

South Tyneside

Spread the word!

THIS IS SOUTH TYNESIDE



- 4-5** Shop safe
- 11** Help to live at home
- 17** Cleadon flood alleviation
- 31** Business grants
- 36** Scams

August 2020



South Tyneside Council

Brought to you in partnership with:



NHS



The Covid-19 pandemic has tested every single individual and impacted every aspect of life, making the work of your council even more important than ever.

During the covid-19 crisis we have continued to deliver the essential frontline services that you rely on. We have adapted our workforce and working practices to be flexible and we have worked hard to bring any disrupted services back online as swiftly and safely as possible.

Your patience and understanding have been greatly appreciated during these challenging times.

In this edition of our newsletter, you will find information from your Council, South Tyneside Homes and our health partners, with contact numbers for key services. Please keep this information for future reference or visit our website at www.southtyneside.gov.uk

As we continue our battle against coronavirus, rest assured our support for residents and business will continue as we work together with our partners to keep essential frontline services running, to protect our most vulnerable residents, keep our communities safe and support our local businesses.



Councillor Iain Malcolm
Leader of the Council

Since lockdown began the council has been reaching residents in lots of ways

SOCIAL MEDIA

Since lockdown began our Council facebook and twitter pages have never been busier with over **2,000** new likes and follows



Over **500** posts were sent on social media

Our most engaged posts are littering and waste



WEBSITE

Estimated number of visitors visiting our Council website:

443,701



Over **35,000** residents have gone online to report problems, request services and make payments

126,310 residents viewed the COVID pages with **40,000** visiting the page in the first week of lockdown

CONTACT CENTRE



55,872
calls



8,820
emails/e-service requests

EVENTS

Our most watched video EVER was the Piper at dawn to recognise VE Day. Over **70,000** people viewed the tribute



If you haven't seen it you really should! It's on our Council youtube channel www.youtube.com/watch?v=JD7Ye4rdZ9k

We've delivered essentials
and NEW services



BUSINESS GRANTS

2,200 businesses
received over
£25million
from South Tyneside
Council in COVID
government grants



ADULT SOCIAL CARE



Our Let's Talk team contacted **2,551** residents
and **1,899** residents contacted the team

4 new Carers started working for the Council and
10 residents are now working for our care providers

WASTE DISPOSAL

1,700
bulky waste
collections from
households



11.5
million
bins emptied

Waste
tonnages
up 30%
and
recycling
up 25%

HARDSHIP FUND

We have supported **1,675**
households in South Tyneside



SHIELDING HUB

Received and supported
20,415 requests



Delivered **4,480** food &
874 medication parcels

290 referrals to volunteers

HOMELESSNESS



We accommodated
all **6** rough sleepers in
South Tyneside

322 presentations to
the service the majority of
which we have been able
to negotiate for them to
remain in their current
accommodation



We have accommodated
106 at risk of
homelessness/sleeping
rough



Shops in South Tyneside welcomed customers in mid-June as part of government plans to restart local economies. The Council supported this by introducing a range of measures to ensure people can shop safely.

The Council worked behind the scenes to help retail businesses operate in line with social distancing guidance so that customers can shop with confidence. Measures including new signage and handwash and sanitiser stations are in place in the Borough's main shopping areas.

We want to make sure that people who want to return to the high street can do so with confidence.

We ask shoppers and visitors to the high street to pay attention to the new measures in place to protect themselves and others. We know that the vast majority of people have been using common sense during the pandemic and we'd urge them to continue doing so if they plan to shop.

In line with Government guidance, face coverings should be worn in shops (except children under 11 and people with certain medical conditions).*

Safety measures will initially be in place in shopping areas with the highest footfall, including South Shields town centre; Station Road, Hebburn; The Nook and Jarrow town centre. The Council has also been liaising with the owners of the Mountbatten shopping precinct in Hebburn and the Viking Centre in Jarrow, which are privately owned.

We have had to create extra room for pedestrians and for people to stand and



queue, and in some areas this has meant we have had to remove some of the parking spaces. We appreciate this may cause some inconvenience, however, it is unavoidable if we are to accommodate safe social distancing.

We would like to thank residents for their cooperation and patience.

FOR FURTHER INFORMATION ON MEASURES THAT WILL BE IN PLACE IN EACH AREA, VISIT WWW.SOUTHTYNESIDE.GOV.UK/SHOPSAFE

*advice correct as per Government Guidance at time of going to print.



New socially distanced market for South Shields

South Shields Market reopened on Saturday 13 June with new measures in place to help traders and shoppers stay safe.

Like markets across the county, South Shields Market closed in March amid the coronavirus emergency. However, the new guidance advises that outdoor markets should reopen if social distancing can be maintained.

A new one-way system is in operation with markers on the ground to help shoppers to stay two metres apart. This is supported by new signage, trader-only areas and hand sanitiser stations. Marshals will also be at the market to help advise and assist visitors to follow the new guidance and have a safe and enjoyable experience.

The space between King Street and the Ferry terminal will be kept free of market stalls to create a clear route for pedestrians crossing the Market Place.

We urge residents to support our independent small businesses but to exercise patience and courtesy to fellow shoppers and traders. It is important that everyone continues to follow the



rules to stay safe and always keep at least two metres apart from anyone outside of their household.

The traditional South Shields Market usually operates on Mondays and Saturdays, 9am to 4pm. The Flea Market runs on Fridays, from 9am to 4pm.

Anyone showing symptoms of coronavirus must not visit and should self-isolate at home.



For further information about South Shields Market visit the Council's website at www.southtyneside.gov.uk/market

The Council received £137,000 from the Reopening High Streets Safely Fund, which is providing £50million from the European Regional Development Fund to support local authorities across England.

RIVERSIDE RE



South Tyneside Council has approved the appointment of a preferred residential development partner to help realise its ambitious masterplan to transform disused docks and brownfield land at Holborn into a bustling living, working and entertainment quarter.

Keepmoat, working in partnership with Cussins, have been appointed as the Council's preferred development partner to deliver 365 homes on the multi-million pound development, following a tender exercise.

High quality family houses and apartments and the associated infrastructure will be delivered in phases across the Holborn site.

The area is already home to award-winning schemes such as Harton Quays Park, business centre One Trinity Green and Trinity South residential development.

The Holborn masterplan is set to transform disused docks into a bustling riverside

quarter, delivering hundreds of new homes and new office space that will help create hundreds of new jobs.

The Holborn area has been largely derelict for many years and this mixed-use development will transform disused, industrial land into a desirable location for businesses, residents and visitors and further strengthen the link between the riverside and the town centre.

High quality family homes, office space, a hotel and a cultural offer will complement the significant investment that has already gone into the wider riverside area, further building a sustainable future for South Shields.

The scheme has secured £4.2million of grant funding from the Homes England Local Authority Accelerated Construction fund, as well as £9.4million from the North East Local Enterprise Partnership (LEP) for the delivery of a future phase of office accommodation.

A 4.5 hectare section of the 10.5 hectare site was awarded Enterprise Zone status after a successful bid supported by the Local Enterprise Partnership. The award enables businesses to benefit from financial incentives.

A comprehensive engineering strategy will renew the quay edge, overcome serious flooding issues and create a gentle slope

GENERATION



Artist's impressions showing how the new development could look

from Commercial Road to the Tyne. A new river edge promenade will be created and the riverside's industrial history will be preserved with the renovation of three of the former dry docks.

In parallel with appointing a residential partner, we are working on bringing a remediation contractor on board to maximise the potential of this unique site. Together, they will help inform the remediation works and refine the final designs for the site.

Key to the success of the scheme will be a strong focus on creating a vibrant enjoyable place to live that reflects the unique dockland heritage, whilst ensuring



that the homes we build are accessible and affordable to the widest range of purchasers throughout South Tyneside.



To view a video about the Holborn project, visit <https://www.youtube.com/watch?v=urzs-6xPq5E>

Spread the word!

