social Care, who can be referred by their key-worker:**
  - 377 children with child protection plans
  - 413 looked after children.
  - 1,368 children in need (including children with SEND and families with no recourse to public funds)
  - 369 children leaving care
  - 1,111 children and their families receiving early help services.

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# Our most acute need? Housing (temporary accommodation)



- Newham has the highest number of households in temporary accommodation in England:
  - **1,604** families live in nightly paid accommodation in the borough of which **500** live in properties with shared facilities.
  - This is a rate of 40.57 per 1,000 households
  - Compared to 15.49 for London
- There are **over 3,700** licenced Houses of Multiple Occupation (HMO):
  - These households are at a higher risk of being overcrowded.
  - Higher risk of spreading Covid-19
  - Challenges with ability to self-isolate effectively.
- There are also potential impacts on mental health, as lockdown measures mean residents cannot get some time alone by enjoying outdoor spaces, or visit cafes or leisure centres.

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# Project Governance



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COVID-19  
Executive  
Response Group  
(Chaired by Mayor)

COVID Gold  
(CEX Group)

Gold SRO:  
Jason Strelitz

COVID Silver:  
Rebecca Eligon /  
Charisse Monero

The Core Project Team\*:  
Made up of workstream leads: Andy Gold, Sayed Haque, Lizzie Owen,  
Yszi Hawkings, Halima Khan, Raf Hefne, Caroline Bloch, Phil Veasey,  
Sally Burns, Racha Fayed  
\* Core project team will flex over the course of the project

## Rapid and light touch governance:

- **SILVER:** 30 min skype conference call with project leads every morning 9am.
- **Core project team:** discussion every day at 4pm; report on progress; identify issues for escalation.
- **GOLD SRO:** daily overview at 4.30pm for any issues to be escalated to **COVID Gold**; weekly programme board on Friday to report into Silver on Monday.
- **Lead members:** consulted by GOLD SRO.
- **Executive Response Group and Mayor:** Weekly updates.

Lead member: Cllr Charlene McLean  
(reports to the Mayor who inputs on CWB)  
+  
Working with Cllr Rohit Dasgupta who leads on liaison  
with Covid-19 Community Mutual Aid resident /  
volunteer groups (supported by Cllr Sasha DasGupta)  
\*other members of the Cabinet / Executive will be tasked with roles where required

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# Project Workstreams



Programme coordinator  
Rebecca Eligon

NHS shield service.

Distribution Hubs  
including supply chain

Communications

Relationships with  
VCS and Businesses

[Rebecca.Eligon@Newham.gov.uk](mailto:Rebecca.Eligon@Newham.gov.uk)

Programme coordinator  
Charisse Monero

Proactive and reactive  
referral process  
including data systems

Prescription Delivery

Workforce

Chat Service

[Charisse.Monero@Newham.gov.uk](mailto:Charisse.Monero@Newham.gov.uk)

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# Evaluation and outcomes



- Evaluation framework being developed to measure impact and effectiveness.
- **DASHBOARD METRICS:**
  - Clients identified and engaged;
  - Delivery statistics;
  - No of cases escalated from the VCS / emergency referrals;
  - Mapping support networks across the borough
- **QUALITY ASSURANCE:**
  - A light touch quality assurance and audit function is in development.
- **STORIES AND INSPIRATION:**
  - We are capturing the stories and photos of the impact we are having via Whatsapp and #HelpNewham social media content, and promoting through LBN comms, plus producing video content for social media use.

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## Risk-based approach to data sharing: step up step down between VCS (category B) and Council (category A)



- **GDPR:** in line with LBN Legal guidance, GDPR requirements have been adjusted in light the pandemic status following guidance from the Information Commissioner
- **Consent:** We seek consent verbal or written wherever we are able to for personal information (name, phone number, address, email address and services/support needed) to be shared between the VCS and council so that people can get the support they need.
- **Single referral point between category A and B:** Data is shared between the VCS and council via a single point (Ruth Bravery VCS and Deputy) and Phil Veasey (back up Hafsa Elmi).
- **Risk-based approach** Where it is not possible to seek consent to share information and the need to support someone is acute, we will take a risk based approach and share the information above to ensure that people can receive the support they need (food, supplies, chat, prescriptions, advice, referral to specialist or VCS services) as quickly as possible.

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