

# Call Centre- Frequently Asked Questions

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## About the HelpNewham Offer

### Is the Help Newham offer for all Newham residents?

No, our HelpNewham offer will only support our most vulnerable residents. This includes:

- Residents aged over 70 who live alone and do not have the support of friends or family
- Those who receive support through adult social care and those with health conditions who have been identified by the NHS
- Young people who we care for or support through social services
- Families with children with special educational needs and disabilities
- Members of our street homeless community and families living in temporary accommodation
- Those who have been contacted directly by the NHS as part of their programme to shield 1.5 million people nationwide

### How do I sign up for Help Newham?

If you fall into one of the above vulnerable groups, a Council staff member will contact you directly, by either letter or phone. You can expect this to take place in the next few weeks.

If you require urgent assistance, please call our Customer Service team on 0208 430 2000.

### How long will I be able to get support from HelpNewham?

We will continue to provide you with help for as long as is needed.[EO1]

### What type of things will be in the food and essential items delivery pack?

Our nutrition lead has planned the contents of the food pack to ensure that it includes healthy, nutritious food. The pack will include things like oats, Weetabix, milk, tea, bread, vegetable/lentil soup, tuna, nuts, rice, spaghetti, jam, baked beans, fruit and eggs. If needed, we will also provide you with bathroom and kitchen items such as toilet paper, toothpaste, soap and washing up liquid.

### How will the prescription service work?

If you already get your prescription medications delivered to your home, this will continue. If you do not already get them delivered, please ask someone you trust to collect them for you. If that is not possible, please call Newham's Customer Service team on **0208 430 2000** and we will arrange for someone to help you.

### What is the Befriending Chat Service?

The Befriending Chat Service will provide you with the opportunity to have a chat with one of our Council employees. Talking to others is an important part of making sure that we are looking after our health and wellbeing. Whilst we are not able to meet people in person during this time, the Befriending chat service will allow you to make a tea and have a friendly chat to someone on the phone!

### Do I have to pay for these services?

No. Under no circumstance will you be asked to pay for any support you receive from Council services.

When will they call? I need help as soon as possible.

We hope to call residents in the coming weeks. If you need urgent assistance please contact our customer service team on: 0208 430 2000

## Support for residents not eligible for HelpNewham

I am not eligible for HelpNewham but I need help, what do I do?

### Ask for help from people that you trust.

Try calling, texting or using social media apps such as Whatsapp and Facebook to get in contact with family, friends and your neighbours. If they are healthy and able to do so, you can ask them to collect your food, essential items and medication, or call you for a chat.

### Websites

- <https://www.newham.gov.uk> for Newham specific advice. This includes a list of support services if you need help with finances; mental health; and domestic violence.
- <https://www.gov.uk/coronavirus> to see the latest government and policy advice on COVID-19
- <https://www.nhs.uk/conditions/coronavirus-covid-19/> to see the latest UK-specific health advice
- <https://fullfact.org/> to check that the information you are reading is accurate
- <https://www.mind.org.uk/> for advice on how to manage your health and wellbeing

### Customer Service team

- If you are unsure on where to get help or need urgent assistance, please call Newham Council's Customer Service team on 0208 430 2000. The Customer Service Team can also direct residents to available voluntary sector organisations.

What if I need urgent assistance?

If you require urgent assistance, please call our customer service team on 0208 430 2000. Text phone: 18001 020 8430 2000

I know someone who needs help, what do I do?

Follow the guidance mentioned above.

How can I get help with my shopping?

Visit the Facebook group **Newham Covid19 Mutual Aid** to find a list of Whatsapp addresses for local offers from volunteers who can help do shopping.

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

## Adult Social Care

When will I hear from my social workers?

If you already receive Adult and Social Care, your social worker or link worker will be contacting you.

How to contact Adult Social Care?

Access to Adult Social Care Team

Call: 0208 430 2000 Option 2

Text phone: 18001 020 8430 2000

## Volunteering

I want to help, how can I do this?