**THIS IS
SOUTH
TYNESIDE**



Recycling Village

Due to the coronavirus there are new restrictions in place at the Recycling Village. An odd and even plate system is in place to help reduce queues.



You can check which day you can visit as well as what waste you can bring and if your vehicle needs a permit at www.southtyneside.gov.uk/waste

The Recycling Village is open Mon – Sun, 8am – 8pm

If you do visit:

- only one person per vehicle (or two from the same household if you have heavy items)
- you must live in South Tyneside - please provide proof of your postcode if asked
- wash your hands before and after visiting, and avoid touching your face
- you must be in a vehicle - pedestrians cannot carry waste into the Recycling Village
- the Recycling Village is for personal use only, not commercial waste



BIN DATES

Bin collections are running as normal. We cannot collect extra bags of waste. You can find your bin collection dates online at www.southtyneside.gov.uk/waste

Please remember to put your bin out for collection by 7.30am. Please ensure your bin lid is closed to reduce spillage.

If your bin has not been collected, you can report it online at www.southtyneside.gov.uk/reportit or call 0191 427 7000.



RECYCLE RIGHT THIS SUMMER



Can you recycle these top 7 summer items?

FOOD ❌

No food can be recycled in your blue recycling bin.

All food must be disposed of through your grey household bin, this includes contaminated take away boxes, and silver foil trays.



SPRAY CANS ✅

Empty metal bug sprays, sun tan lotions and miniature hand luggage sized bottles can all be recycled in your blue recycling bin. Wash any miniature sized bottles first before recycling.



BEACH TOWELS ❌

Towels and beach towels can be recycled at certain textile banks across South Tyneside. Beach towels cannot be recycled in your blue recycling bin.



PLASTIC CHAIRS ❌

Any hard plastic or metal framed summer chairs can be disposed of at the Recycling Village at Middlefields. No summer camping chairs can be disposed of in your blue recycling bin.

SHEDS, TIMBER FENCING AND WOODEN CHAIRS ✅

Wood can be recycled at the Recycling Village at Middlefields.



PADDLING POOL ❌

Plastic paddling pools cannot be recycled in your blue recycling bin. You can donate these to a charity, dispose of in your grey household bin or at the Recycling Village.

BARBEQUES ✅

Solid metal barbeque frames can be recycled at the Recycling Village at Middlefields. Disposable barbeques can be disposed of in your grey household bin.



Recycle Right for South Tyneside

Although residents in South Tyneside are doing a great job with recycling, we have been receiving a lot of items that cannot be recycled in the blue recycling bins. We know that it can be confusing for some items, so the below list aims to help residents recycle right.

What cannot be recycled



- Nappies
- Food waste



- Plastic bags/sacks
- Textiles (curtains, duvets, towels, sheets)



- Dirty cardboard (greasy, wet boxes)





New care worker jobs on offer

We're looking for enthusiastic and friendly people for a range of care roles in South Tyneside.

You don't need to have any experience, we the Council and our care providers can offer a range of learning and development opportunities to ensure you have the right skills to provide a first class service.

If you'd like to talk to someone about working for South Tyneside Council or one of our care providers, email **HTLAH.team@southtyneside.gov.uk** and someone will get in touch.

You'll be making a real difference to someone's life!



Keeping children and adults safe is your business, our business, it's everyone's business.

Worried about a child or an adult?

If you have a concern about the safety of a child or an adult then you should talk to someone immediately. Many people feel nervous about getting in touch because they do not want to interfere and make things worse, or get it wrong, but it is better to be wrong than to do nothing. Your action could help protect a child or adult from being harmed.

We appreciate that making a referral to either the Children's ISIT team or adults Let's Talk team may be difficult for you. Please be reassured that if you have any concerns you will always be taken seriously and you can provide information anonymously.

What sort of concerns should be reported?

There are many possible signs of abuse, ranging from physical injury to changes in behaviour. You may witness an incident or the child/adult may tell you he/she is being harmed.



We take child and adult safeguarding very seriously and will always respond to concerns raised about a child or adult at risk or suffering harm.

You could be:

- worried about any child or adult;
- a victim of domestic violence;
- a child or young person worried about a family member or a friend;
- a parent having difficulties with your children;
- concerned about mental health issues;
- exploitation concerns for others or yourself



If in any doubt call.

You can call our teams in confidence.

In an emergency contact the Police on 999.

Children

Call our ISIT team on 0191 424 5010
(Mon – Thurs, 8.30am – 5pm, Fri 8.30am-4.30pm)

Adults

Call our Let's Talk team on 0191 424 6000
(Mon – Thurs, 8.30am-5pm, Fri 8.30am-4.30pm)

Call 0191 456 2093 (outside office hours)

Worried about an adult or child in South Tyneside?

Adult - Call the Let's Talk team: 0191 424 6000

Child - Call the ISIT team: 0191 424 5010

(Monday to Thursday - 8.30am to 5pm,
Friday - 8.30am to 4.30pm)

0191 456 2093 (outside of the above office hours)

Call 999 in an emergency

www.southtyneside.gov.uk/safeguarding



South Tyneside Council



The best start in life



South Tyneside Safeguarding Adults Board



Help to Live at Home

South Tyneside Council working in partnership with South Tyneside Clinical Commissioning Group, has been developing a new model for supporting residents who need care and support at home.

We know from feedback and engagement with our residents that care and support at home is a priority to them and 'home first' is a focus for those leaving hospital.

The new Help to Live at Home Model will see us working with four main providers, each provider will have a designated zone within the Borough in which they will work.

This new way of working is an important factor in supporting us to respond to our duties in terms of ensuring our local care market can meet our loved ones need.

The organisations who will be providing care and support in the Borough's areas are shown below.

People who already receive support from South Tyneside Council received letters during July. The letters introduced the residents to their new provider and when their care will transfer to that provider, which will be between August and September 2020.

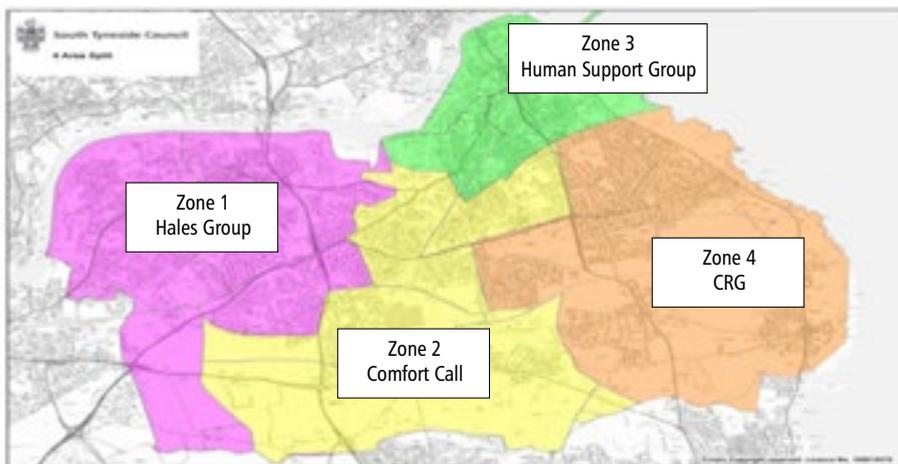
We will continue to communicate with our residents to keep them informed of the changes that are taking place in relation

to our Adult Social Care strategy and supporting people to remain living at home within their local communities.

We understand you may have some questions and require additional information about the changes. We have set up a dedicated team who you can contact **Monday to Sunday, 8.30am-5pm**

Help to Live at Home team:
0191 424 6060

or email
HTLAH.team@southtyneside.gov.uk



living better lives



PRAISE FOR CARERS



Karen pictured with her dad Brian

This is the perfect opportunity to applaud the selfless work that is going on in our communities by unpaid carers.

