

South Tyneside

Spread the word! **THIS IS SOUTH TYNESIDE**



ESSENTIAL INFORMATION INCLUDED TO HELP YOU ACCESS LOCAL SERVICES.

DISTRIBUTED WITH CARE IN ACCORDANCE WITH NATIONAL GUIDANCE.

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Marsden School Choir bubble, one of the schools taking part in our virtual Christmas events

November 2020



South Tyneside Council

Brought to you in partnership with:



living better lives

This year has certainly been one of unparalleled challenges for modern day local government.

Rest assured, as your Council we remain resolute in the fight against coronavirus. Our support for residents and businesses will continue for as long as is necessary to keep our communities safe, protect our most vulnerable and support our businesses.

We have already distributed more than £26million in business support grants, almost £250,000 in hardship funding to individuals and, more recently, started the administration of funding for eligible employees who have been required to self-isolate. At the same time, we've worked hard to keep essential services running. Your patience and understanding continues to be greatly appreciated.

Despite the difficulties we all face, one thing that has remained is our unwavering commitment to improve South Tyneside, with progress made across the Borough – from flood alleviation, highways investment and our longer-term plans for the area.

We've also recognised the part that you – our residents and businesses – have played during this pandemic, through our hugely successful #LoveSouthTyneside campaign – as you will read in this edition of your newsletter.

As we approach the winter months, we also enter the season of hope and goodwill.

While Government-led restrictions are likely to mean we can't celebrate in our usual way, we hope our festive displays will bring Christmas cheer on these dark nights, bringing communities together, albeit virtually, in celebratory events and activities.

During this time for giving, it is wonderful to see more of that amazing community spirit we have in South Tyneside, where people support each other – particularly our vulnerable residents. If you can, please look out for those who are lonely, think ahead in the event that you or your

family need to self-isolate and support our amazing food banks which continue to help families experiencing financial hardship, even more so at this time. We know this is a challenging time for businesses, which is why we urge people to shop local wherever possible this Christmas.

As 2020 draws to a close, we are planning priorities for 2021. We continue to work tirelessly to protect local services and really value your views on what issues matter most to you.

Finally, I'd like to thank all our partners, community and voluntary organisations, for exceptional work during a very difficult 2020 and take this opportunity to wish our residents a safe and Merry Christmas and a Happy New Year.

Councillor Iain Malcolm
Leader of the Council



PROTECT PROTECT

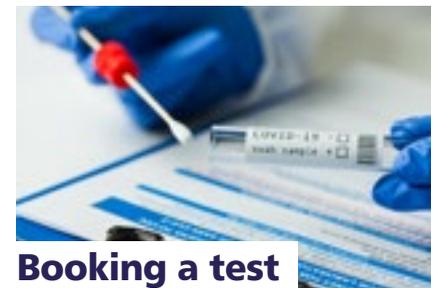
We are living in incredibly difficult and worrying times and we would like to thank all of our residents and businesses for following the Government regulations and guidance.

The virus is still with us, and the number of positive cases across the country increases significantly every day.

The Government introduced new regulations and guidance in November. These regulations are intended to keep you safe and to protect our most vulnerable communities.

South Tyneside Council will keep all residents and businesses updated with the latest Government guidance as well as any new regulations. We must all do our bit to reduce positive cases in South Tyneside.

Our website can keep you up to date with the latest information
www.southtyneside.gov.uk/coronavirus



Booking a test

You can only book a test for yourself or someone you live with if you experience Covid-19 symptoms.

Book a visit to a test site to have the test today by using the app or visit www.gov.uk/get-coronavirus-test. Test sites are open seven days a week (please keep checking times throughout the day).

You can also order a home test kit if you cannot get to a test site or by calling 119.

YOURSELF. PROTECT OTHERS. SOUTH TYNESIDE.

Remember the basics to help tackle Covid-19

In addition to the new regulations, we must continue to take every step we can to stay safe.
Please remember to:



Wash your hands regularly, for at least 20 seconds. If soap and water is not available, then use hand sanitiser.



Book a free test if you are experiencing any symptoms of Covid-19 and stay at home until you get the result.



Wear a face covering on public transport, in shops and other enclosed areas, or anywhere it is difficult to socially distance (unless exempt).



Stay at home if you test positive and self-isolate in accordance with the current guidance. This includes following guidance while symptomatic and waiting to arrange a test.



Keep a safe distance from other people outside of your household and support bubble (two metres where possible).



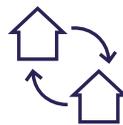
Self-isolate if you are identified as a close or recent contact of someone who has tested positive through NHS Test and Trace.



What you can do:



Work from home if you can
If you must attend work, follow workplace guidance



Follow guidance on support bubbles and moving between households (where you share children separated parents/blended families)



Send your children to school
(following school guidance)



Order a takeaway for delivery or visit existing drive through services



Follow guidance on childcare settings including informal care from grandparents



Follow guidance on having registered tradespeople in your home or business



Provide care or emergency assistance to a vulnerable person

Be prepared in case you need to self-isolate



There may come a time when you need to self-isolate so it's worth being prepared.

If you are advised to self-isolate check you have access to everything you need and think about things such as food, household essentials, medication, work, dependents and pets as well as mental and physical health.

For many people who are self-isolating it will be possible to make plans with nearby family and friends to help manage everyday tasks like picking up shopping or running errands (most supermarkets offer online shopping with contact-free delivery).

Plan ahead – think now about what you or one of your friends and family would need to do if you had to self-isolate. Talk to your employer about the plans they have in place to support you.

If you are clinically extremely vulnerable

If you are clinically extremely vulnerable you should have now received a letter from Government asking you to register with the National Shielding Support Service (NSSS) and providing you with guidance about what you can and cannot do.

It is extremely important that you register with the National Shielding Support Service so that you can register for priority supermarket slots and to let us know if you need any other support.

Friends, family, neighbours and other people can complete this on your behalf, and we encourage you to ask for help if you need it. We can also complete this on your behalf. Please call the Covid-19 Community Support Hub on **0191 424 7575** from Monday to Friday, 9am to 5pm, if you need help with this.

You should follow current Government guidance for extremely vulnerable people.

We can all support each other

Self-isolation can be difficult, and you should speak with your family, friends and neighbours to see if you can help them, especially over the winter months. Maybe they need some shopping or are feeling lonely and need someone to talk to on the phone. Self-isolation should not mean social isolation. Even small actions can have a big impact.

Support is available:

- Guidance on when and how to self-isolate: **Gov.uk**
- NHS Volunteer Responders offer a range of support including regular telephone calls or support with shopping **www.nhsvolunteerresponders.org.uk**
To request support for yourself call **0808 196 3646**. If you are a health or social care professional and want to refer someone, you can do it online **www.goodsamapp.org/NHS** or by calling **0808 196 3382**
- Mutual Aid Group: **www.covidmutualaid.org/local-groups**
- Every Mind Matters: **www.nhs.uk/oneyou/every-mind-matters/**
- Guidance from the Department for Work and Pensions: **www.gov.uk/coronavirus/worker-support**
- Digital aid (if you can't access the internet): **<http://ac-ts.org.uk/>**
- Foodbanks: **www.southtyneside.gov.uk/foodbanks**
- If you are in self-isolation in South Tyneside without any means of support, call the Covid-19 Community Support Hub on **0191 424 7575** (Monday - Friday, 9am-5pm)



Get Well for Winter

The North East and Cumbria Learning Disability Network and Skills for People have launched Get Well for Winter, a project to promote health and wellbeing in the run up to Christmas.

The project is aimed at people with a learning disability and anyone who supports them in the North East and Cumbria to help them with healthy eating, exercise, mood, staying safe and staying connected. The campaign will also focus on promoting annual health checks and flu immunisation.

More information can be found on the Skills for People website www.skillsforpeople.org.uk/support/get-well-for-winter/

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Flu vaccines

The flu virus kills thousands on an average year. The vaccine is the best protection. Help us help you protect against flu.

Flu is a serious condition that kills thousands and hospitalises thousands more in England each year. The flu vaccination is the best protection for you and those around you which is why it is offered for free for those most at risk.

Adults at high risk from flu are also most at risk from COVID-19 and the free vaccine is more important than ever, to help protect the nation from a double threat this winter. That's why this year, the free flu vaccine is being offered to a

record number of 30million people to help protect as many as possible from flu and ease pressure on the NHS and urgent care services.

