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MAYOR OF LONDON



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# Foreword

Here in the Royal Borough of Greenwich, we're committed to supporting a thriving night time economy, because it plays such a crucial part in the health, resilience and vibrancy of our town centres and high streets. As part of this vision, we must take into account the needs of everyone working at night – you, the people who keep our borough functioning smoothly 24/7. An estimated 29,000 people work at night in Greenwich, that's almost a third of the working population. And, with this number increasing, it's more important than ever that we provide support and guidance to help you stay healthy and safe around the clock.

Night workers are a vital part of our borough, contributing to the success of numerous industries, from healthcare to hospitality, cleaning to entertainment. However, working at night has been shown to present a distinct set of challenges, including health issues, more precarious work and low pay compared to daytime occupations, with many earning below the London Living Wage. As part of this, we will also continue to work with police and other organisations to keep everyone safe at night, wherever you are in the borough or travelling to and from work here. Helping women and girls feel safe at night, is a key priority, which is also addressed in the handbook.

We hope this Night Workers' Handbook will serve as a valuable resource for everyone who works during the night hours, 6pm to 6am. We want to provide you with information to support your work and employment opportunities, a healthy work environment, as well as your wellbeing and quality of life outside of working hours. This guidance has been developed at a pivotal time for the night-time economy in Greenwich – one year after Woolwich was named one of the Mayor of London's Night Time Enterprise Zones and as we implement our first night time strategy for Greenwich town centre. It forms part of our work to ensure that more workers in Greenwich can enjoy good work standards, access a variety of support available to them and feel their issues and concerns are heard. Thanks to everyone who has contributed to the handbook, and to the Mayor of London and London Night Czar, Amy Lamé for their ongoing support of our vision.



Cllr Mariam Lolavar
Cabinet Member for Inclusive Economy, Business and Skills

# A word from London's Night Czar

People who work at night are often the unseen and unsung heroes who keep our capital moving and thriving after dark. So, I want to firstly take this opportunity to say a huge thanks to everyone who works between 6pm-6am.

The Mayor of London's £500,000 Night Time Enterprise Zone programme is designed to boost high streets after 6pm with innovative events and business support to drive the night-time economic recovery. With 1.3 million people working at night in London, this is not just a nice thing to do - it is a business and cultural imperative. The funding helps boroughs like Greenwich work with businesses and local communities to develop ideas to make their high streets more accessible, inclusive and welcoming at night.

As one of our Night-Time Enterprise Zones, the Royal Borough of Greenwich has taken great strides to improve life for local people and businesses after dark. I was privileged to visit earlier this year to meet local residents, night workers and business owners to discuss life at night in Woolwich. The area has hosted an inspiring programme of events and it was wonderful to see how that is helping make the local high street more accessible and welcoming after 6pm.

Greenwich's Night Worker Handbook is full of useful guidance and signposts night-time workers to essential information, from specialist advice to support on health and wellbeing. I hope you find it to be a valuable resource.

Our local high streets play a vital role in powering the economy and bringing together friends and communities, and I look forward to continuing to work closely with our partners to help bring more life to local boroughs after dark as we build better London for everyone.

Amy Lamé
Mayor of London's Night Czar



# Introduction

If you work between the hours of 6pm and 6am, then this handbook is for you. It provides a directory of support available and how you can access it if you work in or outside the borough at night.

Through this handbook, we want you to be able to access all the services and support "day-workers" do, acknowledging that this can often be time consuming and challenging if you work at night. So, whether you're looking to take up swimming, get help caring for your family, or want to know more about safe and reliable routes to and from work, this handbook can point you in the right direction. The handbook also provides you with resources to access new employment opportunities if you are fed up with your current job and support your wellbeing and quality of life outside of working hours.

If you are a business employing staff during the night, please distribute this book to your night time workers. It offers information that will allow better access to helpful services and local support, hopefully improving their lived experience. Additionally, at the back of the handbook, information is provided about how you as employer can support staff at night, thereby providing a good working environment that can lead to better productivity and staff retention as well as enhanced loyalty and morale.