Once the start of COVID-19 carer Karen Lunn has found herself the sole carer for her parents.

The 58-year-old has had to self-isolate to care for her dad Brian who has had to shield as he has bone cancer and her mam, Margaret, who has dementia and severe arthritis.

“Normally we have carers who go in three times to help with essential care but I decided I would self-isolate and care for them. It is a lot of work but I’m just grateful to still have my parents and be fit enough to look after them,” she said.

A befriending scheme which was to have started just before lockdown which would have seen her parents taken out for short trips has also had to be cancelled. However, befrienders still call every week for a chat which helps.

As Karen’s story demonstrates, people are taking on more caring responsibilities than ever and it is only right that we acknowledge and pay tribute to the outstanding work that they do.

Valerie Meakin says support from others who understand what it is like to be a carer is vital. Valerie cares for her

husband, Les, who has Alzheimer’s. But she says it is equally important that carers look after themselves.

Les normally has a personal assistant who spends times with him while Valerie enjoys an arts class at Arts4Wellbeing or goes to a creative class at a Christian group called Come to the Table.

Valerie is a member of the South Tyneside Adult Carers’ Service which provides information, advice and the opportunity to meet with other carers.

She said: “Having a carers’ group has been so important because it’s good to spend time with other people who understand what you’re going through and don’t judge you.”

Valerie is also on a Facebook group with other carers where they can talk about their days and share information in a supportive environment

To find out more about the support available to carers visit www.southtyneside.gov.uk/carers



Valerie with her husband Les





Accessing council services

Accessing council services from your smartphone, tablet and PC

Many council services are now available as digital services at www.southtyneside.gov.uk and can be accessed 24/7 from your smartphone, tablet and PC.

Our digital services are secure and easy to use and are more convenient than having to call or visit the Council.

Some of the services that are available now via southtyneside.gov.uk include:

- Apply for permit to use the recycling village in certain types of vehicles
- Subscribe to the garden waste service
- Council tax and benefits online
- Apply for a Blue Badge
- South Tyneside Council Cleaning Service
- Pay for a wide range of services
- Easy ways to report missed bins, footpath problems etc.

New digital services are being added all the time. The council website is also the best place to find the latest information about all council services.



PAY ONLINE

Did you know you can pay online for the below?

- Council Tax
- General invoices
- Parking fines
- Rent and housing payments
- Garden waste collections

To get the latest information subscribe to our free, monthly e-newsletter which includes:

- Latest news
- Issues that are important to you, from recycling to regeneration
- How to have your say on local issues

Subscribe online at www.southtyneside.gov.uk/enewsletter

Follow us on facebook and twitter

 @STynesideCouncil  @STyne_Council.



TRAFFIC AND PARKING CONSULTATIONS

Traffic and parking restrictions help to improve safety, as well as reduce congestion and improve access for residents.

Proposals may include school entrance restrictions, no waiting restrictions, disabled bays, loading bays, resident permit parking, limited waiting bays, bus stops and bus lanes, off street car park charges, speed limits, traffic calming, pedestrian crossings, school safety zones, junction improvements and cycle facilities.

All measures are provided in accordance with traffic legislation and Department for Transport guidance.

As a result of temporary changes to traffic legislation associated with the Covid-19 restrictions, we are currently undertaking formal publicity for traffic orders through the website, as opposed to local newspaper advert.

To see current proposals and notices and find out how to have your say, visit www.southtyneside.gov.uk/trafficconsultations



Phased reopening of libraries

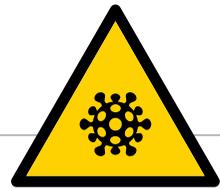
South Tyneside Council is implementing a three-stage reopening of its library services within The Word, Hebburn Central, Jarrow Focus and Cleadon Park.

We know that people will have missed being able to visit their local library - whether that is for borrowing books, using our computer facilities or just talking to our fantastic library staff. These staff have gone above and beyond while redeployed to our Covid 19 Support Hub.

We continue to take a cautious, risk-assessed step-by-step approach to reopening libraries safely, to make sure they are 'Covid secure', that they adhere to the latest social distancing guidelines and encourage good hygiene practices.

Libraries services resumed in three key stages at the Council's four main libraries, starting with an order and collect service.

*In Phase Three, which is planned for August, visitors will have the opportunity to enjoy time-limited browsing of selected shelves, which will be emptied and cleaned at the end of the day.



Libraries will operate with:

- Strict occupancy limits of no more than 10 customers per half hour
- There will be no open access facilities. All services will be accessed via manned reception points and on an appointment basis only
- All books will be quarantined for 72 hours upon return
- Strict social distancing rules will be observed

This model will continue pending any changes in Government guidance.

*Information correct at time of going to print.

Library users can still use the range of online services available, with 24-hour access to hundreds of ebooks, eAudiobooks and online magazines - all free to download. Library members can access the complete collection of eBooks in South Tyneside's Digital Library from their computers, eReaders, smart phones or tablets. They just need a valid library membership and pin number.

Those not already registered as library users, can also still sign up online and begin accessing the online services straightaway. We would encourage people to continue making use of our digital library as much as possible.

South Tyneside
Libraries & Information

For further information about South Tyneside Libraries, visit www.southtyneside.gov.uk/libraries

Libraries can be contacted direct by phone: The Word: (0191) 427 1818
Hebburn Central: (0191) 424 7831 Jarrow Focus: (0191) 489 7786 and Cleadon Park: (0191) 424 6194

Follow us on social media

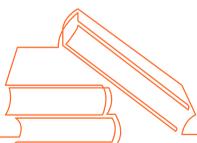
Receive the latest information and updates on our Library Services.

 @southtynesidelibraries  @SouthTynLibs

www.southtyneside.gov.uk/libraries



South Tyneside Council 15



Hebburn Mine Water

Abandoned coal mines in South Tyneside are set to create a ground-breaking renewable energy scheme, which will cut carbon dioxide emissions by 319 tonnes per year and assist South Tyneside Council in becoming carbon neutral by 2030.

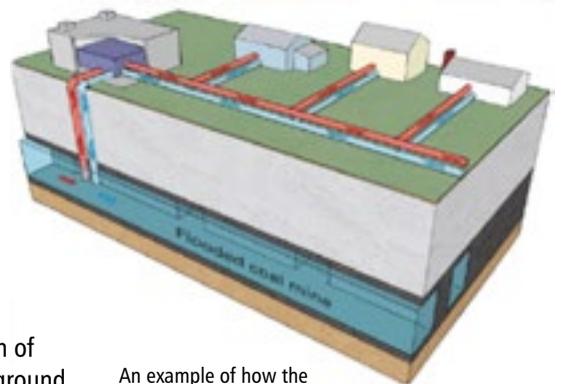


The multi-million-pound scheme, located in Hebburn, will use geothermal energy from abandoned flooded mines to heat a number of Council owned buildings in the town centre.

This innovative project, which has received £3.8million funding from the European Regional Development Fund, will be one of the first district heating schemes in the UK to utilise mine water to heat Council owned properties.

Similar technologies are used at:

- **Caerau, Bridgend - £ 6.5M** – 150 homes initially to be heated, up to 1,000 later
- **South Seaham Gardens scheme** – 1,500 residents homes, retail units to be heated
- **Rugeley, Staffordshire** – 2,300 new homes to be heated.