Ask your GP or pharmacist if you're eligible for a free flu vaccine. If your child is at school and aged 4-11-years old, make sure you sign and return the consent form.

Visit www.nhs.uk/flu vaccine for more information including leaflets in alternative formats.



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NHS Diabetes Prevention Programme

NHS Diabetes Prevention Programme is a free programme for those who are at risk of developing Type 2 diabetes. Around 200,000 people are diagnosed with Type 2 diabetes every year – you don't need to be one of them.

Diabetes is a leading cause of vision loss and blindness in people of working age. It is also responsible for most cases of kidney failure and lower limb amputation (other than accidents), and people with diabetes are up to five times more likely to develop heart disease or have a stroke than those without diabetes.

Modern life can make it hard to be healthy but making small lifestyle changes now can make a big impact on your future health. For many people Type 2 diabetes can be prevented by making changes, such



Around 200,000 people are diagnosed with Type 2 diabetes every year

Start your journey to a Healthier You with the NHS Diabetes Prevention Programme. A free, personalised programme to help you with your weight, healthy eating and exercise - reducing your risk of developing Type 2 diabetes.

Check your risk at diabetes.org.uk/risk and ask your GP Practice about your local Healthier You service

HEALTHIER YOU
NHS DIABETES PREVENTION PROGRAMME



as maintaining a healthy weight, eating healthily and being more active.

You can find out if you are at risk of developing Type 2 diabetes by:

- Answering a few simple questions on the 'Know Your Risk' tool at www.diabetes.org.uk/risk
- Asking your GP or Practice Nurse to check if you are at risk

You can get help to make positive changes to your diet, weight and physical activity to significantly reduce your risk by attending the NHS Diabetes Prevention Programme.

Please ask your GP or Practice Nurse to refer you. Alternatively if you think you may be at risk of developing Type 2 Diabetes and have not been able to visit your GP then you can complete a simple survey via <https://riskscore.diabetes.org.uk/start>

If this indicates that you are at high risk of developing Type 2 Diabetes you will be able to self-refer yourself provided you meet the eligibility criteria.

HEALTHY START

Healthy Start Vitamins

Healthy Start Vitamins are good for you and your family and will help your child to grow up healthy and strong.

Vitamins are essential nutrients that your body needs in small amounts so that it can work properly. Even though you can get lots of vitamins from a healthy balanced diet, you still might not get everything you need at certain times in your life – such as when you're pregnant, a new mum or a small child. UK health departments recommend that at these times you should take a supplement containing specific vitamins to make sure you get everything you need.

Healthy Start vitamin tablets for pregnant women and new mums contain folic acid, vitamin C and vitamin D.



Healthy Start vitamin drops are for children from birth and who are having less than 500ml (one pint) of infant formula a day. They contain vitamin A, vitamin C and vitamin D.

Anyone who lives in South Tyneside and is at least 10 weeks pregnant and/or has a child under four years old can claim FREE Healthy Start Vitamins every eight weeks. You can collect your vitamins from the Maternity-Led Birthing Centre (MLBC) at South Tyneside Hospital or from Boldon, Horsley Hill, Primrose or Riverside Children's Centres.

You must make an appointment to collect your vitamins by calling the Maternity-Led Birthing Centre (MLBC) or Children's Centre you wish to collect them from. Appointments are available between 10am and 2.30pm, Monday to Friday. To help protect you, staff and others, please come to your appointment by yourself if you can, wear a face covering, and always maintain a social distance of two metres from others.

Maternity Led Birthing Unit	0191 404 1033
Boldon Children's Centre	0191 519 5920
Horsley Hill Children's Centre	0191 456 9404
Primrose Children's Centre	0191 424 4900
Riverside Children's Centre	0191 423 4971

Visit www.change4lifesouthtyneside.co.uk for more information on looking after your wellbeing

change
4 life
South Tyneside

News from your local



Plans agreed for better end of life care

An update from South Tyneside CCG about end of life care services

NHS leaders have agreed a plan for better end of life care services in South Tyneside. The £1.5million plan will mean improved services for people who prefer to die at home, as well as a suite of 'home from home' bedrooms at Haven Court in South Shields.

It's a big step towards ensuring that more people can choose where to spend their last days, with high quality support at hand.

Haven Court will offer homely, en suite bedrooms, in a calm and dignified environment. Being close to the hospital will make it easier to recruit staff and coordinate end of life services better.

But the 'home from home' bedrooms are just part of the service. NHS South Tyneside Clinical Commissioning Group is investing in community palliative care and social care – as



the majority of people prefer to die at home, or in a care home, if that is possible.

Around 50 per cent of deaths take place in hospital, with 30 per cent at home, 15 per cent in care homes and 4 per cent in hospices. Everyone deserves a high standard of care, wherever they choose to be.

Haven Court is a state-of-the-art building in its own separate area on the South Tyneside hospital site. Purpose-built for care services, it has its own private garden, car park and entrance.

It will feature a family space with catering facilities, so that people can be close by their loved ones. The CCG also aims to develop services like physio and occupational therapies, complementary therapies, chaplaincy and counselling.

You can find out more at www.southtynesideccg.nhs.uk.



New LGBT+ service for young people

A new service is supporting young people who need help with their gender or sexual identity.

Provided by the charity Humankind, the South Tyneside LGBT+ service is supported by South Tyneside Clinical Commissioning Group (CCG) and the Council.

Dr Jim Gordon, a local GP and clinical lead for the CCG, said: "Young people told us they need a local service where they feel safe and supported, to help prevent any problems from escalating. Now they can get support from people with experience of these issues, supported by professionals."

Emma Crawford-Moore of Humankind said: "Issues around sexuality or gender can affect many parts of your life, from relationships and emotional wellbeing to education and careers. We can offer information, group activities and family support to help each young person achieve their full potential."

Young people aged 11-25 or their families can contact the service on **0191 466 1389** or **01325 731 160** or email **lgbt@humankindcharity.org.uk**.



The new plan includes a suite of 'home from home' bedrooms at Haven Court







u can

It's easier to **quit smoking** with our help

Free, flexible, friendly support from someone who knows what giving up is like. **You can.**

- ▶ Visit www.southtyneside.gov.uk/smoking
- ▶ Phone us on **0191 424 7300**
- ▶ E-mail public.health@southtyneside.gov.uk

Feel healthier, feel happier, discover a better you. **a better u**



#LoveSouthTyneside

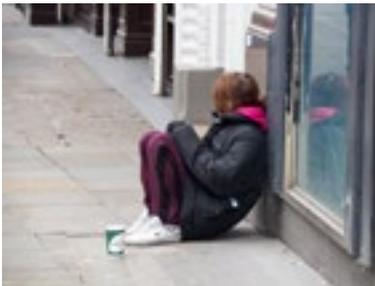
In our November 2019 edition, we highlighted the fantastic work Hebburn Helps had been doing for the local community.

And this year we are putting the spotlight on the amazing efforts of the KeyProject and Hospitality and Hope.



KEY Project

KEY Project, supported by South Tyneside Churches, was founded in 1992 and is a local charity providing a range of housing advice, support and accommodation services to young people aged 16-24, who are at risk of homelessness and/or experiencing hardship.



KEY2Life Food Bank

KEY Project, in partnership with Churches Together South Tyneside, also runs the KEY2Life Food Bank, and plays a crucial role in supporting some of the most vulnerable within the Borough.

The charity was the first in South Tyneside to start a food bank when people from local churches began making food bags for young people in 1992.

In March 2019, the food bank moved to a new home in Boldon Lane and has a dedicated team of 35 volunteers who all work to offer support to residents and prepare food bags.

Last year the food bank gave out over 4,000 parcels and is always in need of more donations.

If you would like to donate, please visit: keyproject.org.uk/donate/



Christmas Appeal

Can you help bring some festive cheer to a homeless young person in South Tyneside, or to a local family struggling to put food on the table this Christmas?

Christmas is an especially difficult time for some families, but this year more than ever.

The COVID-19 pandemic has had a profound effect on the main causes of youth homelessness, namely family relationship breakdown, economic uncertainty, and mental health. Some young people have been trapped in desperate situations, in dire need of support and protection. At this time of year, KEY also provides a small personal gift and Christmas meal to show them that they are not forgotten.

