

Support Services in Newham

June 2026

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NEWHAM COUNCIL SERVICES

Children's Social Care

Multi-Agency Safeguarding Hub (MASH)

 020 3373 4600

 mash@newham.gov.uk [Newham Council](#)

Children's Rights Service

 0800 013 1650

 childrensrights@newham.gov.uk

 Text: 07854 085996

 <https://www.newham.gov.uk/children-families/rights-expect/5>

Newham Families

Children's rights and advocacy service

 0203 373 1502

 07909906954

 allison.ross-john@newham.gov.uk

 <https://families.newham.gov.uk/kb5/newham/directory/family.page?familychannel=17>

Adult Social Care

Access to Adult Social Care Team

 020 8430 2000 (select Option 2)

 Accessto.AdultsSocialCareTeam@newham.gov.uk

Monday–Thursday: 9am–5pm | Friday: 9am–4:45pm

 <https://www.newham.gov.uk/health-adult-social-care>

Emergency Help for Carers

 020 8430 2000 (out-of-hours support)

 <https://www.newham.gov.uk/health-adult-social-care/carers-2/9>

Safeguarding Concerns (Adults)

 020 3373 0440

 ASCsafeguardingconcerns@newham.gov.uk

 <https://www.newham.gov.uk/health-adult-social-care/sg-raising-alert/2>

Reablement Service

Supports adults recovering from illness or hospital stays.

 Accessto.AdultsSocialCareTeam@newham.gov.uk

 <https://www.newham.gov.uk/health-adult-social-care/reablement-service>

Newham Children's Centres

Below is a list of neighborhood-based Children's Centres offering free registration and services for families in Newham. All Newham residents who are pregnant or have children under 5 are eligible to register.

- **Abbey Lane Children's Centre**
Address: 1 Abbey Lane, London E15 2SD
 Tel: 020 8534 3136
- **Altmore Children's Centre**
Address: Altmore Avenue, London E6 2BX
 Tel: 020 552 6604
- **Beckton and Royal Docks Children's Centre**
Address: Tollgate Road, London E6 5UP
 Tel: 020 7474 0654
- **Edith Kerrison Nursery School and Children's Centre**
Address: Sophia Road, London E16 3PB
Tel: 020 7473 2761
- **Kay Rowe Nursery School and Children's Centre**
Address: Osborne Road, Forest Gate, London E7 0PH
 Tel: 020 8534 4403
- **Keir Hardie Children's Centre**
Address: 13 Robertson Road, London E16 1FZ
 020 7476 1284
- **Maryland Children's Centre**
Address: Buxton Road, London E15 1QX
 020 8534 8351
- **Oliver Thomas Nursery School and Children's Centre**
Address: Mathews Avenue, London E6 6BU
 020 8552 1177

- **Plaistow Primary School and Children's Centre**
Address: Junction Road, London E13 9DQ
 020 8548 5620
- **Rebecca Cheetham Nursery & Children's Centre**
Address: Marcus Street, Stratford, London E15 3JT
 020 8534 3136
- **Sheringham Nursery School and Children's Centre**
Address: Sheringham Avenue, London E12 5PB
 020 8553 2479
- **St Stephen's Nursery School and Children's Centre**
Address: Whitfield Road, London E6 1AS
 020 8472 7575 (also 020 8586 0147 used by the Children's Centre)

DOMESTIC ABUSE SERVICES

Newham/East London services

Newham Domestic Abuse and Sexual Violence Service (Hestia)

Services include: Emotional and practical support, specialist advocacy (IDVAs), casework support, FGM support, support for women who sell sex or are sexually exploited, court support, and co-located services at hospitals, children's centres, and housing services. Serves all genders, ages 16+.

 Contact: 24/7 helpline at 0808 196 1482

 email InfoNewhamDSV@hestia.org

 <https://www.hestia.org/newham-da>

East London Rape Crisis/NIA Project

Free, confidential services for women and girls who have been subjected to sexual and domestic violence and abuse, including prostitution. Offers a helpline, counselling, helpline, refuges and advocacy

 Contact: 0800 160 1036,

 email: rapecrisis@niaendingviolence.org.uk

 <https://niaendingviolence.org.uk/>

Victim Support – East London

Supports victims of crime, including domestic and sexual violence, across East London (including Newham). Free, confidential support available regardless of police contact or when the crime occurred.

 Contact: Support line 0808 168 9111 / 9291

 <https://www.victimsupport.org.uk/resources/east-london/>

London Black Women's Project

Supports Black, Asian, and minoritized women and girls in Newham who have experienced domestic or sexual violence and abuse. Provides refuges, counselling, legal advice, advocacy, and emergency accommodation.

 Contact: Helpline at 020 8472 0528

661 Barking Rd, E13 9EX.

 <https://www.lbwp.co.uk/>

The Havens

Specialist centers for recent sexual assault (within 12 months). Offer forensic medical exams, counselling, and treatment. Available 24/7, for all genders and ages.

