



# Help Newham: A local partnership approach



FOUNDATION



STRATFORD CITY E20



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## Help Newham: PROTOTYPE

# Our approach to supporting vulnerable residents through the Corona Virus Pandemic

March 28 2020



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## Help Newham: A summary 29.03.2020

**The Help Newham model has been developed at pace, and we are now at a 'prototype' phase of testing the model:**

- We have over 300 council volunteers who want to help
- We have eight confirmed hubs for distribution
- We have supplies that have been delivered for 400+ people
- We have begun to train volunteers
- We have formed a network with the local VCS and we are working with the Red Cross to extend our reach
- We have received the first two tranches which equate to 298 people from NHS Shield, plus an initial delivery of supplies
- We have made contact with local pharmacies to develop a model of delivery.
- We are poised, ready to start deliveries on 30.03.2020

# Our prototyping approach

- We are working at pace and know we **do not have time to waste**
- We are **prototyping** each offer (essentials, food, prescriptions, chat) at a small scale to learn, iterate and then seek to scale rapidly to the whole category A cohort
- **We will learn quickly** so that we can get the help which is needed out to our most vulnerable residents
- We know because of the pace, that mistakes will be made, we will fix these quickly

Not like this...



...instead like this!



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## Help Newham: Community wealth building in practice

The Help Newham Offer has been created with the principles of community wealth building at its heart:

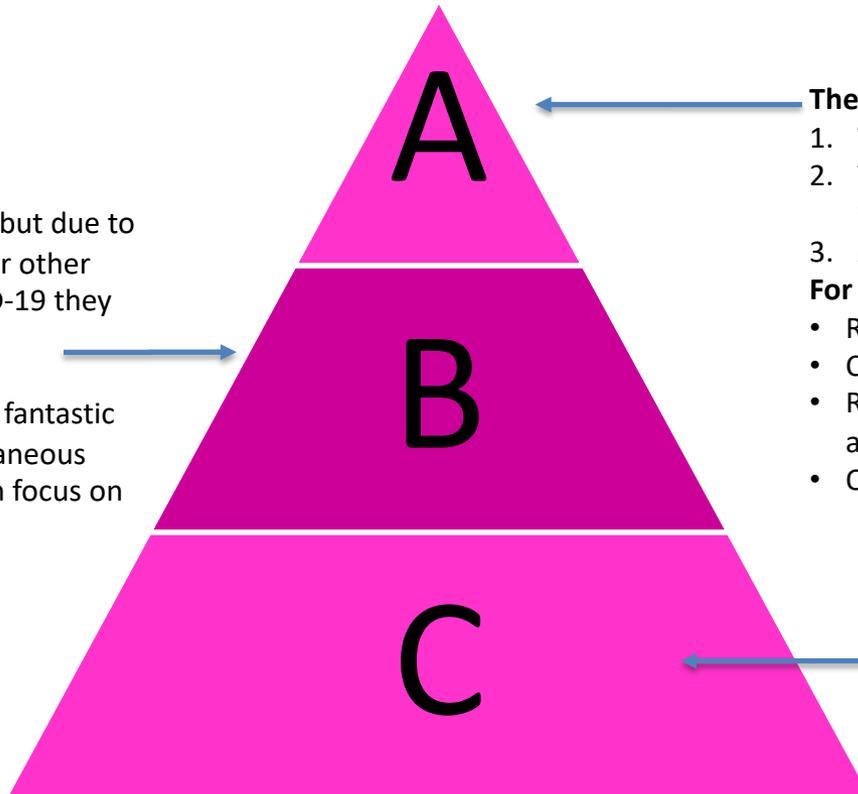
- ✓ Targeting support to **the most vulnerable residents** in our community
- ✓ Collaborating with Newham's vibrant **voluntary sector** and empowering council staff to volunteer too
- ✓ Partnering with **local suppliers** to provide support and relief
- ✓ Proactively providing information and guidance to **local businesses** who want to help
- ✓ Focus on recovery and long-term **community resilience**

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# Targeted support

The Help Newham Offer will provide targeted support to our most vulnerable residents, (category 'A') who are unable to access support elsewhere.

The aim is to provide them with a regular supply of **food, essential items prescriptions, and a 'chat' service offering emotional support**. Our plan is to provide this support as long as is needed – initially we are planning this for a three-month period.



People who were coping, but due to income, housing, health or other reasons relating to COVID-19 they are vulnerable.

We are hoping Newham's fantastic VCS and grassroots spontaneous community organising can focus on this group

## The most vulnerable :

1. Those identified by NHS 'Shielding'
2. The elderly (70+ years) not known to services without support networks
3. Already known to services:

### For example:

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

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

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# Who is in Category A?

## NHS Shield list (c. 5,000-10,000)

- 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 (c.5,000)

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

## In receipt of council services (c.10,000)

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

NB: There is some duplication across these cohorts, and work to 'clean' lists is ongoing. Not everyone in each cohort will require support.

A separate data analysis pack will be produced by the Data and Research hub which will contain more detailed information on 'At risk groups' in Newham and has informed the definition of category A

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## The Help Newham Model



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# The Help Newham model

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We have identified seven sites (mostly schools) to act as hubs: **a network serving our 8 community neighbourhoods**. Each 'hub' will act as a distribution centre – with council staff delivering vital supplies to our most vulnerable residents; food, essential items. Prescription delivery and a 'chat' service via telephone will also be available.

This offer will draw 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', with the VCS able to refer up anyone in category 'B' they are worried about.

The 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. This will require an effective information sharing approach and referral system.

We are developing an effective **communication strategy to ensure we are reaching all residents** including those who are most isolated and non-English speaking.

# Newham Help Offer:

Weekly food pack



Prescription delivery service



'Chat' service for those that request it



Weekly essentials pack:  
cleaning products  
toiletries



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