An example of how the district heating scheme will work

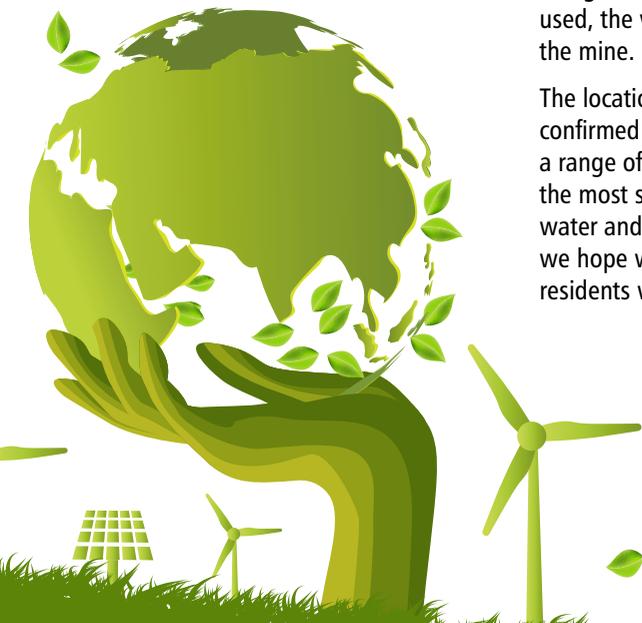
Boreholes will be drilled to a depth of approximately 320 metres below ground in order to extract the water, which will then feed into an energy centre before being distributed to the buildings. Once used, the water will then be fed back into the mine.

The location of the energy centre is confirmed and the Council is working with a range of experts in order to determine the most suitable location to extract the water and build the energy centre, which we hope will be a prominent feature that residents will be proud of.

The scheme will complement the nearby Jarrow Viking Energy Network, which will extract heat from the River Tyne to provide energy to a number of buildings in Jarrow.

It is anticipated that works on the Hebburn project will commence later in 2020, with the network being fully operational in 2023.

For more information visit www.southtyneside.gov.uk/hebburnminewater



Cleadon Flood alleviation

During heavy rainfall, surface water flows can severely damage properties and businesses. The Cleadon Flood Alleviation Scheme will help to protect local residents and their properties from the damaging effects of surface water flooding.

Flood alleviation work started on Monday 29 June 2020 and it is expected to continue until November 2020. Our contractor will follow Government guidance on social distancing. It is hoped that around 130 properties will be better protected after the works have been complete.

The scheme will cost approximately £1.2million and is part funded by the Environment Agency, the Department for Education and South Tyneside Council. The scheme has been designed by Royal Haskoning and civil engineers BAM Nuttall are carrying out the construction work.

What the area will look like after the scheme

Cleadon Lea

At Cleadon Lea we will create a storage area planted with wetland wildflowers, creating a valuable area for habitat which can be viewed by residents from a platform to the back of the public footpath behind Cleadon Lea.

On most occasions this area will have little or no water stored but during extreme events it will fill up and then be slowly released.

Sunderland Road

Improvement works will be carried out to the drainage ditches on West Hall Farm.

Access to this site will be through Cleadon Lane and the contractors will use the main compound at Sunderland Football Academy to minimise parked cars in the area.

If you have any questions about the Cleadon Flood Alleviation Scheme email developmentservices@southtyneside.gov.uk or visit www.southtyneside.gov.uk/floodmanagement

Cllr Joan Atkinson with Matthew Purvis,
Royal Haskoning and Liam Foster, Bam Nuttall



#Proud to Support

For many of us, the past months have brought challenges. Whether those challenges are coping in self-isolation, financial difficulties or managing health and wellbeing concerns.

South Tyneside has joined together, more than ever, as a community and has helped address this challenge in an extremely positive way.

The Proud to Support campaign was launched to celebrate this and to thank everyone, from NHS workers, the Police, Fire and Rescue Service, our third sector, volunteers, people in local government such as teachers, care workers, cleaners, refuse collectors and welfare support and the many more individuals and businesses who have made a difference to support some of our most vulnerable residents and continued to keep services running.

Thank you!

for the fantastic work you are doing to support the residents of South Tyneside.



Zoe Scott

Zoe sets up borough-wide Mutual Aid

Aiming to help those impacted by the outbreak of the virus in South Tyneside, Zoe established teams of volunteers covering the Borough. Her aim was to create a safe way of community volunteering while assisting our vulnerable neighbours and other voluntary agencies in the area during the crisis.

Zoe, said: "I spotted Mutual Aid groups across the country and wanted to bring this to the Borough, we now have a staggering 280 volunteers and we have been adopted by South Tyneside Council to the benefit of the wider community. Working alongside the Council, volunteers have access to mobile phones which residents can contact them on if they need support.

"We also assist people who may be struggling with their mental health by buddying them up with a volunteer who they can talk to on the phone. We want the community to still feel together at this difficult time."

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



Big round of applause for the kind-hearted team at Age Concern

The team at Age Concern, South Shields, has been nominated by Monica Scott, who says “they have all gone above and beyond the call of duty to support the local community.”

Grahame Cassidy, said: “I am delighted that all 22 of the team have been recognised for their efforts. The team really does put the community at the heart of everything it does. We ensured that our support would be free and alongside South Tyneside Homes and the local authority hub, we have collectively carried out around 400 shopping trips a week as well as over 50 prescription drop-offs to those who need it.

“The team has also collected and dropped off people who needed routine hospital visits to ensure they could get to their appointments. I am extremely proud of all of their hard work and support for the community.”



A great sense of humour and a heart of gold ensures Martin is a true community champion

10 years ago, Martin Wray, from South Shields, established community interest company, Ocean Choices, to provide creative and life skills to people with learning disabilities in South Tyneside. It also provides day support for people living with dementia. Martin has been nominated by volunteer at Ocean Choices, Ann Trollope.

Martin said: “Many of our service users don’t understand the complexity of what is happening around them. All of a sudden the stability of their safe place, Ocean Choices, has been closed and they are not sure why.

“In some cases, delivering food parcels to them from a socially acceptable distance, triggers their memory and reassures them that we are all still here. I also wanted to provide an online community for volunteers and service users to be able to engage with each other. Keeping the lines of communication open for them all really boosts everyone’s morale.”



SOUTH TYNESIDE FESTIVAL 2020 CANCELLED

Due to the ongoing coronavirus outbreak this year's South Tyneside Festival will sadly not be taking place.

SOUTH TYNESIDE FESTIVAL 2021

We are delighted to announce that the South Tyneside Festival concerts, which take place in Bents Park in South Shields, have now been rescheduled to the following dates in 2021:

SUNDAY CONCERTS BENTS PARK, SOUTH SHIELDS



- 3 JULY SOUTH TYNESIDE PARADE
- 11 JULY ELLA HENDERSON plus THE SOUTH
- 18 JULY WILL YOUNG
- 25 JULY TO BE ANNOUNCED
- 1 AUGUST SHALAMAR plus THE FIZZ



Entry to the concerts is free, however £6 Priority Plus tickets are also available. If you would like to purchase a ticket, or for more information on the events visit www.southtynesidefestival.co.uk

If you had already purchased a ticket for the 2020 concerts then your ticket will still be valid. You do not need to get a replacement ticket.

We hope you will support us and retain your ticket for 2021, however if you are no longer able to attend, or you had a ticket for both the Ella Henderson and The South concerts which will now be on the same date, and would like a refund please see below:

- If you purchased a ticket through ticketmaster please contact ticketmaster for a refund
- If you purchased a ticket through the Shop @ The Word please contact our Events Team on events@southtyneside.gov.uk or leave a message on 0191 424 7985. Please note the Shop @ The Word is currently closed

Refunds will be available until 30 November.

THE FOLLOWING FESTIVAL EVENTS WILL ALSO NOT BE TAKING PLACE IN SUMMER 2020

- Kids Fun-fest events at the Amphitheatre
- Live music at The Amphitheatre and South Marine Park
- Brass bands at The Amphitheatre

FROM THE TEAM HERE, THANK YOU FOR YOUR CONTINUED SUPPORT, IT IS VERY MUCH APPRECIATED.



NO EXCUSE!

There is no excuse for litter. We understand that people are keen to enjoy the Borough's many beautiful outdoor spaces again but there is no excuse for the levels of littering we have witnessed recently.

Please can people place rubbish in a public bin or take it home for disposal. We need everyone to follow this approach and leave no trace so that our public spaces can be safely enjoyed by everyone. It protects local wildlife and residents.