Over the last few months, KEY2Life food bank referrals have increased 300 per cent



on the same period last year as many already on low incomes are now suffering job losses and huge delays in accessing universal credit leaving them struggling to feed their families.

How you can help:

- Drop-off urgently needed food items direct to KEY2Life, at Boldon Lane Library (postcode NE34 0LZ), or to local supermarket donation points
- Host a food collection at your school, church, or business
- Donate financially online at keyproject.org.uk/donate or by cheque, made payable to 'South Tyneside Churches KEY Project' and post to KEY Project, 116 Baring Street, South Shields, NE33 2BA

For more information about KEY Project, visit keyproject.org.uk



Hospitality & HOPE

South Tyneside Food Bank, run by Hospitality and Hope, is a local charity that has been working at grassroots level in South Shields since 2002. It supports vulnerable individuals and families living on the margins of society.

South Tyneside Food Bank desperately needs a massive 15 tonnes of food to replenish its stock and see it through the winter months.

Local people, schools, churches and businesses can donate items to **Hospitality and Hope, Hampton Street Operation Centre, Hampden Street, South Shields, NE33 4JR.**

They can contact the food bank on **0191 420 3336.**

If you would like to make a financial donation the Virgin Money Giving page is www.virginmoneygiving.com/fund/HH15kchallenge

Get involved

If you want to find out how you can #lovesouthtyneside, get involved in volunteer opportunities or promote and improve your local area, visit www.lovesouthtyneside.co.uk or follow us on:

@LoveSTyneside @LoveSTyneside



#ProudtoSupport

Community spirit continues to thrive in South Tyneside and we continue to celebrate the work of unsung heroes who have supported communities during the Coronavirus pandemic.

The #ProudtoSupport campaign, which launched on Friday 24 April, invited people to nominate someone for a special #ProudtoSupport 'thank you', to share their inspiring stories and help to celebrate the work of special people in South Tyneside.

The campaign came to an end in July and received nearly 300 nominations across many sectors, including council workers, health and other public sector workers, businesses, local groups and individuals who have played a part.

As part of our Civic Pride programme, South Tyneside Council has put in place steps to confer the Freedom of the Borough on all key workers who have worked, often unseen, throughout the pandemic. When social distancing restrictions allow, we will hold a public ceremony where we will install a permanent memorial to remember those who worked and those who sadly lost their lives during this pandemic.

Nominations for the #Proud campaign are now closed, but members of the public can follow #LoveSouthTyneside on Facebook and Twitter @LoveSTyneside to find out ways to get involved in the community and to be the first to hear about more community awards.

David Johnson kept staff and patients entertained with his daily music show.

David Johnson hit all the right notes with hospital patients during the coronavirus pandemic.

The 29-year-old kept staff and patients entertained with his daily music shows on Radio South Tyneside. David was determined not to let coronavirus stop him in his tracks – so during lockdown he continued broadcasting from his bedroom.

The volunteer DJ, who has autism, said: "I'm just passionate about music and wanted to do something to help with the current situation. "I love every minute of it and get a real buzz volunteering. I feel like music just cheers people up and we all need that right now. I hope my shows have put a smile on the faces of patients and staff."

David, from Jarrow, also pre-recorded shows from his home and sent them to the Nightingale hospital in London and since received a hand-written letter of thanks from the Deputy Chief Executive.



A selection of our 'Proud to Support' nominees pictured below



Patricia spent her time in isolation making helpful items for the NHS and care workers.

At the start of the pandemic, Patricia Watt, 83, from Hebburn, made over 100 ear savers and bags for NHS staff and care workers to store their uniforms before washing.

Patricia said: "I spend most nights crocheting uniform bags and making ear savers as it is my way of saying thank you to our wonderful frontline heroes.

"I also crochet hearts for the Co-operative Funeralcare in Hebburn as this is an extremely difficult time for those who are losing loved ones, whether this be to Covid-19 or other causes. The person conducting the funeral puts one heart in to the hand of the deceased and the other goes to a relative. This helps to bring them comfort at a time when they aren't able to grieve in the normal way or even, perhaps, attend the service, if they are self-isolating."



Patricia Watt



Scott and Liz Carlucci

Ocean Road hotel provided a safe and comfortable haven for key workers.

Scott and Liz Carlucci own the Clifton Hotel and coffee shop on Ocean Road, South Shields. When they closed to the public during the lockdown, they had been getting up before 6am every morning to cook takeaway breakfasts for key workers who were staying at the hotel.

Liz, 50, said: "We had key workers stay with us during the lockdown and we were proud that we were able to do our part. Many of them were here because they have family members with underlying health conditions and they had to move out during the pandemic to protect them. We were aware that this was an extremely difficult time for them and we did our best to make sure they were comfortable and safe. We wore gloves, face masks and aprons at all times and made sure we adhered to social distancing rules."

To view more of our #ProudtoSupport nominees, visit southtyneside.gov.uk/proud



Josh Trueman (pictured above) who owns JT Workshop in Jarrow, spent up to 70 hours a week producing clips to protect the ears of NHS staff and carers who were wearing masks for such a length of time they developed very painful sores that bled.

He received our highest number of nominations for a #Proud Thank You and was subsequently nominated for a Queen's Honour. It was announced in October that he featured on this year's Queen's Birthday Honours List and will be awarded a British Empire Medal. We couldn't be more #Proud.



The iconic Grand Promenade staircase is being restored.

North Marine Park Restoration

The finishing touches are being made to the £3.2million transformation of North Marine Park.

The Council is restoring the historic park back to its Victorian splendour, reinstating some of the park's original features and introducing new elements.

These include reconstructing the iconic Grand Promenade staircase and the original grotto as well as refurbishing the bowling clubhouse and green, park pavilion and Pier Parade and Beacon entrances.

A new play area will reflect South Tyneside's maritime links and Roman heritage. The park will also feature a new adult fitness trim trail and artwork installations alongside new balustrades and copings, improved street lighting, seating, footpaths and open spaces.

The project, supported with £2.4million from the National Lottery Heritage Fund (NLHF), is a partnership between the Council, Esh Construction and the Friends of North and South Marine Parks.



The project involves the reconstruction of the original grotto



Improvements to the bowling clubhouse and green

The Glassworks



Holborn

A stunning glass-fronted office development could soon be taking shape on South Shields' riverside as part of our plans for Holborn.

Designs have been drawn up for 'The Glassworks', a striking four-storey building on Harton Quays Park, in the Mill Dam area of the town.



The Glassworks will showcase stunning panoramic views



It would provide 50,000 sq ft of flexible office space, with a coffee bar, an attractive roof terrace and showcasing 360-degree panoramic views across the regenerated promenade and River Tyne.

Regional-based firm Ryder Architecture has been appointed by the Council and its partner, Muse Developments.

The proposed development is part of the multi-million-pound Holborn regeneration plans, which will transform the brownfield land and disused docks into a vibrant living, working and cultural quarter.



Artist's impression of the new JobCentre

Work is underway on South Shields' new Job Centre, to facilitate its relocation from Barrington Street to Mile End Road.

National contractor, GMI Construction, has been appointed to construct the high-quality office building which will become home to in excess of 60 employees.

The move will free up land to allow the council and its partner Muse Developments to progress the South Shields Town Centre masterplan. The next phase of regeneration will provide the opportunity for an enhanced leisure, food and beverage offer to help create a vibrant town centre experience, day and night.

Corporate Lead for Town Centres and Foreshore

Andrew Whittaker has been appointed to the new role of Corporate Lead for Town Centres and Foreshore.

Andrew was formerly Corporate Lead, Area Management, and brings a wealth of experience regarding improving the physical environment of



Andrew Whittaker

the Borough's town centres and outdoor spaces. Andrew will work alongside colleagues in Area Management, Regeneration and South Tyneside Homes establishing strong links with Elected Members, local businesses and other key stakeholders across South Shields, Jarrow and Hebburn town centres.

Spread the word!

**THIS IS
SOUTH
TYNESIDE**

Christmas collection bin dates



Normal collection day

Thursday 24 December
Friday 25 December
Tuesday 29 December
Wednesday 30 December
Thursday 31 December
Friday 1 January

Revised collection day

No change
Monday 28 December
No change
No change
No change
Saturday 2 January

Normal collections resume Tuesday 5 January 2020.



Recycling Village opening times

The Recycling Village at Middlefields is open for all excess materials over the festive period.

Open every day except Christmas Day. Opening times 8am - 6pm.