 Contact: 020 3299 6900

 <https://thehavens.org.uk/>

National Services (UK-wide)

National Domestic Violence Helpline (Refuge + Women's Aid)

Women and children; offers refuge referrals

 0808 2000 247

Solace

Helpline and advice for women survivors of domestic and sexual abuse, including specialized support for women with No Recourse to Public funds or insecure immigration status.

 Advice line 0808 802 5565

 advice@solacewomensaid.org

 <https://www.solacewomensaid.org/solace-advice-support/>

COUNSELLING AND MENTAL HEALTH SUPPORT

Newham Services

Newham Talking Therapies – East London Foundation Trust NHS

Counseling & mental health in London

Vicarage Lane Health Centre, 10 Vicarage Ln, London E15 4ES

 020 8175 1770

 <https://www.elft.nhs.uk>

Mind

Newham services include Wellbeing groups, Together Café, suicide prevention support, specialist groups for Muslim women and girls.

 020 7510 1081

 info@mindthnr.org.uk

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

Newham and Tower Hamlets Mental Health Crisis Helpline

NHS 111, 'Option 2' is open 24 hours a day to support people living in Newham or Tower Hamlets who experience a mental health crisis. The Helpline is free to call and available 24 hours a day including at weekends and Bank Holidays.

 <https://www.elft.nhs.uk/services/mental-health-crisis-support-tower-hamlets>

Newham Together Cafe

Run by MIND, this drop in café welcomes all Newham residents aged 18+ who are experiencing a mental health crisis. Open every day of the year:

Monday to Thursday: 5pm-8pm; Fridays, weekends, and bank holidays: 3pm-8pm

107-109 The Grove, London E15 1HP

 07511 075701

 togethercafe@mindthnr.org.uk

 <https://www.mindthnr.org.uk/our-services/newham-crisis-cafe/>

Community Counselling

Low cost one-to-one counselling, online or in person.

292B Barking Rd, London E6 3BA

 07547 893 700

 Email: communitycounsellingeast@gmail.com

 <http://www.communitycounselling.org.uk>

Time for Young People (Children's Society)

Provides emotional wellbeing support to young people aged 10–25 in Newham, offering a safe space to talk and access help.

 <https://www.childrenssociety.org.uk/information/young-people/well-being/services/time>

Mind in Tower Hamlets, Newham and Redbridge

Offers mental health services and resources, including a directory of local support services.

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

Safe Connections

A suicide prevention support service providing a safe space to talk about thoughts of suicide and give information about support services in Newham. Safe Connections also provides practitioners with advice on how to support someone and a support space for practitioners.

 Helpline number 0300 561 0115, Monday to Friday 9.30am to 4.30pm

 safeconnections@mithn.org.uk

 <https://www.mindthnr.org.uk/our-services/safe-connections-suicide-prevention/>

Suicide prevention

Immediate emergency assistance:

- **Call 999** for police and/ or ambulance support – you will need to be able to give a location.
- The Samaritans can call an ambulance on your behalf – **call 116 123**.
- Newham 24 Hour Mental Health Crisis Helpline- **Call NHS 111 and select 'Option 2'** in East London. You can also call the helpline for advice and guidance on the necessary care pathway for the person. If the person concerned is with you the practitioner can speak to the person directly to assess need/ risks.

National helplines and support services

The Samaritans

24 hour support

 Helpline: 116 123

 www.samaritans.org

Papyrus

Crisis support for young people under 35 9am to midnight every day of the year, weekends and bank holidays

 Helpline: 0300 102 2470

 Text HOPE to 88247

 Email pat@papyrus-uk.org

 <https://papyrus-uk.org/>

Shout

Free, confidential, 24/7 text messaging support service for anyone who is struggling to cope and needs immediate assistance.

 Text the word 'Shout' to 85258

James' Place

Free, immediate in-person therapy for men in suicidal crisis. Referrals including self-referrals via the website

 www.jamesplace.org.uk

 Or contact the London team, 9.30am-5.30pm Monday-Friday excluding bank holidays) by calling 0203 4888 404

 info@jamesplace.org.uk

FOOD SERVICES

Food Banks and Food Clubs

Newham Food Alliance

A collaborative network of over 40 volunteers, community, and faith organizations providing food parcels, meals, and other support, typically for up to 8 weeks. Referrals are needed via their online form, email, or voicemail.

 07790 975 086, Mon–Fri 9 am–5 pm

Newham District Foodbank (Trussell Trust)

For emergency food support through vouchers, there are three local distribution centers:

- **Ascension Church Centre (Baxter Road, E16)** – open Thursdays 11 am–1 pm
- **Bonny Downs (The Well, Vicarage Lane, E6)** – open Wednesdays 11:30 am–1:30 pm
- **Royal Docks Learning & Activity Centre (Albert Road, E16)** – open Monday & Tuesday 10 am–1:30 pm

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

FoodCycle – Free Hot Meals

Weekly communal meals with no booking needed:

East Ham – Pilgrims Way Church (Tuesdays at 7 pm)

Plaistow – Memorial Community Church (Wednesdays at 7 pm)

 <https://foodcycle.org.uk/location/foodcycle-east-ham/>

The Renewal Programme

Weekly Food Bank, Food Club and Community hot meals at the RenewALL Hub, 395 High Street North, E12 6PG.