NO EXCUSE!

1. **THE BIN WAS FULL** – find another one or take the rubbish home with you
2. **I COULDN'T FIND A BIN** – if you can carry it out when it's full, then you can carry it home when it's empty
3. **IT'S THE COUNCIL'S JOB** – The Council doesn't have an endless amount of funding for clean-ups and staff can't monitor bins 24 hours

Litter spoils everyone's experience of parks and open spaces. Even though the Council have been working hard to empty the bins as often as we can, it is everyone's responsibility to clean up their rubbish and take it home if needs be, so that our greenspace and beaches are a clean and welcoming place for everyone to enjoy.

WHAT YOU DO WITH YOUR RUBBISH SAYS A LOT ABOUT YOU.

Help us tackle litter in your local area.

Litter bins can be used for both litter and dog waste.



Please:

- do not drop litter out of car/van windows as this can seriously affect highways, verges, the coast and natural habitats for wildlife
- take litter home with you if you cannot find a public bin
- recycle where possible
- encourage children, friends, family and colleagues to get rid of litter correctly to keep South Tyneside clean and tidy.

Thank you!

South
Tyneside *Homes*

South Tyneside Council's
Housing Company

Take your rubbish to the nearest bin or home with you.

a better ü



5 Ways to Wellbeing

Now, more than ever, it's important that we all look after our physical & emotional wellbeing. A great way to do this is to remember the five ways to wellbeing.

- 1) Connect** – Stay in touch with friends and family via social media and video calling apps.
- 2) Be Active** – There are tons of ways to stay active in your own home, garden, seafront or local park while maintaining social distance.
- 3) Keep Learning** – Now is the time to start a new hobby or learn a new skill – Youtube is your friend!
- 4) Help Others** – Make sure you do this in way that keeps you & everyone else safe.
- 5) Take Notice** – Of how you feel, how you're coping and the things around you that can help you stay positive.

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

Flu Jab

Don't forget to get your flu jab. Look out for the NHS campaign or your GP will be touch.

Getting the measure right

You might think alcohol helps you to deal with stress and anxiety but it's not a good way to cope. Alcohol is known to increase feelings of anxiety, depression, stress & other mental health conditions.

Stay Healthy, Stay Safe

We are all keen to look after ourselves at the moment – that includes not drinking too much alcohol. People are advised to stay within the Chief Medical Officer's low risk drinking limits of no more than 14 units a week to protect physical & mental health. Fourteen units means around 6 pints of regular strength beer/lager, 6 standard glasses of wine or 7 double measures of spirits.

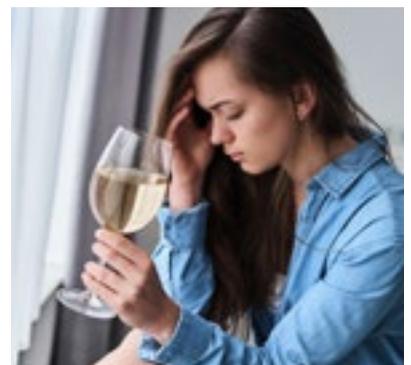
If you're worried about your own or someone else's alcohol or drug use, please contact the following organisations:

For young people, parents/carers:

Matrix Young People's Service
7 Burrow St, South Shields
Tel : **0191 497 5637**
www.ypmatrix.org

For adults:

STARS, Cookson House, River Drive,
South Shields
Tel: **0191 917 1160**
www.stadultrecoveryservice.co.uk



Quit for Covid



During the current pandemic, we are urging smokers in South Tyneside to 'Quit for COVID' & reduce their risks from coronavirus. There are a number of services to help you stop smoking.

For more information on the Quit for COVID campaign visit www.todayistheday.co.uk or join the @QuitForCovid Quit Clinic on twitter from 7.30pm to 8.30pm every night & get your quit questions answered. Simply ask your question using #QuitforCovid.

There are lots of benefits of quitting smoking besides improving your health & reducing the risks of Covid-19 or a smoking-caused disease like COPD, cancer and heart disease. You can also save money by quitting as well as reducing feelings of stress & anxiety.

Visit www.change4lifesouthtyneside.co.uk for details of local stop smoking services.

Pregnancy, Birth and Beyond

If you are pregnant it is important that you still attend your antenatal appointments & continue to seek advice from your midwife or maternity team.

If you are worried about your health or the health of your unborn baby, please contact your midwife or maternity team. They will advise you via phone or video call & arrange an appointment to see you face to face if necessary.

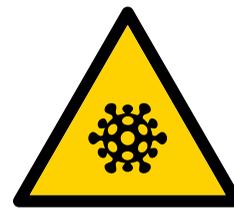
Parents of all babies born will be contacted by a Health Visitor within 14 days of their birth. Clinics & breast feeding support groups have been temporarily suspended, however support is still available via phone or video calls (Mon-Fri 8.30am-5pm). Any family with a pre-school child can contact the Health Visiting Service in South Tyneside on **0191 2831508**.



Stop smoking services are still available via phone for pregnant women and new mums from outreach workers at our fantastic Children's Centres. They can offer support and advice as well as prescribe Nicotine Replacement Therapy (NRT) products.



NHS Test and Trace: if you've been in contact with a person who has coronavirus



Follow this advice if you're told by the NHS Test and Trace service you've been in contact with a person who has coronavirus (COVID-19).

Stay at home for 14 days

If you're told you've been in contact with a person who has coronavirus:

- **Stay at home (self-isolate)** for 14 days from the day you were last in contact with the person- it can take up to 14 days for symptoms to appear
- **Do not leave your home for any reason** – if you need food or medicine, order it online or by phone, or ask friends and family to drop it off at your home
- **Do not have visitors in your home**, including friends and family – except for essential care
- **Try to avoid contact** with anyone you live with as much as possible
- **People you live with** do not need to self-isolate if you do not have symptoms
- **People in your support bubble** do not need to self-isolate if you do not have symptoms

If you live with someone at higher risk from coronavirus, try to arrange for them to stay with friends or family for 14 days.

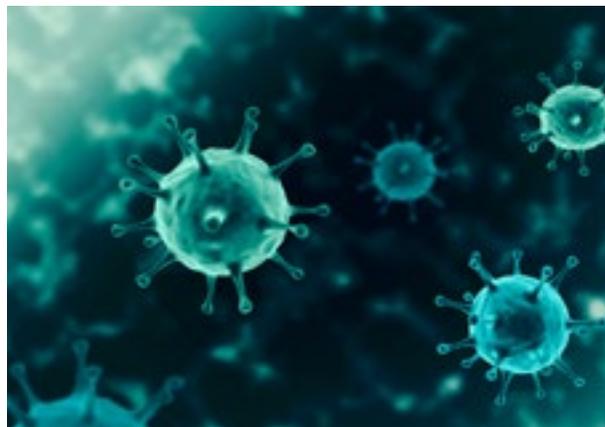
What to do when you get your test result

If you test negative (the test did not find coronavirus):

- **keep self-isolating for 14 days** from when you were last in contact with the person who has coronavirus – as you can get symptoms after being tested
- **Anyone you live with** can stop self-isolating if they do not have symptoms
- **Anyone in your support bubble** can stop self-isolating if they do not have symptoms

If you test positive (you have coronavirus):

- **self-isolate for at least 7 days** from when your symptoms started – even if it means you're self-isolating for longer than 14 days
- **Anyone you live with** must self-isolate for 14 days from when your symptoms started
- **Anyone in your support bubble** must self-isolate for 14 days from when your symptoms started



How NHS Test and Trace will contact you

You'll be contacted by email, text or phone.

Text messages will come from NHStracing.

Calls will come from **0300 0135000**.

Children under 18 will be contacted by phone wherever possible and asked for their parent or guardian's permission to continue the call.