Moving to 9am - 6pm from 4 Jan 2021.

Recycle Right this Christmas

Your blue recycling bin can be used for lots of recyclable materials including plain cards, glass bottles and jars, plastic bottles, cartons, cardboard and empty aerosols.

Food **must not** be placed in the recycling bin.

NO BATTERIES

Buy rechargeable batteries the Christmas or recycle them at the Recycling Village or in shops with a battery recycling collection. Don't place in your blue recycling bin!

Please help us recycle for South Tyneside by not placing the below in the blue bin.

- GLITTERY CARDS (OR ANY ITEM WITH GLITTER)
- WRAPPING PAPER
- POLYSTYRENE
- FOOD
- BLUE TACK
- TINSEL
- CHRISTMAS TREE LIGHTS
- BAUBLES
- SELLOTAPE

Visit: www.southtyneside.gov.uk/recycle for a full list of what can go in your blue recycling bin.





Garden waste collections 2021 season

The 2021 season is open to subscriptions from 8 December 2020. Reminder letters and emails will be sent to previous subscribers in January. If you subscribe before 16 February, you will benefit from a reduced price of £28 to reflect the late start of the 2020 season due to Covid.

After 16 February the cost will increase to £32. Subscribe before 16 February to ensure you receive your pack. The 2021 season collections are March to November. If you subscribe at the start of the season you will receive all collections. If you don't subscribe to the service, your garden bin will not be emptied.

For information and to renew your garden waste for 2021 visit www.southtyneside.gov.uk/gardenwaste and make a single payment by debit or credit card.



Christmas trees

Real Christmas trees can be recycled at 14 sites across the Borough.

SOUTH SHIELDS

- Temple Park Leisure Centre Next to Recycling Site
- North Marine Park Opposite Vespasian Avenue
- Mowbray Park Off Osborne Avenue
- Readhead Park Cemetery Approach
- West Park Play Area, West Park Rd
- Recycling Village Middlefields

JARROW

- West Park Corner Pine Street and South View

HEBBURN

- Campbell Park Road Corner of Adair Way
- St. Andrews Centre Church Street

BOLDON, CLEADON AND WHITBURN

- Disco Park Rear of Old Store Buildings
- Grange Park North Lane Entrance
- Cornthwaite Park Car Park
- Coulthard Park Car Park
- Oakleigh Gardens Driveway



Don't flytip this Christmas

The illegal dumping of waste is illegal and is a crime. Fly tippers can be fined £50,000 or receive a prison sentence of six months or both.

You are responsible for your own waste. If you hire a company to dispose of your waste and the waste is fly-tipped, YOU are still liable. ALWAYS ask for a waste transfer note and take a photo of the vehicle when hiring a waste carrier.

There are many ways to dispose of waste safely. Visit www.southtyneside.gov.uk/waste or call 0191 427 7000.



NEW GREEN HOMES GRANT PLANS ARE 'GOOD NEWS FOR LANDLORDS AND TENANTS'



WHAT IS THE NEW GREEN HOMES GRANT?

The Green Homes Grant scheme, which was announced by chancellor Rishi Sunak in July became available from 30 September. It provides £2 billion for home improvement projects as part of a broader £3 billion Government plan to cut carbon emissions.

HOW DOES THE GREEN HOMES GRANT SCHEME WORK?

Hundreds of thousands of property owners, including buy-to-let landlords, will be able to apply for vouchers of up to £5,000 for energy-saving home improvements, with the poorest getting up to £10,000.

The benefits will be far-reaching, households could gain £300 a year in savings on energy bills. The scheme will help create 140,000 new green jobs. It is also predicted to reduce carbon emissions by half a megaton which equates to 270,00 fewer cars on our roads.

The way we heat our homes accounts for 15 per cent of the UK's carbon emissions. The new Green Homes Grant is a good initiative to kick carbon emissions into submission. Improvements that will raise the energy performance rating Energy Performance Certificate (EPC) can include replacing old wooden windows and doors for double glazing units, wall and loft insulation.

UK net zero target. In June 2019, Parliament passed legislation requiring the Government to reduce the UK's net emissions of greenhouse gases by 100 per cent relative to 1990 levels by 2050. Doing so would make the UK a 'net zero' emitter.



The detailed plans published adopt the recommendations made by the National Residential Landlords Association (NRLA) including that:

- Tradespeople used for the scheme must be registered for TrustMark or Microgeneration Certification Scheme (MCS) accreditation
- The range of measures covered by the scheme should be comprehensive. The Government's plans say that energy efficiency works should include some element of insulation or low carbon heat installation to qualify for the subsidy which can then also include a range of other measures such as draught proofing, replacing windows or doors and installing heat controls

To find out more visit:
green-homes-grant.service.gov.uk



Road improvements



Boldon and Tilesheds level crossing

Metro crossing barriers

There are road safety concerns at both Tilesheds and Boldon level crossings.

The concerns are due to misuse of the current half barrier system, which has led to several serious road traffic accidents over the years.

To help resolve the road safety problem, Network Rail has developed plans to install a full barrier system in 2024 to replace the current half barrier system.

The full barriers would improve safety but consequently would take longer to operate, meaning barrier down time would be increased. Road closed times for this type of level crossing as supplied by Network Rail are two and a half to three minutes for a single train and up

to twice this amount when a train is approaching the level crossing just as the first has cleared it. The increase in barrier downtime would lead to:

- increased congestion for the area
- the problem of traffic re-routing
- increased air pollution

To address these concerns, an alternative solution is being explored by South Tyneside Council. This solution is in the form of a proposed new road bridge, which would go over the rail lines. The bridge option means the two level crossings could close, the road safety

risk with the level crossings would be removed and any future congestion and associated air quality problems alleviated.

We would like to understand the public opinion on the proposed 'road over rail' bridge option.

Comments will be taken forward to the detailed design stage for consideration.

To give feedback, please email your comments to:
tilesheds@southtyneside.gov.uk
www.southtyneside.gov.uk/btlc



Managing our budget

Having already made over **£175million of savings** since 2010 and with continued uncertainty around government funding, South Tyneside Council is working hard to protect local services and deal with the Covid-19 pandemic.

Despite almost 60 per cent reductions since 2010 in the money we receive from Central Government, we remain committed to our vision of South Tyneside being an outstanding place to live, invest and bring up families. As we plan our finances for the future we will continue to consult with residents and elected members.

YOU SAID, WE DID

Last year's public consultation asked residents which services or areas should be a priority for the Council. With your endorsement we continue to:

- Invest in Phase 3 of South Shields 365 including the restoration of the former Riddicks building on Fowler Street, construction of the new DWP building before the end of the year and the demolition of redundant King Street buildings over the winter
- Progress the International Advanced Manufacturing Park with two units now being occupied by automotive businesses and the completed Innovation Centre fulfilling a temporary purpose as an NHS Nightingale Hospital
- Invest in innovative energy schemes in Jarrow and Hebburn to extract low grade energy from underground and convert it into heating for Council buildings and local dwellings
- Transform Holborn into a mixed use riverside location incorporating around 400 new dwellings and 200,000 sq. ft. of new Grade A office space. Delivery of the first phase of new houses is expected to commence in 2021
- Invest in a Borough-wide programme of improvements to highways, pavements and footpaths



This year we are asking for your views again. To have your say on the priorities that matter to you, please complete the questionnaire in the centre of this newsletter and follow the instructions to stick, fold and post to our FREEPOST address or go online at www.southtyneside.gov.uk/budget

Closing date
Friday 18 December 2020

Your priorities are important to us and will continue to shape how we allocate the resources available through our financial plans.

Proud to represent South Tyneside

The Mayor and Mayoress of South Tyneside, Councillor Norman Dick and Mrs Jean Williamson, have found ways to safely mark key events across the Borough, despite the Coronavirus pandemic.

Highlights over the summer period include taking part in a socially distanced Armed Forces Day event in Bents Park, a two minute silence for Anzac day, thanking our carers, leading a remembrance service for Srebrenica in the Town Hall, clapping for the NHS' 72nd birthday outside the Town Hall and laying a wreath at the Merchant Navy Memorial in South Shields to mark Merchant Navy Day.