 <https://www.renewalprogramme.org.uk/the-renewall-hub/>

Newham Food Havens & Warm Spaces

A curated directory of free or low-cost food options and social spaces for Newham residents, organized by the East London NHS Foundation Trust

 <https://www.elft.nhs.uk/service-users-and-carers/food-havens-warm-spaces-newham>

Digital Help via Food Apps

Olio

Neighbours and businesses share free surplus food locally.

 <https://olioapp.com/en/>

Too Good To Go

Chance to get “surprise bags” of surplus food from local outlets at reduced cost

 <https://www.toogoodtogo.com/en-gb>

SPECIALIST ADVOCACY SERVICES

VoiceAbility Newham

Independent Mental Health Advocates (IMHAs), Mental Capacity Advocates (IMCAs), Care Act advocacy, and Relevant Person's Representatives (RPRs). For adults over 18 in Newham using adult care or mental health services, or their carers.

 0300 303 1660

 helpline@voiceability.org

 <https://www.voiceability.org/support-and-help/services-by-location/newham>

Mind in Tower Hamlets, Newham and Havering

General advocacy for adults using care or mental health services.

 020 7510 1081

 mindthnr.org.ukVoiceAbility+3Joy+3Wikipedia+3

Coram Voice

Advocacy for children and young people in care, leaving care, or in need of a social worker.

 0808 800 5792

 <https://coramvoice.org.uk/>

SENDIASS Newham

A statutory service that supports parents, carers, children and young people aged 0–25 with Special Educational Needs and Disabilities (SEND). The service provides free, confidential and impartial advice about SEND rights and support.

 0203 373 0707

 sendiass@newham.gov.uk

 <https://families.newham.gov.uk/kb5/newham/directory/localoffer.page?localofferchannel=8>

DABD (UK)

Independent living support and advocacy based in Dagenham.

 **Contact:** 0330 054 2500

 info@dabd.org.uk

 **Website:** <https://www.dabd.org.uk/>

Healthwatch Newham

Assists patients in understanding and navigating healthcare services, making complaints, or addressing concerns related to GP practices.

 **Contact:** 020 3868 2200

 <https://www.healthwatchnewham.co.uk/>

Newham Council Advocacy Page

Overview of advocacy services available in Newham.

 <https://www.newham.gov.uk/health-adult-social-care/advocacy>

One Newham Advice & Advocacy Directory

Resources and support for various advocacy needs in Newham.

 <https://www.onenewham.org.uk/news-resources/categories/advice-advocacy>

CHARITIES IN NEWHAM

HOUSING & HOMELESSNESS SUPPORT

NEWway Project

Supports single Newham residents without dependents facing homelessness or insecure housing, offering advice and practical assistance.

 newwayproject.org

Focus E15

A grassroots housing justice campaign formed by young mothers threatened with eviction, advocating for housing rights and supporting those facing homelessness.

 <https://focuse15.org/>

FAMILIES & CHILDREN

The Magpie Project

Provides support to mothers and children under five experiencing homelessness, offering a safe space, food, and community.

 <https://themagpieproject.org/help-now/>

Ascension Community Trust

Runs activities for children and adults with complex needs in Custom House, including a food bank and community groups.

 <https://www.ascensioncommunitytrust.org/>

Essex Boys and Girls Clubs

Supports youth development through affiliated clubs in Newham, offering recreational and educational activities.

 <https://www.essexboysandgirlsclubs.org/>

Bonny Downs Community Association – Support for children and families, older residents aged 65+, Youth, Foodbank, Food Club, Community Support, Free sports, Community Garden.

 <https://bonnydowns.org/>

ELDERLY & DISABILITY SUPPORT

Newham New Deal Partnerships

Delivers arts projects and the “Good Neighbours” service, supporting older people and those with dementia or disabilities through trained volunteers.

 <https://newhamndp.org.uk/>

Newham Carer’s Community

Age UK project providing free and confidential advice, information, activities and support to unpaid carers living or caring for someone living in Newham. Our service runs Monday - Friday 9am - 5pm.

 <https://newhamndp.org.uk/>

COMMUNITY & VOLUNTEERING

One Newham

A partnership network for voluntary, community, and faith groups in Newham, offering a directory of local organisations and volunteer opportunities.

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

Healthwatch Newham

Provides information and support for accessing local health and social care services, including a directory of services.

 <https://www.healthwatchnewham.co.uk/>

Newham Volunteers

Council portal for volunteering

 <https://volunteers.newham.gov.uk/index-classic>

ANTI-RACISM

London Black Women's Project

Supports Black, Asian, and minoritised women experiencing domestic or sexual violence, Support for Black, Asian, and minoritized women and girls who have experienced domestic or sexual violence and abuse, offering refuge, legal advice and advocacy services.

 **Contact:** 020 8472 0528

 **Website:** <https://www.lbwp.co.uk/>

Newham One Stop Shop

Weekly drop in for people newly arrived in Newham from outside the UK. 10 am – 3 pm on Thursdays at Stratford Library.

 <https://www.newham.gov.uk/council/newham-council-refugeeservices/4>