You'll be asked to sign in to the NHS Test and Trace contact tracing website at **www.contact-tracing.phe.gov.uk**. If you cannot use the contact tracing website, they will call you.

Important

The NHS Test and Trace service will not:

- ask for bank details or payments
- ask for details of any other accounts, such as social media
- ask you to set up a password or PIN number over the phone
- ask you to call a premium rate number, such as those starting with 09 or 087

All workers and visitors to Council buildings will be asked to record their personal details in line with Government guidance.



Road improvements

Albert Road Bridge

A £1.6million refurbishment of a Jarrow bridge is due to start in October 2020.

The funding from the Local Highways Maintenance Challenge Fund will be used to carry out 'essential major structural refurbishment' to the bridge which carries the A185 road, crossing the railway line. The bridge which was constructed in 1969 was last refurbished in 1998. The work will include structural repairs, resurfacing, new bridge joints and full re-waterproofing. This valuable

funding will provide refurbishment to this important piece of local transport infrastructure in the area.

The Albert Road scheme will last approx. 35 weeks and will include closures of the road in both directions (not at the same time) as well as closure of Napier street for a length of time. Residents will be informed of key dates and contractor information.



Albert Road due improvements



Albert Road

Kirkstone Avenue footbridge

Work is due to start in October to remove, modify, repair and replace Kirkstone Avenue Footbridge which spans the A19.



Kirkstone Avenue footbridge

This £680,000 scheme will take approximately 16 weeks to complete during which time the footbridge will be removed and the route closed to users. A full diversion route will be signed for pedestrians via Lindisfarne roundabout junction as well as provision of a shuttle bus in lieu of the bridge facility at certain times of the day. Operational times will be confirmed to residents when more details become available.

Work to the bridge will involve replacement of parapets, repair of the structural elements as well as heightening of the bridge over the A19 slip roads where the headroom, up until now, has been restricted for vehicles.

Residents will be informed of confirmed key dates when a contractor is appointed.

Hardship Fund

South Tyneside Council has set up a local Hardship Fund, for people experiencing financial hardship as a result of the coronavirus pandemic.

Please contact 0191 424 7444 or you can apply on line please search Apply for the Hardship Fund online



Crisis support

Crisis support is also available please contact **0191 4247444** or search crisis expenses online.



Emergency Repair

Please report emergency repair only, call **0300 123 6633** (24 hours a day).



Please note council buildings remain open for emergency services only.

Rough sleepers and Homelessness Support during Covid-19

The Council are supporting and accommodating all rough sleepers.

Your Homelessness service provides advice and assistance to those who are homeless, sleeping rough or are unable to remain in their current home due to the crisis.

Support is available for re-housing, priority will be given to people who are sleeping rough, fleeing domestic abuse, or are unable to remain at their current accommodation.

If you find yourself without accommodation or know of someone sleeping rough please contact **0300 1236633** (office hours) or **0191 4562093** (out of office hours)



South Tyneside Council

South
Tyneside
Homes

South Tyneside Council's
Housing Company

get active...



We can't wait to welcome you back

All centres reopened from Monday 27 July with a core gym, swim & fitness class offer.

In line with Government guidance sauna and steam rooms will remain closed

Gym slots will be 1 hour 15 minutes in duration. Swim slots will be 45 minutes.

*At the time of this publication details were correct.

All activities MUST be pre-booked.

Direct debit payments will restart in September, giving everybody time to familiarise themselves with the new processes in place.

What we ask of customers

- Customers should arrive ready to exercise. There will be no changing or shower facilities for gym/fitness class users.
- All mats have been withdrawn from our class studios. Should your workout require a mat (for example Yoga or Pilates), please bring your own. Mats will be available to purchase on site.
- Swimmers should come "swim ready" in order to limit numbers and amount of time in pool changing areas. There will be no spectators.
- Customers should not attend if they feel unwell and should observe the 2m distance at all times.
- Use the sanitiser and anti-bacterial wipes provided on site. All equipment must be cleaned by you both before and after use.
- All activities must be booked prior to your visit. Do not simply turn up on the day.



- Existing members and discount card holders will be given priority through advance booking rights. Non-members cannot book in advance. They will need to ring on the day in order to secure a place.
- Contactless payments should be made where possible.

What customers can expect

- Everyone is welcome
- The facilities will be back with a completely new look, boasting more space, more classes and more choice.
- We have been working hard to ensure your safe return. Whilst customer numbers are restricted, we maintain a quality offer, with our slides, play rig and bubble pools all remaining open to make your visit fun and enjoyable.

General Note

- At this time cafés and toilet facilities will be accessible to customers only.

If you are a parent, please visit our website or call us for advice on children swimming, including child admission policies.

Haven Point: 0191 424 7800
Hebburn Central: 0191 424 7801
Jarrow Focus: 0191 489 4100
Monkton Stadium: 0191 489 1283
Temple Park: 0191 456 9119

For more information visit: www.southtyneside.gov.uk/leisure

Representing and Celebrating the Borough

The Mayor of South Tyneside, Councillor Norman Dick continues to mark key events despite the coronavirus outbreak.

Highlights since lockdown include launching our #Proud campaign and encouraging residents in South Tyneside to nominate others for their great work, a two minute silence for our armed forces on VE Day, a two minute silence for workers memorial day, taking part in a socially distanced Armed Forces Day in the Bents Park, a two minute silence for Anzac day, thanking our carers, leading a remembrance service for Srebrenica in the Town Hall and clapping for the NHS 72nd birthday outside the Town Hall.

The Mayor has also sent out a number of letters congratulating and thanking those who were nominated for a #Proud award and congratulated the 324 Air Cadets Squadron, situated in South Shields, who received the Queen's Award for Voluntary Service as part of this year's Birthday Honours, a fitting recognition.

The Mayor said "We would like to thank everyone for their continued support. My year as the Mayor has been extended and I am looking forward to spending more time with our wonderful communities."

For further information about the Mayor and the Mayors charity, visit www.southtyneside.gov.uk/mayorscharity



- 1 Workers Memorial Day
- 2 Armed Forces Day at Bents Park
- 3 Mayor with Mayoress Jean Williamson, Cllr Tracey Dixon and Mike Conlon celebrating 72 birthday for NHS
- 4 Launch of #Proud campaign
- 5 Wreath laying at Kirkpatrick memorial
- 6 Celebrating 75th Anniversary of VE Day
- 7 Mayor with Mayoress, Jean Williamson remembering Srebrenica

Showing support for our Armed Forces



Armed Forces Covenant

South Tyneside Council signed the Armed Forces Covenant in 2011. The Covenant sets out the relationship between the nation, the state and the armed forces and it establishes how they should expect to be treated.

The Covenant is about removing disadvantages so armed service personnel, past and present, get the same treatment and access to services as the civilian community.

The armed forces community we support includes current and former service personnel; families and dependents, reservists and veterans.

Local businesses can sign up in support of our Armed Forces and we would encourage them to do so. To find out more about how you can support the Covenant visit www.southtyneside.gov.uk/armedforces



Committed to our Armed Forces

If you have served in the Armed Forces and need a helping hand to get back into civilian life, visit our website for useful information and services.

Alternatively, call into any Customer service centre or welfare rights centre, where staff can signpost you to the organisations that can help.

Armed Forces Support

Our Armed Forces Support team are still here and the forces community are very much foremost in our minds. Any serving, reservists or veterans and their dependents can access support through the Council Support Hub. The NAAFI Break team are also located and available within the community.

NAAFI Break hold ZOOM- Video conferencing and Veterans Chat on Facebook to help ease the hardship of isolation. Simply search NAAFI Break South Tyneside on facebook and send a request to join. A NAAFI Break Community Officer is available to assist with lone isolation for shopping and deliveries. If you are in need please call or get in touch. www.southtyneside.gov.uk/armedforces

The Mayor with Mayors Cadet and Bugler at Armed Forces Day in the Bents Park





Skills South Tyneside - Your link to employment

Skills South Tyneside continues to deliver a range of courses to help you get into work, change career path and improve your skills.