## Supporting the Night Time Economy in the Royal Borough of Greenwich

The Council secured Night Time Enterprise Zone status for Woolwich in 2023 and is developing a borough-wide night time strategy. Central to this work is ensuring that night time workers are supported throughout these developments and that Royal Greenwich and other partner support services are accessible and meet the needs of night workers. The Royal Borough of Greenwich has been recognised as a great employer following accreditation through the Mayor of London's Good Work Standard. As an accredited Living Wage Employer, we are championing the real Living Wage across the borough to tackle in-work poverty and support inclusive economic growth. We are committed to creating and supporting healthy, fair and inclusive workplaces in the borough.

# Safety

Whether it be travelling to and from work or your working environment, night workers are often disproportionately exposed to situations where personal safety can be put at risk. This section provides information and access to the support and advice available in the borough to help keep you safe.

#### **Safehaven Superhubs**

If you are in danger, feel threatened or harassed on the street, are unwell or just in need of some help, you can visit any of the three Safehaven Superhubs currently in the borough.

These are at Yorkshire Grey McDonald's in Middlepark, Powis Street McDonald's in Woolwich, and Eltham McDonald's on Eltham High Street. More are due to open in the near future.

#### Safehavens can help by:

- letting you inside and keeping out those who are threatening you
- calling the police, ambulance, or family or friends
- making sure you feel safe and confident to leave when you want to

Staff are fully trained to use specialist equipment like defibrillators and bleed kits as well.

Find out more at **royalgreenwich.gov.uk/safehaven-superhubs** and use these locations if you need to.

#### **Community safety**

The Community Safey Team at the council covers anti-social behaviour, crime, crime prevention, and access to CCTV. You can report anti-social behaviour, raise a concern about abuse, view CCTV footage, and more via this team.

You can learn more about community safety initiatives in Greenwich and get help via the community safety team here at <a href="mailto:royalgreenwich.gov.uk/community-safety">royalgreenwich.gov.uk/community-safety</a> or emailing <a href="mailto:community-safety@royalgreenwich.gov.uk">community-safety@royalgreenwich.gov.uk</a>

#### In an emergency, contact the police

Remember that help in emergencies is available 24/7. If someone is in immediate danger or you need support right away, call 999.

If you don't need an emergency response, call 101.



#### Women and girls' safety

Working during the night often means fewer co-workers and reduced public presence, which can lead to a sense of isolation and not having as many people to turn to. If you are suffering from sexual harassment, domestic abuse or the threat of domestic abuse, the following services can help:

#### **Greenwich Domestic Violence and Abuse Service**

Call the free helpline on 020 8317 8273 or email <a href="mailto:info\_gdva@h4w.co.uk">info\_gdva@h4w.co.uk</a>.

gdva.org.uk

#### The HER Centre

The HER Centre offers free support if you have experienced sexual violence or domestic abuse. Contact them by calling 020 3260 7772 or by emailing <a href="mailto:info@hercentre.org">info@hercentre.org</a>.

<a href="mailto:hercentre.org">hercentre.org</a>

#### **Domestic Abuse Helpline**

Call the free 24-hour National Domestic Abuse Helpline on 0808 2000 247. nationaldahelpline.org.uk



# **Transport**

#### Keep up to date on best routes to take

### Tips for commuting safely in the dark

- 1. Plan your route beforehand
- 2. Make someone aware of your route
- 3. Wear bright clothing or reflective brands
- 4. Stick to public areas where you can be seen
- 5. Speak to someone on the phone
- 6. Carry a personal alarm or set up an alarm app on your phone
- 7. Trust your instincts; if you feel something isn't right, change your route.

Getting around the borough and across London at night presents its own specific challenges. The following provides you with a summary of public transport services available.

Night buses serve many parts of the Borough, with routes generally running to and from central London from midnight to the resumption of regular services each morning. Specific services include the N1 (serving Greenwich, Woolwich & Thamesmead), N21 (serving Eltham) and the N89 (serving Deptford, Greenwich and Shooters Hill). Night buses are a vital way of getting around London at night.

The Night Tube is currently running on the Central, Jubilee, Northern, Piccadilly and Victoria lines. Find out more at <a href="mailto:tfl.gov.uk/campaign/tube-improvements/what-we-are-doing/night-tube">tfl.gov.uk/campaign/tube-improvements/what-we-are-doing/night-tube</a>

The London Overground Night Service runs on weekends between Highbury & Islington and New Cross Gate. Find out more at tfl.gov. uk/modes/london-overground/london-overground-night-service

You can find city-wide public transport status updates via Transport for London at tf.gov.uk/tube-dlr-overground/status/

#### **Active travel**

Cycling is one of the easiest ways to move more every day as it's also a great way to get around.

