

Well Newham Directory of Services

(powered by Joy)



Well Newham Programme



- Well Newham is a joint programme between the VCFS, NHS and Council.
- Part of the 50 Steps strategy.
- The programme aims to support residents with the wider determinants of their health (such as housing and money) and aims to make it easier for residents to access support.
- From June 2023, Well Newham has brought everything together in one place to help connect residents with a range of health and wellbeing services and activities in Newham.

Newham residents told us...

- They don't use newham.gov.uk to find health and wellbeing information.
- It's hard to find what support is available.
- Information available can be hard to read and understand.

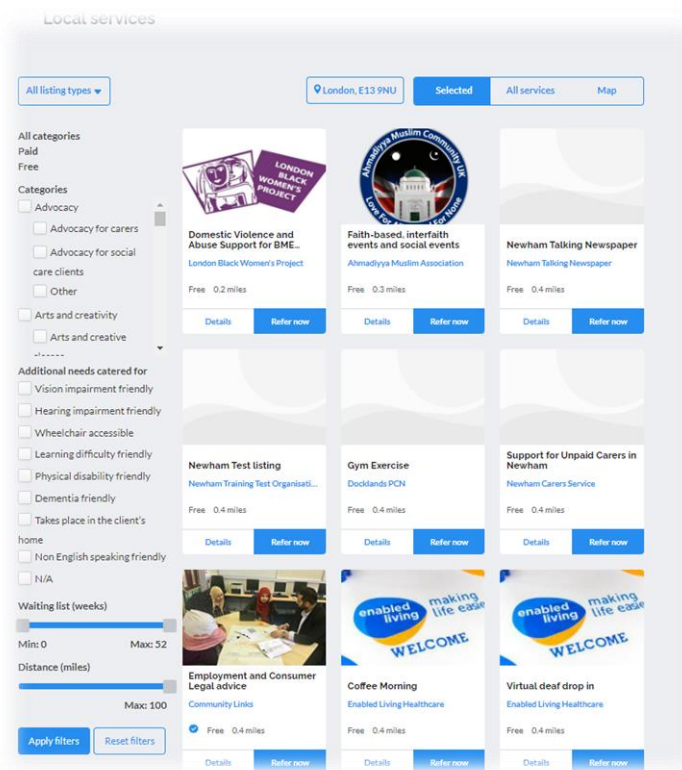


Well Newham Programme

There are three key resident-facing components of the programme:



Website



Directory of Services (powered by Joy)



Hubs

Well Newham website

www.wellnewham.org.uk



- The Well Newham Website is a new standalone website for all things health and wellbeing specifically for Newham residents.
- The site contains information on all the key themes in easy to understand language for all to access:
 - Physical health
 - Mental health
 - Housing
 - Money
 - Employment
 - Resources for professionals
 - Support for families, carers, disabled residents and older residents
- The site will link into our new directory of services to connect residents with local services to support residents with their health and wellbeing.



Well Newham Hubs



Well Newham Hubs offer **in-person health and wellbeing support** to residents:

- Staffed by four Well Newham Advisors
- In all libraries to begin with (varying days and times)
- Attend roving community events and venues
- Phone line to promote the website and direct people to their local Hub

Well Newham Advisors provide holistic, strength-based support and central point of access to health and wellbeing information and services:

- Trained to offer light touch health coaching
- 1:1 personalised wellbeing action plans
- Referrals to services via Joy
- 1:1 follow up with residents at intervals to determine if their needs are met
- Support to use the Well Newham website



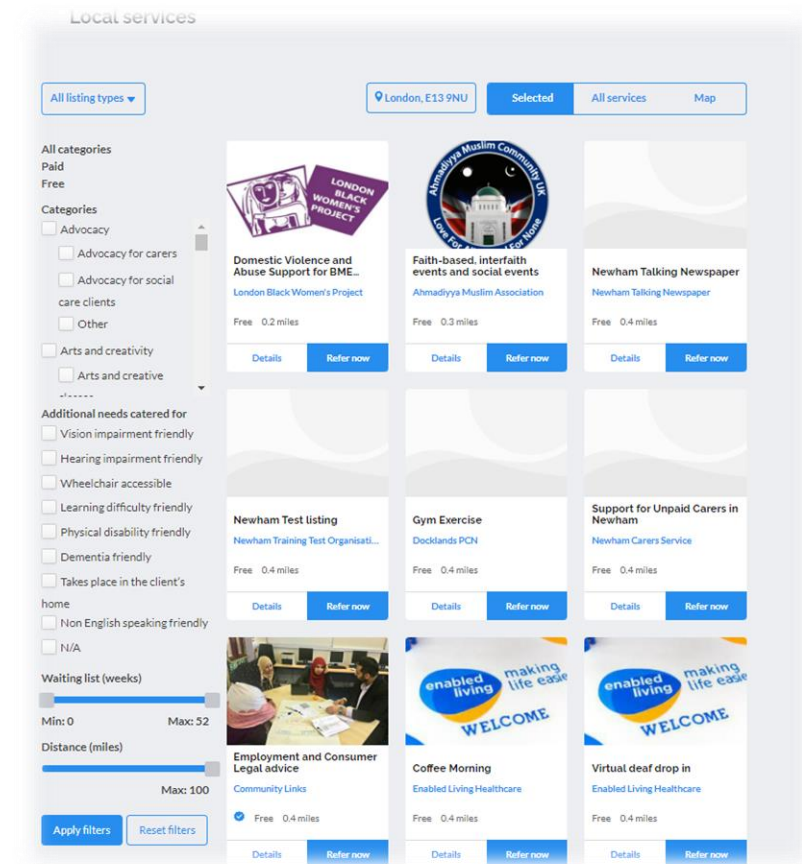
Co-located with other services, such as the Family Hub - organising One Stop Shop coordinated events.



Well Newham Directory of Services (powered by Joy)



- The Well Newham website links our new directory of services, powered by a platform called Joy.
- It is a centralised directory of over 450 health and wellbeing services, covering themes such as:
 1. Exercise groups
 2. Mental health support
 3. Creative and arts classes, workshops and services
 4. Advocacy and legal advice
 5. Managing long term health conditions (e.g. stroke recovery and diabetes management)
 6. Support and activities for children, young people, parents and families
 7. Connecting with others and the community (socials, community groups and activities)
 8. Financial and employment support
 9. Housing
 10. And much more
- Residents can self-refer, or you can refer them on their behalf.
- All of Newham's GPs and social prescribers are now using the system to make over 1000 referrals a month on behalf of residents.



How you can get involved

- Organise training and awareness raising for your teams about Well Newham.
- Signpost residents to the Well Newham website and hubs (posters and leaflets to be shared after this meeting)
- Signpost / refer residents using the directory onto wider Newham services.
- Any queries / questions, please email wellnewham@newham.gov.uk