The service has recently launched its online Career Links course which is designed to develop your job search skills and improve confidence at interview. Course modules are available in bite size chunks meaning you can develop the skills to succeed at your own pace and with online support provided throughout by a qualified tutor.

Whether you've recently been made unemployed, have been searching for a job for some time or are already employed but looking to increase your confidence to make a change, these courses will have something for you.

Each of the units can be completed as a standalone course but participants will benefit most by working through the full suite as this will build your knowledge, further develop your skills and help you stand out from the crowd when meeting employers. There are five units which take around two days to complete each:

- Essential Job Searching
- Online applications
- Interview Preparation
- Selection Tests
- Interview Practice

When asked what she most liked about this course, tutor Jasmine Middleton said "Careers Links is very versatile as it covers such a wide variety of subjects in detail.

The online method of delivery allows learners to access their learning when they want, fitting it around their personal commitments or childcare. We have been particularly focused on ensuring our courses can be accessible to anyone looking for work in the current circumstances.

I'm really looking forward to extending our offer to our residents through our exciting new courses. "

Discover more about this course and others on offer from Skills South Tyneside visit: www.southtyneside.gov.uk/skillssouthtyneside

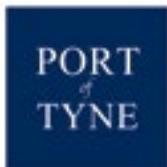
Skills
SOUTH TYNESIDE

Whether you're taking the first steps on your career path or looking to get back into work, Skills South Tyneside has something for you. Eligible learners will be fully funded.

PORT OF TYNE TO BECOME BASE FOR DOGGER BANK



Equinor and SSE Renewables, the two companies behind the world's biggest offshore wind farm Dogger Bank, have announced plans to build a new Operations and Maintenance (O&M) Base at the Port of Tyne.



Construction of the wind farm, led by SSE Renewables, began in January 2020 and as operator for the operations phase, Equinor will construct this new O&M base, and operate the wind farm for its expected life of more than 25 years.

The new multi-million pound facility, which includes both office space and a warehouse, will be the onshore base for Equinor's teams ensuring the efficient operation of the wind farm. The flagship project is expected to generate over 200 direct jobs in the region, as well as opportunities for companies at all levels of the supply chain.

Matt Beeton, Chief Executive Officer of the Port of Tyne said: "We're absolutely delighted to have been selected as the port of choice to house the Operations and Maintenance base for the largest offshore wind farm in the world. This is clearly a very important milestone in attracting such leading names in offshore power generation to the Port but it's also extremely important for the wider region in terms of local supply chain and employment opportunities."

The jobs required to operate an offshore wind farm include maintenance technician roles, that will predominately be based offshore, as well as office-based teams to support the operations from land. The main recruitment activity will begin in early 2022.



housing matters

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

Paying your rent

We know this is a difficult and worrying time for many of our customers. We're here to help



Rent payments are not suspended, but we are here to help if you are having any difficulty paying your rent. Payment kiosks at Jarrow Town Hall and South Shields Town Hall are now open.

If you are having difficulty paying your rent contact us on 0300 123 6633.

This might be because you:

- have experienced a reduction in income because of coronavirus
- usually go out to pay your rent
- are having any other difficulty paying, because of coronavirus or not

We will assess your situation and get you the information, advice and support you need.



Gas services

The gas service team is currently carrying out gas services to all properties where the gas service is due. You will be contacted directly by Gas Servicing team to arrange an appointment.

If your gas service is due and you are currently on the NHS shielding list or self-isolating, please contact the Gas Servicing team on 0191 427 2084 or our Contact Centre on 0300 123 6633 to make an appointment or discuss the current situation. If you are concerned about a gas appliance call our contact centre.

Report a repair

We reopened our Repairs Service for non urgent repairs including:

- roofing
- bricklaying
- external joinery works
- surveyor requests for external inspections
- plumbing
- heating
- plastering
- electrical repairs

All repairs listed above as well as emergency and urgent repairs should be reported to our Contact Centre on 0300 123 6633, Monday – Friday, 8am to 6.30pm, and 24 hours a day for emergency repairs only.

- An emergency repair is an issue that could cause danger to life or property if not attended to immediately (such as uncontrollable flooding, water on electrics, an insecure property).
- An urgent repair is an issue that affects your ability to live comfortably in your home (such as a power failure, loss of water supply, blocked toilet).

Our fantastic team carried out emergency and urgent repairs throughout lockdown.



Please do not call outside of normal opening hours unless it is a genuine emergency. You may be charged if it is not an emergency.

Domestic Abuse – don't suffer in silence

South Tyneside Council and partners are here for you and your family. Although services might be delivered differently they are still available. You have options and we will do everything to help you.

We know that victims and their families are worried about accommodation, emotional wellbeing, negotiating child contact, accessing welfare benefits, as well as their safety and that of their children.

If you're facing homelessness due to domestic abuse in South Tyneside you can contact our Housing Options Service on **0300 123 6633** or email **Housing.Options@southtynesidehomes.org.uk**



Always remember that the abuse you are experiencing is not your fault. If you're a neighbour, friend, or family member, and think someone might be at risk, please report your concerns or get advice.



living better lives



The best start in life

A directory of services, guidance and personal safety planning advice can be found at: www.southtyneside.gov.uk/domesticviolence

Telephone and email

If you, or someone you know is in immediate danger, call 999 and ask for the police.

Silent calls to the police will work if you are not safe to speak – use the Silent Solution system and call **999** and then press **55**.

www.policeconduct.gov.uk/sites/default/files/Documents/research-learning/Silent_solution_guide.pdf

South Tyneside domestic abuse specialist services and national helplines are also offering support via phone or email.

If you are not in immediate danger, the following number might be helpful:

- Impact Family Services (South Tyneside): **07375788835**
www.impactfs.co.uk



Illegal motorcycles in South Tyneside



A string of motorcycles have been recovered by police thanks to a new operation – but neighbourhood officers need your help to maintain the momentum! Police teams across South Tyneside have seized 14 motorcycles since the start of May as part of Operation Bungo.

The new operation follows concerns raised by the community about bike-related anti-social behaviour and motorcycle disorder. Over the last few weeks, officers have increased patrols and seized a number of motorcycles – with a number of riders now facing criminal action.

But now police are asking residents to come forward to report where bikes are being stored overnight and the identity of those involved in order to keep the pressure on.

Inspector Phil Baker said: “The officers who have been working this operation have been phenomenal.

“They have listened to the concerns of residents, identified where disorderly motorcycle riding has been taking place and then targeted those areas. It is community policing at its best and it has yielded some fantastic results with 14 motorcycles uplifted, including two we believe to have been stolen.

“A number of the riders have been summonsed to court and we know residents across South Tyneside are satisfied with our activity. But we all have a role to play and we need to hear from you if you have information about disorder. You are our eyes and ears in the community so please get in touch. You can pass on information anonymously, and that can allow us to follow up your concerns and take problem bikes off our streets.”

Anyone with information is asked to contact 101.





Garden bonfires

While we're all staying at home more than usual, concerns have been raised about the health impacts of smoke from wood-burners and from bonfires.

Breathing in smoke from bonfires, wood-burners, chimeneas, barbecues and other similar appliances can trigger or worsen symptoms in people who have respiratory or heart conditions (such as Asthma, Chronic Obstructive Pulmonary Disease (COPD) and Bronchitis), as well as those caused by COVID-19.

The Council discourages the burning of any waste. Each year we receive numerous complaints about bonfires and smoke. Bonfires are a significant source of air pollution and the poisonous compounds in smoke, such as carbon monoxide, can have a harmful effect on human health.

It is a criminal offence to burn household waste which will cause pollution or possible harm to health, any waste generated as a result of commercial activity, or any waste that will cause dark or black smoke.