You can:

- Find information to help you plan a cycle route at <u>royalgreenwich.gov.uk/</u> <u>cycleroutes</u>
- Sign up to free cycle training with Cycle Confident at <u>cycleconfident.com/</u> <u>sponsors/greenwich</u>.
- Join an organised cycle ride to improve your confidence. More information at livewellgreenwich.org.uk/livingwell/ cycling
- Try out a bike before deciding if you want to buy it at <a href="mailto:royalgreenwich.gov.uk/try-before-you-bike">royalgreenwich.gov.uk/try-before-you-bike</a>
- Get free bike repair and advice services with Dr Bike at <u>royalgreenwich.gov.uk/dr-bike</u>

# Welfare rights and cost of living advisory services

#### **Greenwich Supports**

We know times are tough, and this is affecting us all, whether you work at night or not. Help is at hand however via the Greenwich Supports website. You can find lots of information on this page about support from the council, local charities, and community groups if you are struggling. Alternatively call 0800 470 4831 to speak to an advisor free of charge.

Find out more at <a href="mailto:royalgreenwich.gov.uk/greenwich-supports">royalgreenwich.gov.uk/greenwich-supports</a>

# Mayor's Cost of Living Hub

Find information about benefits, grants and discounts you can get if you're in financial difficulty, from the Mayor of London, the government, your local council, charities and advice centres.

london.gov.uk/programmes-strategies/communities-and-social-justice/help-cost-

communities-and-social-justice/help-cost

#### **Money Helper**

Free and impartial help with money (including where to get free debt advice), backed by the government, at <a href="moneyhelper.org.uk/en">moneyhelper.org.uk/en</a>



# Health and wellbeing

Working at night forces your body to operate on a schedule that goes against its natural circadian rhythm. There is evidence to suggest that this can increase the risk of heart attack, breast cancer, depression, obesity, diabetes and workplace injury. It also can inhibit the ability to access support services vital to your wellbeing.

#### **Live Well Greenwich**

The Live Well Greenwich Line is a free phone line staffed by friendly, trained local advisors. They can support people with life issues, including finding the right help for:



- A healthier body and mind, including support for stopping smoking, getting active, eating well and mental wellbeing.
- Money, debt and benefits advice
- Housing issues, including staying warm in winter
- Training and employment support
- Reducing social isolation

Call the Live Well Greenwich Line on 0800 4704831, open Monday to Saturday, 8:30am to 6:00pm, or visit livewellgreenwich.org.uk



#### **Alcohol and smoking**

If you are worried about your drinking, you can get support to cut down your alcohol use. For information on alcohol awareness, and support visit **doyouknowwhentostop.co.uk** or call our local treatment service on 0300 303 4552

Research shows you are three times more likely to quit smoking for good when you have support. For help quitting smoking, call our smoking service on 0800 470 4831, text – 'QUIT' to 60060 or visit <u>livewellgreenwich.org.uk/stop-smoking</u> to fill out an online form

#### Mental health and wellbeing

Looking after our mental health is just as important as looking after our physical health. For top tips to help boost your wellbeing and to find local services offering information and support visit livewellgreenwich.org.uk/lookafteryou

#### Eating well

Night time working and busy days can often mean eating well at work takes a back seat. But eating a healthy, balanced diet is an important part of maintaining good health and wellbeing. The Royal Borough of Greenwich has a range of food related support from local resources which can help inspire and motivate you to eat well within a hectic schedule at work to feeding your family on a budget at: <a href="mailto:royalgreenwich.gov.uk/greenwich-supports-booklet">royalgreenwich.gov.uk/greenwich-supports-booklet</a>.