A major highlight was also the commemorative event to mark the 75th anniversary of VJ Day where a Drumhead service was held outside of South Shields Town Hall. The Drumhead Service originated in the 1700s when soldiers about to go into battle required a place for reflection and remembrance of their fallen

comrades in the face of difficult times ahead. Instead of being held in a church, the service was conducted "in the field" during the armed conflict. An Army veteran himself, the Mayor was determined to find a way during this difficult year to pay the Borough's respects to those involved in WWII, as well as commemorating the day that Victory in Japan was declared.

As well as the socially-distanced service, wreaths were laid at 12 different locations across the Borough including Westoe Cenotaph in South Shields, Carr Ellison Cenotaph in Hebburn, Jarrow War Memorial, and in the villages of Boldon, Cleadon and Whitburn. You can view our commemorative VJ Day film on the Council's YouTube channel.

"The Mayoress and I would like to thank the whole of South Tyneside for their continued support during this extremely difficult time.

"We have been working hard to ensure that key events are still commemorated in South Tyneside in accordance with the changing legislation and restrictions."

Despite an unusual year, The Mayor continues to raise funds for the Mayor's Charity, which is supporting South Shields Volunteer Life Brigade and NAAFI Break South Tyneside.

For more information about The Mayor and The Mayor's charity, visit: www.southtyneside.gov.uk/mayorscharity



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- 1 Armed Forces Day at Bents Park
- 2 Laying a wreath at the Merchant Navy Memorial as part of Merchant Navy Day
- 3 Lighting a candle to remember Srebrenica
- 4 The Mayor and Mayoress with Cllr Tracey Dixon celebrating the NHS' 72nd birthday
- 5 The Drumhead Service to mark the 75th anniversary of VJ Day
- 6 Laying a wreath at Westoe Cenotaph as part of a commemorative VJ Day service
- 7 The Mayor and Mayoress with Cllr Ed Malcolm, Chair of the Armed Forces Forum, unveiling specially commissioned planters to mark the 75th anniversary of VJ Day
- 8 Supporting young theatre fan, Stephen Idle, as he finished his sponsored walk to raise funds for The Customs House



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7



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All events depicted in the photographs were held in accordance with restrictions and guidance in place at the time of the event

www.southtyneside.gov.uk/mayorscharity



Christmas in South Tyneside

Christmas is such a special time and although this year might be different to normal, we are as determined as you to still make it a memorable one.



THERE'S LOTS OF FESTIVE FUN TO ENJOY ONLINE

This year we're moving many of your favourite Christmas events online, so you can enjoy them from the comfort of your own home.



CHRISTMAS LIGHTS SWITCH-ON

The festive season just wouldn't be the same without marking the switch-on of the Christmas lights across South Tyneside. Unfortunately, we can't do this with you in person this year but we do have a real treat for you to enjoy.

Head online to www.southtyneside.gov.uk/christmas for a very special film recording the **2020 Christmas lights switch-ons** with the Mayor of South Tyneside, pantomime favourites Dame Dotty and Arbuthnot and a special guest appearance from Santa Claus.

A hilarious and festive experience which will certainly get you in the Christmas spirit!





THE SOUTH TYNESIDE CHRISTMAS CAROL CONCERT

This year it will be a virtual celebration. If you've not been to this event before it's always such a wonderful occasion.

Compered by Ray Spencer it will feature some of the area's most talented youngsters performing many of your favourite Christmas carols and songs.

Tune in to www.southtyneside.gov.uk/christmas at **7pm on 14 December** to watch. If you can't make this time the recording will be available on the website throughout the festive period.

Visit our website for lots more festive events and activities. With music performances, crafty fun, storytelling sessions and many more, there's lots to enjoy.

www.southtyneside.gov.uk/christmas



SHARE YOUR FESTIVE MOMENTS WITH US

WIN £50 WORTH OF HIGH STREET VOUCHERS

South Tyneside always sparkles so brightly during the festive season. We would love to see pictures of your Christmas decorations, the area's festive lights or of you and your household enjoying a Christmas tradition or activity. There's a prize for our favourite one!

Help us to spread festive cheer by sharing them on

LoveSTyneside

or email marketing@southtyneside.gov.uk.

www.southtyneside.gov.uk/christmas



the **WORD**
NATIONAL CENTRE for the WRITTEN WORD

CHRISTMAS ACTIVITIES FROM THE WORD

LOTS OF FESTIVE FUN TO ENJOY ONLINE

Throughout December, The Word will provide a wide range of Christmas activities for the whole family to enjoy at home! From crafts and word searches to games and quizzes, there will be lots to keep you entertained and get you feeling festive from the comfort of your own home.



To access the activities or to find out what other digital events are on at The Word visit their website.

www.theworduk.org

Or why not follow them on Facebook and Twitter and enjoy their festive countdown to Christmas:

theworduk **@theword_uk**

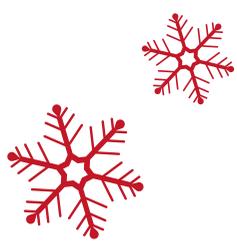
Live Storytelling

South Tyneside Libraries & Information

You can also enjoy live Storytelling for younger children on Facebook by South Tyneside Libraries **every Thursday afternoon** as well as craft activities throughout December.

southtynesidelibraries





SHOP

SOUTH TYNESIDE



South Tyneside has some good Christmas shopping opportunities - support local traders and shop locally this festive season!

For your Christmas shopping please try and support our great local traders. The area's town centres and villages have a range of high street names and independent shops. At the time of going to print, 'non-essential' shops were open, however, with guidance subject to change, you are reminded to check national guidance.

If your chosen shop is physically closed, check for a website or social media page – you may be able to order your gifts online.

The traditional South Shields Market currently operates on Saturdays, 9am to 4pm. The flea market runs on Fridays, from 9.30am to 3pm.

Please remember to follow guidance on shopping safely. Anyone showing symptoms of coronavirus must not visit any shops or markets and should isolate at home.

While you're out doing your shopping, you will see our Christmas decorations and festive lights shine across South Tyneside.

Remember to shop local



Small Business Saturday Saturday 5 December

Small Business Saturday is a national initiative to support, inspire and promote small businesses and encourage people to shop locally.

Do your bit and support our South Tyneside businesses.

Free car parking throughout December

For the whole of December, the Council will be making parking FREE in Council-owned car parks in South Shields Town Centre at the following times:

- After 3pm (Monday to Saturday)
- All day on Sundays
- All day on Small Business Saturday

For more information and a full list of participating car parks visit www.southtyneside.gov.uk/christmas





WHAT CAN I DO TO KEEP SAFE WHILE SHOPPING?

Follow the guidance in public areas and shops

- ✓ Shop locally
- ✓ Stay alert on public transport
- ✓ Maintain social distancing
- ✓ Use hand sanitiser
- ✓ Listen to stewards
- ✓ Wear a face covering, unless you are exempt
- ✓ Use contactless payments
- ✓ Pay for car parking by phone where possible

ADVICE FOR CUSTOMERS AND SHOP OWNERS

WWW.SOUTHTYNESIDE.GOV.UK/SHOPSAFE



New model of fostering launched in South Tyneside

South Tyneside Council's Fostering Service has recently launched The Mockingbird Family Model which is an alternative way of providing foster care and involves carers being part of a group, with other foster carers, in an extended family model.

The aims of the Mockingbird Family Model are to increase placement stability for looked after children, help to keep siblings together, promote active child protection and improve the support provided to foster carers.

The family model has satellite family homes that are supported by a family hub home. The hub home and the satellite homes are supported by the fostering service, which provides a dedicated member of staff to act as a Liaison Worker.



What does it mean to be linked to the hub?

The support provided through the hub home includes:

- Short breaks/sleepovers
- Regular social events (usually a minimum of monthly) for families providing peer interaction and support for carers, children and young people
- Access to social support and mentoring for satellite carers
- Help to navigate the system and access community resources

The hub home can also provide a neutral environment for shared decision-making meetings, social worker visits, sibling and birth family visits, as well as critical support to social workers by problem solving, and so increasing safety, well-being, and increasing placement stability. A key feature of the Mockingbird Family Model is that it helps to take good care of the people who take care of children and young people.

What is happening in South Tyneside Council?

The Fostering Network, with funding from the Department for Education, is introducing and supporting the delivery of the Mockingbird Family Model. South Tyneside is one of small number of local authorities and the first in the North East that is delivering the Mockingbird Family Model.