Burning of dry garden waste or other vegetation may not break the law, but if you are a business you need to inform the Environment Agency first.

If the smoke from your fire causes a nuisance to someone, they can make a complaint to the Council (or directly to a court). Think of your neighbours before lighting a bonfire. Advise your nearest neighbours so that they can be prepared for any inconveniences that may arise. Be careful what you burn.

Dry garden waste can be burnt. You can dispose of household or garden waste by composting or recycling it.



Drifting smoke - danger to traffic

You could be fined if you light a fire and you allow the smoke to drift across the road and become a danger to traffic.

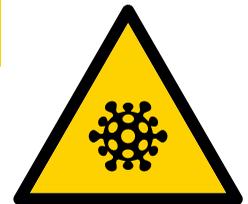
Please look after your neighbours.

For more information
www.southtyneside.gov.uk/bonfires



Beware of coronavirus scams

It is a real shame that at such a worrying time mindless criminals are seeking to benefit from the public's concern and uncertainty over COVID-19.



South Tyneside Council is urging residents to remain vigilant during the coronavirus pandemic as criminals target residents with a range of scams.

Communities are being warned of potentially fraudulent activity such as doorstep crime, online and telephone fraud, phishing emails, loan sharks, counterfeit goods and price hikes on essential household items.

As more people stay at home, doorstep crime is on the rise. Be aware of people offering or selling virus testing kits, vaccine or miracle cures, overpriced or fake goods to protect yourself from coronavirus such

as anti-bacterial products and shopping, medication collection or cleaning services.

Members of the public should only accept help and support from people they know or from trusted sources and are advised not to pledge money to support the coronavirus cause unless there is confirmation that the money is going to a trusted charity.

If you receive an unexpected text, email or phone call asking for personal or financial details, do not click on the links or attachments and do not give away any personal information unless you are sure the call is genuine.

Residents are also advised not to place signs in their windows saying that they are self-isolating as this may attract people who are looking to prey on vulnerable people.

We ask any members of the public to look out for signs of neighbours being targeted by doorstep criminals as well as yourselves. Please look out for each other and report anything that seems suspicious.

If someone has been targeted by a scam it can be reported to Action Fraud online at www.actionfraud.police.uk or by calling **0300 123 2040**.

For advice and information on how to check if something might be a scam, visit www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/.

EU EXIT

The UK has left the EU and will leave the transition period at the end of December 2020 – this will mean changes for individuals and businesses.

PREPARING TO LEAVE THE EU (BREXIT)

EU CITIZENS LIVING IN SOUTH TYNESIDE

If you are a European Union citizen, you and your family will be able to apply to get either settled or pre-settled status in the UK. This will mean you can continue living in the UK after December 2020.

More information can be found at:
www.gov.uk/staying-uk-eu-citizen

EU citizens and their families can apply for the settled or pre-settled status through the EU Settlement Scheme www.gov.uk/settled-status-eu-citizens-families

COMMUNITY GROUPS

The government has produced a toolkit for community leaders, which gives groups the right tools and information to support EU citizens and their families

www.gov.uk/government/publications/eu-settlement-scheme-community-leaders-toolkit

INFORMATION FOR RESIDENTS AND BUSINESSES

The government has prepared further advice on specific topics including:



Information on going and being abroad

including passports, foreign travel advice, pet travel and mobile roaming fees. If you are a business find out about imports and exports



Information on education, training and skills

including information for Erasmus students



Information on the environment

including environmental standards and food labels



Information on transport

includes driving licenses, vehicle insurance and flying to the EU



Information on work

includes workplace rights and working in the EU

There is a new checker tool for residents and businesses at: gov.uk/transition

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

Interested in fostering?

We're still here to take your call

Today is a time of rapidly changing circumstances, with the coronavirus pandemic bringing challenges to many people in our community. Yet now more than ever, our community has stepped up to the plate, supporting each other and shining a light on South Tyneside's fantastic community spirit.

Despite many things changing, the need for foster carers in South Tyneside remains the same. With many people using this time to refocus priorities, this may be an ideal time to think about how you can give children a better future as well as gaining qualifications and exploring fostering as a career.

There's no such thing as a typical foster carer

Foster carers can be single or married, same sex, employed or unemployed, a home owner or living in rented accommodation. Foster carers are as different as the children they care for.

We want to help our foster carers be the best carers possible and to give South Tyneside's children the best start in life.

What skills would I need?

All you need are life skills and to be able to provide a safe and secure loving home.

Life skills are simply qualities you will already have developed through life experiences. The assessment and training process will help identify and develop these qualities.



Is there an age limit?

You must be over 25 to foster (this may be younger if you have a previous relationship with the child you are to foster).

There is no upper age limit, but you must be able to care for and meet the needs of a child or young person.

So, don't rule yourself out before speaking to us.

Get paid, gain qualifications and give children a better future.

We offer 'Payment for Skills' - the more experience and qualifications carers gain, the more they will be paid.

This means that children are supported by skilled, motivated and rewarded carers.

You will receive:

- a competitive weekly skills fee, and
- a weekly maintenance allowance

You will also be supported to develop a range of skills that meet the needs of the children you care for.

Significant opportunities for training and development are offered to all carers through the Foster Carer Training programme and access is provided to the Local Safeguarding Children's Board training sessions and to qualifications in Care, Counselling and Health and Social Care.

Interested? Here's how to find out more:

The first steps are informal, and we are always happy to talk and meet with people who have an interest in foster caring to help you decide if it is the right choice for you.

📞 | (0191) 423 8500

🌐 | www.southtyneside.gov.uk/fostering



Thinking of adopting?

Almost half of the children awaiting adoption in the North East are in sibling groups.

Adopt North East, the regional adoption agency combining local authority services from South Tyneside, North Tyneside, Gateshead, Newcastle and Northumberland is looking to find forever homes for siblings across the North East to stay together.

Most people adopting for the first time choose to take a single child into their family. However, it is often in the best interests of the children that a sibling group finds a family together rather than experience further trauma by being separated.

Adopt North East is asking anyone who may be considering adoption to think about whether they could parent siblings. There's no denying that having more than one child comes with real challenges, but it also has advantages and brings great rewards.



A couple who recently adopted with Adopt North East explained, "We chose to adopt siblings because we had always wanted our family to consist of more than one child. When we made the decision to adopt, we felt it made sense to consider a sibling group rather than putting our first child through the upheaval of adopting another at a later date."

"Going from no children to two overnight hasn't been without its challenges but, despite their young ages, our girls have supported each other through the process and we take so much joy from seeing their relationship flourish as they grow up together."

If you are thinking about adopting, please contact the team:

Visit: www.adoptnortheast.org.uk

Email: adoptnortheast@northtyneside.gov.uk

Telephone: (0191) 643 5000



YOUR FUTURE
YOUR VOTE
YOUR CHOICE



MAKE SURE YOU'RE REGISTERED TO VOTE

Look out for information about the register of electors coming to you soon

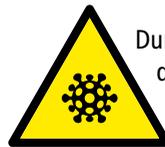
In July, the electoral registration office sent a letter or canvass form to every residential property in the Borough to check and update the register of electors.

The letters and forms list all the people living at the property that we currently have on the register of electors.

Residents who received a letter should check the details printed on it and respond online immediately, if there are any changes to make.

Residents who received a canvass form must respond to it immediately, even if there are no changes to make. Residents can respond to the form online, by phone, by text or return it in the envelope provided.

If residents do not respond to the canvass form by **4 September**, the Electoral Registration Officer is required by law to follow it up by either contacting residents by telephone, if we have a home phone number, or by calling at their house to collect the form.



During this coronavirus pandemic it will be difficult to maintain a safe distance from residents during face to face house calls.

To prevent someone having to call at their home residents are encouraged to respond to the canvass form **IMMEDIATELY**, to keep themselves and their families safe and reduce the possibility of catching or spreading the virus.



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 September 7 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