#### **NHS Health Checks**

Free NHS Health Checks for adults to help spot the early signs of potential health risks such as heart disease, stroke, diabetes, kidney disease and dementia before they start to affect us. In Greenwich, residents are offered the enhanced NHS Health Check PLUS, which looks at all of the above. It also looks at your overall mental health and risk of cancer. Find out more at <a href="mailto:nhs-health-check/">nhs-health-check/</a>

#### NHS facilities and pharmacies

You can register for free with a GP and access a range of healthcare services and benefits. You do not need proof of address, immigration status, ID or NHS number. You can also have appointments by telephone or video. Find out more at selprimarycare.co.uk

#### Visit your local pharmacy

If you need clinical advice or medicines for minor health concerns, such as coughs, colds, upset stomach, aches and pains, you can visit your local pharmacy. Many are open late and at weekends and you do not need an appointment. If your symptoms are more serious, pharmacists can make sure you get the help you need. You can find your nearest pharmacy at <a href="mailto:nhs.uk/service-search/">nhs.uk/service-search/</a>

### If you need out-of-hours medicines

If you run out of medicine outside of your GP surgery's normal opening hours and need some urgently, there are a few ways to get an emergency supply quickly, even if you're away from home. Find out more at <a href="nhs.uk/">nhs.uk/</a> prescriptions-and-pharmacies/ pharmacies/out-of-hoursmedicines





## Urgent and emergency care services

Where you can go for urgent and emergency care depends on how severe your injury or condition is. NHS 111 can help if you think you need medical help right now. For serious injuries and life-threatening emergencies, find your nearest A&E visiting <a href="mailto:nhs.uk/">nhs.uk/</a> service-search/find-anaccident-and-emergency-service/

If you need medical attention but it's not a lifethreatening situation, find your nearest urgent treatment centre visiting <a href="mailto:nhs.uk/service-search/find-an-urgenttreatment-centre">nhs.uk/service-search/find-an-urgenttreatment-centre</a>

#### **Public toilets**

You can find a list of public toilets in Royal Greenwich here, and an interactive map at royalgreenwich.gov.uk/toilets-map

# Physical activity

Get Active is Greenwich's one stop shop for all things to do with physical activity around the borough, offering lots of free and affordable activities. Visit greenwichgetactive.com

#### Leisure centres

Whether you want to go for a swim, play 5-a-side with friends or take up tennis, head to your local leisure centre run by Better, a charitable social enterprise providing leisure and fitness activities at affordable prices. You'll find everything from swimming pools to soft play and more. There are gyms offering the latest technogym equipment and fitness classes to make you sweat or relax in one of our sauna and steam rooms. Most of our leisure facilities are open Monday to Friday, from 6.30am to 10pm, with a range of classes available. Activities are bookable up to 7 days in advance via the BETTER UK app, website or at the centre on arrival.

#### **Facilities and Activities include:**

- gyms
- free weight gyms
- · swimming pools and lessons
- fitness classes

- racket sports
- football
- tennis
- children's activities

For more information feel free to take a look over the leisure centre pages at **better. org.uk/london/ greenwich** or pop into the centre and speak to a member of staff who can take you on a tour and help with membership options best for you.

For the opportunity to use leisure centres at peak times, visit royalgreenwich.gov. uk/leisure-centres



- 1. The Greenwich Centre
- 12 Lambarde Square, London, SE10 9HB
- Coldharbour Leisure Centre
   Chapel Farm Rd, Coldharbour Estate,
   London SE9 3LX
- 3. The Eltham Centre 2 Archery Road, London, SE9 1HA
- A. Thamesmere Leisure Centre
  Thamesmere Drive, London, SE28 8RE
- 5. Waterfront Leisure Centre Woolwich High Street, London, SE18 6DL
- 6. The Plumstead Centre
- 232 Plumstead High St, London, SE18 1JL
- Charlton Lido and Lifestyle Club Hornfair Park, Shooters Hill Road, London, SE18 4LX

Scan the QR code to join the community in Greenwich



#### **Swimming offer**

#### £1 WEEKDAY SWIMMING

Adults can enjoy £1 Monday to Friday swimming at participating leisure centres across Greenwich. Offer available during Swim For Fitness sessions between 1.30pm and 3.30pm. Not available during school holidays.

#### £5 FAMILY SWIMMING

Families can enjoy £5 swim offer for up to 6 people at participating leisure centres across Greenwich. Offer available for a limited time only - so get swimming today!



There are a wide range of memberships available to improve the health of our communities and help get more people, more active, more often. With the no-contract local gym, swim and fitness membership, you'll also have the flexibility to pay annually or by a rolling, monthly Direct Debit. Join your local Better centre at <a href="mailto:better.org.uk/book-activity">better.org.uk/book-activity</a> or you can find out more about the wide range of membership options at <a href="mailto:better.org.uk/memberships">better.org.uk/memberships</a>.