Foster with South Tyneside Council – together we can do this

If you are interested in finding out more about the Mockingbird Family Model and fostering with South Tyneside Council, get in touch:

📞 (0191) 423 8500

✉️ fostering@southtyneside.gov.uk

🌐 www.southtyneside.gov.uk/fostering



#YouCanAdopt



Adopt North East is supporting the nationwide campaign, #YouCanAdopt, to dispel myths on adoption and highlight the number of children waiting for a new family.

In the UK, there are almost 3,000 children in need of an adoptive family and the number of adoptions in England has fallen by a third in four years. In the area covered by Adopt North East there are approximately 30 children in need of a forever family, many slightly older and some part of sibling groups.

Earlier this year, a new report revealed that 45 per cent of adults in the North East have considered adoption or would consider adoption in future. But, with 35 per cent of people admitting they do not know if they are eligible to adopt and 30 per cent thinking they wouldn't be able to, the campaign aims to increase the number of people taking the first steps towards adopting a child.



Some of the biggest misconceptions around eligibility are that single people, older people, and those who are LGBTQ+ are not allowed to adopt, which is not the case.

The campaign also aims to target potential parents from black, asian and minority ethnic backgrounds, as these children traditionally wait longer to be matched with a new adoptive family.

The campaign aims to encourage potential adoptive parents to also consider adopting older children, sibling groups and those with additional needs.

If you are thinking about adopting, please contact Adopt North East:

Tel: (0191) 643 5000

Email: adoptnortheast@northtyneside.gov.uk

www.adoptnortheast.org.uk





Don't suffer in silence this Christmas

Christmas and New Year is a time of joy and celebration for many people but can be an extremely difficult time of year for those living in fear of violence or abuse in their own homes.

Evidence suggests that domestic abuse increases over the festive season with experts pinpointing the rise to a mixture of financial and social stress. These issues, heightened by an increased level of alcohol consumption, can intensify domestic abuse and trigger violence.

Victims are encouraged to seek help and support not only during the festive season, but all year round. People are also urged to be vigilant and look out for signs of abuse in family, friends, colleagues and neighbours.

Abuse can take many forms and affects one in four women and one in six men in their lifetime. It also has more repeat victims than any other

crime and is the single most quoted reason for becoming homeless.

A non-judgmental way to approach a friend that you are worried about is to ask them if they are ok, ask them if they want to talk and let them know that you're there to help. Victims of domestic abuse often feel alone so it is important to break that sense of isolation and gain the victim's trust.

Don't forget to also think about your own safety. Find a private spot when talking to the victim and be wary of who may be listening to the conversation. Unreported domestic abuse is often due to the victim's fear of their abuser, so appreciate their privacy and ensure all information remains confidential.

If someone is using physical, sexual, emotional or financial behaviours to control the person they are in a relationship with, or an ex-partner, that's domestic abuse and it's against the law.

Impact Family Services

Support and advice to females or males, over 16, who have been affected by domestic abuse
07375 788835 (Monday to Friday, 9am - 5pm) or via their website www.impactfs.co.uk

Places for People Women's Refuge

Advice and support as well as providing safe, temporary and emergency accommodation to women, with or without children, at risk of domestic abuse
0191 454 8257 (24 Hours)

Safer South Tyneside



living better lives

Making a difference

The social care sector is a vital part of our society. During these times we are all grateful to the social care workers in South Tyneside who work-day and night to provide quality care to those in need of additional support in our Borough. Our carers have fantastic skills and commitment and we are hoping that they inspire more to step forward and join the care workforce.

Become a Personal Assistant in South Tyneside

We have a range of Personal Assistant (PA) job roles available through our Direct Payments service users.

A Personal Assistant (PA) is someone who can support an older or disabled person to gain greater independence and live a more fulfilling life. PAs need to be good listeners, understand what is important to people, have a willingness to learn and respond and be committed to supporting people to maintain their independence and wellbeing.

The job can be very flexible, offering part or full-time work on different days and at different times. Some PAs work part-time, alongside

another job. The role is also suitable for a student or retired person wanting a few hours a week.

The duties of a Personal Assistant vary widely and depend upon the individual you are working with -what kind of support they need and when. We currently have vacancies working with children and young people and adults offering a range of opportunities to assist with a variety of care and support needs.

Enhanced DBS clearance is required for all posts with children and young people.

Please note these vacancies are not offered through South Tyneside Council but through our Direct Payments service users.



To find out more and to apply visit www.southtyneside.gov.uk/jobs

Library Services

Online Library Services

Our digital collections give you 24-hour access to hundreds of eBooks, eaudiobooks and online magazines from the comfort of your home, all free to download.

If you're not a library member you can sign up online and begin using the online services straight away. More information can be found at www.southtyneside.gov.uk/libraries



Home Reader Service

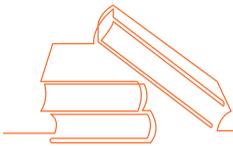
Our Home Reader Service is still operating and is being delivered in line with COVID-19 guidelines.

Home Readers is a personal, friendly and free library service delivered to individuals at their own home. It is available to those who are unable to visit the library in person for any reason. If you are unable to get to the library for yourself, or to carry books through disability, sickness or old age, call **0191 424 7870** or email library.support@southtyneside.gov.uk

Follow us on social media

Receive the latest information and updates on our Library Services.

 @southtynesidelibraries  @SouthTyneLibs



get active... feel great!

Join us in becoming a member

Subject to restrictions in place, we have access to 6 premier facilities including:

- 5 gyms • 6 pools • Over 200 fitness classes

We hope to see you soon.

Join online today at www.southtyneside.gov.uk/leisure



SIMONSIDE CLIMBING WALL

SIMONSIDE

OUTDOOR

ADVENTURE

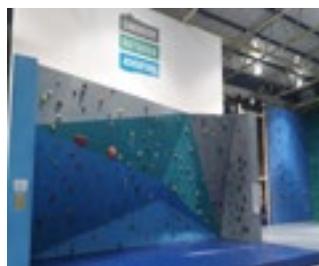
Following its refurbishment in January, Simonside Climbing Wall now boasts eight Clip 'n Climb walls alongside its existing range. The building houses 57 climbing lines and a bouldering wall with all sorts of shapes and angles to try.

In addition to the extra clip and climb walls, we have been very busy during the first lockdown. There are now over 50 new routes and we have made changes to the other walls to enhance your climbing adventure that much more. The boulder wall has had a complete makeover with 20+ brand new graded climbs.

Subject to Government restrictions, we hope to see you soon.

Pricing

£4 for under 18s and £6 for over 18s.



We are COVID secure

When we are in operation, the following applies:

1. You must pre-book a session by calling 0191 424 0118 (Monday to Friday, 9am to 12noon)
2. There are limited places available for each session. This also includes any spectators so please only attend with those who are going to take part in the activity
3. You must wear a face covering, unless you are exempt for age, health or disability reasons. You do not need to wear a mask when you start to climb
4. Due to limited numbers we are allowing spectators for those with children under eight only. This is limited to one per family/friendship group
5. Card payments only
6. Please be dressed ready to climb
7. You will need to leave your name and contact number when entering the building for track and trace purposes. This is limited information and is destroyed after 21 days
8. You may be refused entry if you, or other people you have come into contact with, are showing signs and symptoms of COVID-19 or, if you refuse to leave your track and trace details
9. We encourage you to wash your hands before, during and after your climbing session. Hand sanitiser is available to use around the building and prior to entering at reception
10. Please follow all instructions from staff and carry out social distancing

For more information and to book contact Simonside Outdoor Adventure:

 | www.simonsideoutdooradventure.com

 | [/SimonsideOA](https://www.facebook.com/SimonsideOA)

 | [@SimonsideOA](https://twitter.com/SimonsideOA)

 | 0191 424 0118



From left, CSO Natalie Gibson, Chief Inspector Phil Baker, businessman Andrew Gillies and CSO Gayle Muizelaar

Darker nights

A business owner has praised the professionalism of officers who have helped oversee a staggering 80 per cent reduction in anti-social behaviour in the area.

Andrew and Rachel Gillies run Odin Valley Dog Park in East Boldon which offers opportunities for owners to train, walk or play with their dogs off the lead.

After opening earlier this year, the pair noticed small groups of teenagers drinking and acting in an anti-social manner in the adjacent derelict ex-military base – which they feared could adversely affect both customers and the animals.