To sign up to volunteer, please email us directly at: [volunteers@activenewham.org.uk](mailto:volunteers@activenewham.org.uk) or call 020 3770 4444.

## Privacy and Confidentiality

How did you get my contact details?

We have your contact details because you are currently receiving adult/children's services from Newham Council.

OR

We have been provided your contact details by the Central Government as part of their NHS Shield initiative.

How do I know my personal details will be kept safe?

Laws for the protection and safety of personal data have not changed. Existing privacy protocols will continue to be followed to ensure that your details are kept and safe secure.

Will you share my personal details with anyone?

We may share your personal details with Newham's voluntary and community sector partners so that we can ensure you are being offered the care and support your need.

I want to be removed from your list

This is fine, we will remove you from our list. It does however mean that you won't receive any services and we will be unable to help you.

## Translating and Interpreter Support

My family/friend/neighbour does not speak English. Can we organise an interpreter?

Yes, this can be organised for you.

## Disability

My relative has difficulty hearing/does not like to answer the phone, how else will you make contact?

You can call the text phone number on: 18001 020 8430 2000.

## Finance

I need financial help, where can I get help?

**Newham MoneyWorks:** Support to Newham residents who may be struggling with debt or the everyday cost of living.

Website: <http://www.newhammoneyworks.co.uk/>

Telephone: 020 8430 2041

**Citizens Advice East End:** Citizens Advice provide free advice, information and advocacy to help people resolve the problems they face. They help with problems involving welfare benefits, housing, debt, money management, employment, immigration, consumer, and family and personal issues.

Website: [www.eastendcab.org.uk](http://www.eastendcab.org.uk)

Email: [advice@eastendcab.org.uk](mailto:advice@eastendcab.org.uk)

Text 07860041446 for a call-back

Call 020 3855 4472 Monday to Friday 10:00 to 12:00 noon and 14:00 to 16:00 to speak to an adviser

**Community Links:** Offers help for people struggling with debt and can advise on bankruptcy, rent arrears, utilities debt, credit arrears and debt relief orders (DRO's). Community Links can help to restructure or write off debt and negotiate affordable payment arrangements.

Website: <http://www.community-links.org/>

**For Debt Advice** call 07739 511250

**Support in a Crisis or Experiencing Financial Hardship** call 07867 458967, or email

[heather.carss@community-links.org](mailto:heather.carss@community-links.org)

**For other Advice Enquiries** call 07734 022407

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*For more information, including hints/tips to manage money; other support services available, offer to email the resident a copy of the following 2 documents:*

- *Money Management and Financial Hardship Information*
- *Top Tips for Managing Your Money sheet.*

You can also direct them to the Newham Website where they will also find a copy.

### [I cannot pay for my Council Tax this month what do I do?](#)

If you are having difficulty paying your Council Tax due to the Coronavirus pandemic please contact Council Tax and Benefits on 020 8430 2000. If your income has changed you may well be eligible for Council Tax Support which will pay up to 90% of your Council Tax.

You can also make a claim online by going to our Newham Council website.

<https://www.newham.gov.uk/Pages/Services/Council-Tax-Reduction.aspx>

### [I cannot pay my rent](#)

If you are having difficulty paying your rent due to the Coronavirus pandemic please visit our Making a Benefit Claim pages on the Council's website.

<https://www.newham.gov.uk/Pages/Services/Housing-benefit-and-council-tax-reduction-change-of-circumstances.aspx>

You can also call the Council Tax and Benefits team on 020 8430 2000.

## **Death and Bereavement**

### [What bereavement support services are available?](#)

Mind is a mental health charity that can offer support to people living in Newham that are experiencing loss and bereavement. You can call them on 020 7510 1081 or go to their website

<https://www.mind.org.uk/>

## Domestic violence

I need help, where can I get it?

If you are in immediate danger, please call 999.

The Freephone National Domestic Abuse Helpline, run by Refuge, is available on 0808 2000 247 24 hours a day, 7 days a week. The helpline is answered by fully trained female support workers and volunteers who will answer your call in confidence.