- **Pay as you go** with a Greenwich One Card which is free to sign up to if you live, work or study with in the borough and pay for each activity you take part in.
- **Monthly Memberships** available with no contract and can be cancelled at any time. The membership offers single centre use or borough wide use, depending which option works better for you. Monthly membership fees include gym and swim access:
  - £35 single centre use
  - £57 Full Borough access
  - £65 National access and racket sports
- **Student Memberships** available from £28 per month
- Discounted **off peak memberships** for above activities between 9am-4pm Monday-Friday and after 1pm at the weekends.
- **Better Flex membership offers** one free booking activity (gym, swim or fitness class) a month plus up to 30% off full-price activities. All for £10 per month (via Direct Debit) plus £10 initial setup fee.
- All of the memberships also allow you to access the Better at Home workouts.

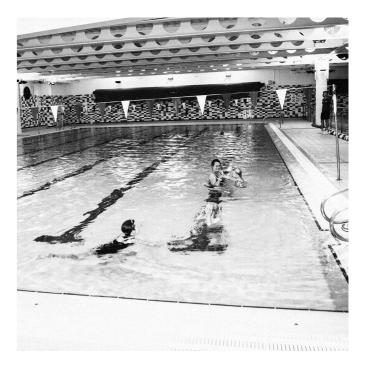
#### **Greenwich One Card**

The Greenwich One Card is a free annual membership available to anyone to lives, works or studies in the Royal Borough of Greenwich. Enjoy the benefits of a single card which gives access to eight Leisure Centres, twelve Libraries (visit **better.org.uk/libraries**) and beyond across the Royal Greenwich Borough.

- Access to libraries and leisure facilities
- Discounts and money off products and services at participating local businesses

Find out more about the Greenwich One Card and how to apply

<u>royalgreenwich.gov.uk/one-card</u>.



# Getting a job and improving your skills

Whether it suits you to work at night, but you'd like a better job or if you need a complete change of career, the Royal Borough of Greenwich has excellent employment support and training services – much of it completely free.

#### Pre-apprenticeship training & apprenticeship opportunities

An apprenticeship is a great way to gain new skills while learning and earning, across a range of sectors, such as construction, administration, hospitality & catering.

#### **Health & wellbeing support**

Signposting and referral to specialist and wellbeing service.

#### Finance & housing integrated employment support,

Including budgeting advice, housing advice and support for people at risk of homelessness For access to all of the services mentioned above please call 020 8921 2440 or email <a href="mailto:slight-info@royalgreenwich.gov.uk">gllab-info@royalgreenwich.gov.uk</a>



# Support looking after others

Looking after others while holding down a job working at night can be extremely challenging. The following initiatives can help you to find the support you need.

#### Childcare

You can find a wide range of information via the Family Services Directory, including guidance on accessing free Early Learning places and other help with childcare costs. Find out more at <a href="mailto:royalgreenwich.gov.uk/family-services-directory">royalgreenwich.gov.uk/family-services-directory</a>

You can also contact the free and confidential Families Information Service for one-to-one support and advice if you need childcare.

Find out more at <u>royalgreenwich.gov.uk/</u> <u>childcare-advice</u>, calling 020 8921 6921 or emailing <u>fs@royalgreenwich.gov.uk</u>

#### Respite care

If you look after an elderly, ill, or disabled adult on a full-time basis, you may be able to receive support with respite care arrangements so that you can take a break from your caring role.

You can contact Adult Social Care to arrange an assessment and find out more at **royalgreenwich.gov.uk/support-for- carers** or call/email: 020 8921 2304 / aops. contact.ofcers@



# **Adult** skills and community learning

Building on existing skills and learning new ones represents a terrific way to create new opportunities and options for your career. Greenwich Learns helps residents aged 19 or over to find adult and community learning courses in the borough.

These include courses for employability & work, life skills, and personal development, with virtual and physical locations across Greenwich. Many courses are FREE of charge. Learn more and find courses that interest you by visiting greenwichlearns.org.uk, calling 0800 0283 23 or emailing

greenwich-learns@royalgreenwich.gov.uk







The Council works with 10 training providers to deliver a wide range of high quality courses, including:

English as a second language (ESOL)

Tiling, brickwork, plastering, painting, and decorating

Construction skills and qualifications

Employability and IT skills

**Textiles** 

Languages

Art, crafts and ceramics

Customer service skills

Business administration & accounting

Adult care

Functional English and Maths

.....and much more, providing the opportunity to build new skills and confidence in a welcoming, supportive environment. Many courses are delivered at no, or at low cost, to residents across the borough. To find the course right for you call 0800 0283 23 or email greenwich-learns@royalgreenwich.gov.uk



# Libraries

Access to information, advice and guidance can often be secured by visiting one the Boroughs libraries. Our libraries are also excellent places to access the internet free of charge, with opening hours regularly into the early evening.