That prompted Andrew, of Boldon Colliery, to contact Northumbria Police and soon enough Community Support Officers (CSOs) Natalie Gibson and Gayle Muizelaar paid him a visit to discuss the issues he'd been facing – and how police were tackling it.

"I went online and flagged the issue on the police's website in the hope of getting some advice on how best to deal with the problem. Within a few days, Natalie had contacted me along with Gayle and they came down for a chat.



"It turns out they have been doing lots of work in the background to tackle youth anti-social behaviour in East Boldon, and even from that one meeting, I felt a sense of their proactivity and commitment to making sure the problem was being dealt with."

The team's work has seen them identify a number of youths. They subsequently set up home visits with those individuals and their parents to discuss the adverse effect that their behaviour is having on the area.

Anyone who is a victim of crime, or who is concerned about anti-social behaviour in their area, is asked to contact police via the 'Tell Us Something' page on our website or by calling 101.

In an emergency, or if a crime is happening, always ring 999.

12 scams of Christmas

Don't fall victim to a festive scam. Since the COVID-19 (coronavirus) outbreak the number of scams has risen with fraudsters trying to take advantage.

1 Subscription trap: This scam offers a free gift or trial offer. Be wary if you pay postage and packaging to receive the 'gift' because you may, without realising it, set up a Continuous Payment Authority (CPA) allowing the company to take any amount out of your bank account at any time.

2 Bogus charities: Fake charities prey on the victim's sense of good will at this time of the year and can be very convincing. If you aren't sure, don't take the risk.

3 Scam Covid contact: Watch out for fake emails regarding NHS Test and Trace system advising of a positive Covid result, encouraging the receiver to click on a link. The website is designed to steal personal financial information, or it infects the computer or phone with malware.

4 Online/social media sales: Beware of fake branded goods for sale. Cosmetics and jewellery may contain banned chemicals and clothing is often of poor quality.

5 Bank scam: You may receive a call claiming to be your bank and reporting 'suspicious activity' on your account. Hang up immediately and phone your bank on a number you know to be legitimate – use a phone number from the official website, a bank statement or on the back of your debit or credit card.

6 Personal protective equipment: Fraudsters are exploiting the demand for masks and hand sanitiser to sell poor-quality products which do not comply with UK standards. Watch out for those that make grand claims, or lack labelling. Only CE marked masks offer Covid protection.

7 E-greeting (online) cards: Be careful when sending or receiving online greeting cards as they can contain malware which can find address books and bank details stored on your computer.

8 Online shopping: More shoppers than ever are going online. Not all sellers are what they seem. Buy from reputable sellers and avoid paying by bank transfer as you cannot claim this back through your bank.

9 Emails trying to sell you things: Be careful of emails trying to sell protective equipment like masks or hand sanitiser. They may take your cash and send you nothing.

10 Copycat fraud: Everyone feels the financial pinch at Christmas, especially this year. Copycat websites often charge a fee to process or renew official documents, offer business grants, loans, benefits or tax refunds, which you can often do yourself for free.

11 'Smishing': Criminals use text messages pretending to be a bank requesting an immediate response or your account will be locked. While some banks do send text messages to alert you of suspicious activity, you should never respond by text.

12 Be vigilant with door-to-door salespeople especially those offering home repairs.

Anyone needing advice about something they've bought can contact the Citizens Advice Consumer Service on 0808 223 1133.

ONGOING SUPPORT FOR BUSINESSES AND RESIDENTS

Invest

**SOUTH
TYNESIDE**

As part of the Economic Recovery Plan for South Tyneside two specialist support hubs are available aimed at supporting residents and local businesses.



Employability and Skills Hub

Bringing together the key partners from across South Tyneside, the Employability and Skills Hub will support residents who are looking to take their first steps into work or change career path. It will support the long term unemployed and those more recently impacted by the pandemic.

The hub will coordinate support from Skills South Tyneside, Connexions South Tyneside, Department for Work and Pensions and National Careers Service together to deliver information, advice, guidance and training in the Borough to support positive progression into sustained employment.

More information available at
www.southtyneside.gov.uk

Business Hub

A dedicated business support hub has been created to help businesses access relevant financial and business support quickly.

The business hub is a central contact point for South Tyneside businesses in addition to those looking to start a business or move their business to the Borough.

Expert advisors can signpost businesses to relevant schemes and organisations including access to funding, advice on financial planning, coaching and mentoring, and exporting post Brexit. Help is also available to find commercial property or land.

T: 0191 481 3456
E: business@southtyneside.gov.uk



Skills South Tyneside - Your link to employment

Whether you're taking the first steps on your career path, looking to get back into work or change career path, we've a course for you.

Skills South Tyneside courses offer you the best chance of finding employment. Courses range from engineering and manufacturing to health and social care as well as business administration, retail and customer service.

www.southtyneside.gov.uk/skillssouthtyneside

 @SkillsSouthTyneside



Do you have a business idea but not sure what to do next?

Are you looking to improve your employability by developing your entrepreneurial skills?

Skills South Tyneside is delighted to be working with FIRST to deliver a Level 1 Award in Understanding Enterprise. The course is delivered both face to face and online with a mixture of bitesize sessions exploring business competencies, budget planning and networking with others alongside skills development of problem solving, building confidence and improving communication.

The course is 40 hours over six weeks. Sessions are innovative and interactive; delivered by FIRST staff who are part of the business community and can support you to find your feet with like-minded people.

Zoe Maylan, FIRST Engagement and Participation Coordinator said "The course caters for people looking to improve their skills in running a business as well as those exploring business start-up.

"The fun and interactive sessions are designed to develop your capability and Entrepreneurship knowledge to use in your current employment, for personal development or to start a business.

"Course participants receive a free one-year membership to the Institute of Enterprise and Entrepreneurs, support for next steps and access to a local networking event."



To find out more about the Level 1 Award and how to enrol visit www.southtyneside.gov.uk/skillssouthtyneside



Are you eligible for Universal Credit?

If you are unemployed, have been made redundant, are off work due to sickness, or on a low income, you could be eligible for Universal Credit, a means-tested benefit to help you meet your basic living costs.



In response to the COVID-19 crisis, Government has made a number of changes to the benefit to make it more accessible to residents.

The changes are:

- The monthly standard rate has been changed from £317.82 to £409.89 for single people aged 25 or over

- The minimum income (the amount of money the Department of Work and Pensions expects you to earn) has been suspended to help self-employed people whose income has fallen
- The allowance for private renters has been increased to help with housing costs



For more information on Universal Credit please visit:
www.southtyneside.gov.uk/universalcredit



Welfare Support

If you live in South Tyneside, the Welfare Support Team can help you access:

- Free professional debt advice
- Advice on benefits and ensuring that you are receiving what you are entitled to
- Financial support such as food, fuel and furniture from South Tyneside Council
- A route into work or training for work through one of our partners, Northern Rights

We are working with Moneywise Credit Union who can help you save and plan for next year. They also provide low cost loans. To contact Moneywise, or other credit unions who work with residents of South Tyneside visit www.findyourcreditunion.co.uk

Let us help you make January more comfortable by contacting us on **0300 123 6633**

Confused about changes to welfare benefits?

All of the recent changes to welfare benefits have left many people wondering whether their welfare benefits are correct. The changes can be hard to follow and confusing.

Is this how you feel?

Do you think you are not receiving everything you may be entitled to?

The following advice providers in South Tyneside are here to help:

Welfare Support - **0191 424 6040**

Citizens Advice - **0191 455 7958**

Age Concern - **0191 456 6903**

Contact us today and we can carry out a free, confidential benefit check with you to see whether you are receiving everything you may be entitled to.





Test and Trace Support Payments

Are you a worker or employee who has been contacted by Test and Trace?

You may be entitled to a £500 lump sum payment if you are employed or self-employed, on a low income, and are losing income because you've been asked to self-isolate by NHS Test and Trace.

You may be able to get it if you:

- have been told to self-isolate by NHS Test and Trace
- are employed or self-employed
- get certain benefits
- cannot work from home and you will lose income because you cannot continue to work

You can apply at:

www.southtyneside.gov.uk/testandtracesupport



EU TRANSITION

There are new rules for businesses and citizens from 1 January 2021

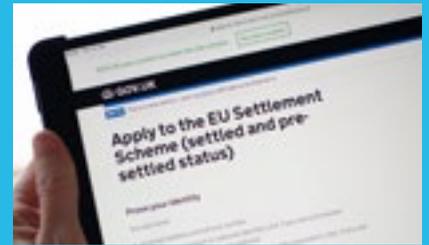
Make sure you're ready.

Your business, family, and personal circumstances will be affected.

What's changing?

- Importing goods into the UK
- Exporting goods from the UK
- Travelling to the EU
- Living and working in the EU
- Staying in the UK if you are an EU citizen

The government has set up an online checker for residents and businesses to use to find out more about the changes
www.gov.uk/transition



EU Settlement scheme

If you're an EU, EEA or Swiss citizen, you and your family can apply to the EU Settlement Scheme to continue living in the UK after 30 June 2021. You can also apply if you're the family member of an eligible person of Northern Ireland. If your application is successful, you'll get either settled or pre-settled status.

For more information visit www.gov.uk/settled-status-eu-citizens-families



New border controls

The Government has recently published further details on how the borders between Great Britain and the EU will work and the actions that traders, hauliers and passengers need to take.

To afford industry extra time to make necessary arrangements, the UK Government has taken the decision to introduce the new border controls in three stages up until 1 July 2021.

- Hauliers will need a Kent Access Permit to proceed to the border
- EU, EEA and Swiss national ID cards will not be acceptable for travel to the UK, including for drivers, from October 2021

The publication gives traders further information on the changes and opportunities they need to prepare for as a result of us leaving the EU Single Market and Customs Union. These steps will be needed regardless of whether we reach a trade agreement with the EU

www.gov.uk/government/publications/the-border-operating-model

THIS INFORMATION WAS CORRECT AT THE TIME OF GOING TO PRINT.



housing matters

South Tyneside Homes' newsletter - Housing Matters - has been merged with South Tyneside Council's newsletter to deliver cost efficiencies and savings.

Safety in the Home

Tenants Electrical Alterations

DIY electrical alterations could cause electric shock or a fire. To find out more about our tenants' alteration procedure call **0300 123 6633**.



Electrical Product Recall Register

The average success rate of an electrical product recall in the UK is just 10-20 per cent - this means that there are potentially millions of recalled electrical items still in the UK that may pose an electric shock or fire risk.

Check your white goods at:
www.electricalsafetyfirst.org.uk/product-recalls



Electrical Safety Inspections

South Tyneside Homes has a statutory duty to complete electrical safety inspections to ensure tenants' safety. These are completed at scheduled intervals and at each change of occupancy for all tenancies. We have a flexible appointment system to support customers in meeting their duty to allow access. For more information visit www.southtynesidehomes.org.uk/repairs



Book your Gas Service

Gas leaks from a faulty appliance or pipework can spread quickly and there is a risk of it accidentally igniting, causing a fire or explosion.

Carbon monoxide poisoning can occur when a gas appliance has been incorrectly fitted, poorly maintained or badly repaired. Carbon monoxide is highly poisonous and can lead to serious long-term health problems.

If you suspect carbon monoxide poisoning, call the gas emergency helpline on **0800 111 999**.



Tenants' Annual Report 2020

Find out more about the issues that are important to you as a tenant.

Our Tenants' Annual Report includes information about how South Tyneside Homes is performing, as well as future improvements and changes. The report is written by the tenants, for the tenants.

View the report:

- www.southtynesidehomes.org.uk
- [/stynesidehomes](https://www.facebook.com/stynesidehomes)
- [@stynesidehomes](https://twitter.com/stynesidehomes)
- 0300 123 6633

Get Involved

To get involved and help us improve services email - connect2@southtynesidehomes.org.uk or contact the Involvement team on 0300 123 6633.



Options for Independent Living

Our Housing Plus Service supports independent living and offers a range of services and social opportunities to support a happy, healthy and more active life.

The service offers a range of modern one and two-bed apartments and bungalows. Many of our schemes have conservatories, sensory gardens, scooter store areas and Wi-Fi to use in communal areas as well as PC access.

With a welcoming atmosphere within a safe and clean environment, Housing Plus has community and safety at its heart.

Careful measures are in place to ensure social distancing and the safety of residents. Support is there when you need it, for your peace of mind.

To help you stay safe and healthy you will also have access to a Housing Plus Officer to provide advice and support and a 24-hour warden call service. Many of our services can be personalised to your individual needs.

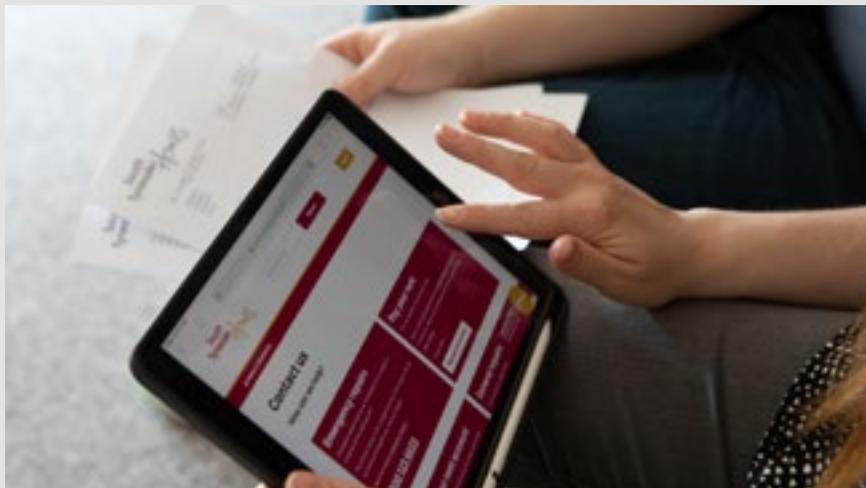
You don't need to be a South Tyneside Homes tenant to apply for a home. Plan your future and make sure it's a happy, healthy one.

 **0300 123 6633**

 **www.southtynesidehomes.org.uk/housingplus**

Importance of paying your rent

Christmas and the New Year can put financial pressure on many people



It is important that you keep up with your rent payments and other bills. Rent arrears can be a major factor in losing your home and can also make it difficult to find accommodation in the future.

If you are a council tenant, help secure your home by:

- Making regular rent payments
- Consider paying your rent by Direct Debit - one quick phone call to set it up
- Talking to the Income Team if you have any financial difficulties. We can help put your mind at ease

For more information you can contact the Income Team on 0300 123 6633

YOUR FUTURE
YOUR VOTE
YOUR CHOICE



LOCAL GOVERNMENT AND POLICE & CRIME COMMISSIONER ELECTIONS

THURSDAY 6 MAY 2021

This is your chance to vote for who you would like to represent you on South Tyneside Council and Northumbria Police Force, but to have your say you must be registered to vote.

Make sure you can vote

If you have moved to a new house recently or think you may not be registered to vote, for any reason, you can apply to register online at www.gov.uk/register tovote. If you don't have access to a computer, tablet or smart phone you can call the Customer Contact Centre on 0191 427 7000 to provide your information or request a registration form (open Mon-Fri 8am to 6:30pm).

Postal voting

Around 34,000 local people choose to vote by post, and you can too. Applying for a postal vote will give you the confidence of being able to take part in the 2021 elections, no matter what the situation with regards to coronavirus.

Anyone can apply to vote by post, you don't need to give a reason. All you need to do is fill in a simple application form and provide a signature and your date of birth.

Your ballot paper will be delivered to you by Royal Mail around two weeks before the election allowing you to vote from the comfort of your own home.

If you would like a postal vote application form go to www.southtyneside.gov.uk/elections or call our Customer Contact Centre on **0191 427 7000** (open Mon-Fri 8am to 6:30pm).



South Tyneside Council

YOUR VOTE MATTERS

DON'T LOSE IT



We have changed the format and paper stock of the South Tyneside newsletter to make sure we keep costs down and provide you with as much news and information as possible. If you live in South Tyneside and don't receive this newsletter to your home address by 4 December 2020, or if you would like to provide feedback or comments, please call 0191 427 1717 or email marketing@southtyneside.gov.uk to let us know. If you would like the newsletter in a different format we can arrange this for you. If you would like to receive newsletters from South Tyneside Council visit www.southtyneside.gov.uk/email

This issue includes information from South Tyneside Homes, if you have any queries please call 0300 123 6633 or visit www.southtynesidehomes.org.uk

ALL INFORMATION CORRECT AT THE TIME OF GOING TO PRINT.