There are 12 libraries in Greenwich - all free to join - where you can borrow, reserve and renew books, eBooks, audiobooks, DVDs, and more in person or online.

explore what your local library has to offer. From reading material and audiobooks to children's activities, support and advice, we're at the heart of the community. You'll find a wealth of online resources, including eBooks, e-Magazines and e-Newspapers, as well as access to our heritage services.

- Book a computer, go online, and with free Wi-Fi, you can access the internet from your own device
- Access reference library online dictionaries, encyclopedias, driving
  theory tests, stream music, national and
  international newspapers, and help to
  find employment.
- Take part in a range of library events from magic shows, and coffee mornings, to book author signings.

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The opening times for your local libraries can be found at: **better.org.uk/library/london/greenwich** 

How to join: royalgreenwich.gov.uk/libraries

Home library service: royalgreenwich.gov.uk/home-library-service

**greenwichlibs** 

f @greenwichlibs

# Employer support for healthy workplace

Ensuring a healthy environment and working conditions for night workers can be one of the most challenging aspects of running a business in the night-time economy. While this handbook is directed toward night workers, businesses may find the following information helpful in delivering high quality working conditions for their staff at night. Please visit the following website for advice on how to deliver a healthy workplace **royalgreenwich.gov.uk/advice-for-employers** 

#### Helping night workers and sleep

As our 24-hour society continues to grow at pace more people are working nights than ever before. Night shift work is classifed as 'probably carcinogenic' by the World Health Organisation and there is mounting evidence that it contributes to a number of serious health conditions – from heart disease and diabetes to mental health issues. NIGHT CLUB is an award-winning wellbeing programme that supports employers to support their employees to improve the health, wellbeing and engagement of night shift. Find out more at <a href="mailto:night-club.org">night-club.org</a>



#### Mayor of London's Good Work Standard (GWS)

The Mayor's Good Work Standard aims to improve working lives for Londoners by bringing together best employment practice and resources and support to help employers improve their organisations. The initiative has been developed in collaboration with London's employers, trade unions, professional bodies and experts and sets the benchmark the for every London employer to work towards and achieve. Organisations that meet the Good Work Standard criteria can apply for the Mayor's accreditation as a leading employer. Find out more here <a href="London.gov.uk/programmes-strategies/business-and-economy/support-your-business/good-work-standard-gws">London employer to work towards and achieve</a>. Organisations that meet the Good Work Standard criteria can apply for the Mayor's accreditation as a leading employer. Find out more here <a href="London.gov.uk/programmes-strategies/business-and-economy/support-your-business/good-work-standard-gws">London employer to work towards and achieve</a>. Organisations that meet the Good Work Standard criteria can apply for the Mayor's accreditation as a leading employer. Find out more here <a href="London.gov.uk/programmes-strategies/business-and-economy/support-your-business/good-work-standard-gws">London employer to work towards and achieve</a>. Organisations that meet the Good Work Standard criteria can apply for the Mayor's accreditation as a leading employer. Find out more here <a href="London.gov.uk/programmes-strategies/business-and-economy/support-your-business/good-work-standard-gws">London employer to work towards and achieve</a>.

#### **London Living Wage**

The Living Wage is an hourly rate of pay, independently calculated each year based on the real cost of living in the UK and London. The real Living Wage is independently-calculated based on what employees and their families need to live on in London, that reflects the higher costs of living in the capital. The Living Wage Foundation celebrates employers that sign up for accreditation by awarding them the mark of a responsible employer. The Royal Borough of Greenwich offers a grant to support the cost of accreditation and encourage its take up.

Please enquire via <a href="mailto:business@royalgreenwich.gov.uk">business@royalgreenwich.gov.uk</a>
<a href="mailto:royalgreenwich.gov.uk">royalgreenwich.gov.uk</a>
<a href="mailto:business@royalgreenwich.gov.uk">royalgreenwich.gov.uk</a>



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