

South Tyneside

HELLO TOMORROW, CHANGE IS HAPPENING

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The new Interchange is improving transport links across South Tyneside

November 2019



South Tyneside Council

Brought to you in partnership with:



Community commitment reaps rewards

What a fantastic summer. Another outstanding event programme with a spectacular space-themed parade, a live music programme featuring internationally renowned stars and free children's entertainment that attracted thousands to our seafront. It was great to see so many community groups involved in the parade - the largest of its kind in the north.

I was delighted to see vision become reality as the interchange opened its doors in August. Around 7.5million passengers a year are expected to use the interchange, which brings a relocated Metro station and bus concourse under one roof.



Phase One of South Shields 365, including The Word, has resulted in an additional 450,000 visitors a year coming to the town centre so providing first class public transport facilities and improved connectivity is vital. First impressions count and the new interchange really does provide a smart, high quality arrival point into the town which visitors and local businesses deserve. You can learn about this

and other regeneration projects right across South Tyneside, via our interactive map at www.southtyneside.gov.uk/regeneration

This summer the Council was named Co-operative Council of the Year. This award is testament to those in our communities who've stepped forward to play a part in South Tyneside life. From community interest companies and groups, to individuals who volunteer their spare time, "thank you".

Our #LoveSouthTyneside campaign celebrates and promotes further social action, from raising awareness of community events, to encouraging small actions such as helping a neighbour, recycling or sharing on social media the things you love about South Tyneside, its people and place.

As we look ahead to the winter, we have another packed Christmas Wonderland programme scheduled including light switch-ons and the popular Camel Parade.

I'd like to thank all our partners and organisations that contribute to the production of this newsletter. This is the last edition of 2019 so I'd like to take the opportunity to wish you all a very Merry Christmas and a Happy New Year.

Councillor Iain Malcolm
Leader of the Council



Paul Baldasera, Strategy and Democracy Officer, Cllr Nancy Maxwell and Cllr Joyce Welsh pictured collecting the award



South Tyneside Scoops National Award

South Tyneside Council has picked up a major national award in recognition of its commitment to work with its communities.

The Council was named Co-operative Council of the Year with the accolade the result of a people's vote.

The Leader, Councillor Iain Malcolm, said: "Research shows South Tyneside Council is the third hardest hit by central government cuts and we have 54 per cent less government grant to spend on supporting our residents.

"As a result we have had to consider new ways of working to be able to continue to provide the services we know our residents value. Our communities have really stepped up and this award recognises their contribution."

"It is our strong community spirit and incredible army of volunteers in the third sector that make South Tyneside stand out. We couldn't provide the services such as libraries and community centres without their continued support."

Councillor Iain Malcolm

Sowing the seeds for partnership working

Parks in Jarrow are being given a new lease of life after residents and the Council decided to come together to spruce up their green space.

Springwell and Valley View Park used to attract anti-social behaviour, drug misuse, dog mess, vandalism and litter. But following the creation of a community group dedicated to improving the area, families are now starting to return to the park.

Primrose Parks Alliance - formed when Friends of Valley View and Springwell Park and Keep Mill Dean Clean merged - works in partnership with the Council which provides equipment for litter picks, delivers training to volunteers and maintains the parks.

Since the group was constituted in Summer 2019, around 240 volunteers have been recruited and five major litter picks have been held which have seen

the removal of three tonnes of waste and debris from the area. The group has also worked with children from local Valley View School who designed a logo for the alliance. The group also plans to work with nearby Jarrow School.

Caroline Hall, founder and Committee Secretary of the alliance, said: "The #LoveSouthTyneside campaign was the driver of this initiative as we are all ordinary people who are passionate about improving the area where we live.

"By working collaboratively with the Council we can advise them on where they can make improvements that will have the biggest impact.

"Our work is starting to make a massive difference with families now starting to enjoy the parks again but we have a long term vision to make the area beautiful and make improvements for everyone to enjoy."



L-R Alex McLeod, Tymon Bulawa-Sobolewski, Ben McLeod and Stuart McLeod taking part in a litter pick

Interchange has reached its final destination



South Shields' new transport interchange has become the town's latest striking landmark.

The £21million facility opened to the public as scheduled in August and has already welcomed more than one million passengers.

The statement building, which is clad in striking gold-coloured copper shingle, incorporates a modern bus station and relocated Metro station.

The facility forms Phase Two of the South Shields 365 regeneration masterplan being delivered by the Council and Muse Developments. It is now being managed and operated by Nexus.

The interchange, which was constructed by Bowmer and Kirkland, provides a new, striking point of arrival into South Shields for both residents and visitors, as well as enhancing connectivity to the various key areas of South Shields.

Its new, large concourse includes a Nexus TravelShop, a café, two lifts, escalators, and stairs to provide improved access to the Metro platform.

Work is on schedule to complete the demolition of the old Metro station by the

end of the year and improvements to the public realm are ongoing.

The Council is now refining its plans for Phase Three of the masterplan, which will provide an enhanced retail, leisure and housing offer to help create a vibrant town centre experience, day and night.

The project received £9.4million from the Local Growth Deal through the North East Local Enterprise Partnership, along with funding from South Tyneside Council and Nexus.



The £270million Local Growth Fund - secured as part of the North East Growth Deal and delivered in partnership with the Northern Powerhouse - supports major capital projects across the North East Local Enterprise Partnership (LEP) region that help achieve the objectives set out in the LEP's Strategic Economic Plan.

- 7.5million passengers a year
- 173 Metro train and bus arrivals and departures a day
- Clad in 3,857 gold panels
- More than 35,000 wall tiles on the building's interior
- 101,585 hours worked onsite to build the new facility
- 220 metres of new track
- 400 new sleepers
- 43 tonnes of new rail
- 1,200 tonnes of new track ballast
- 6 new overhead line masts
- 1km of new overhead wires
- 8km of new signalling cable

To learn about other regeneration projects in the Borough, visit our interactive map at www.southtyneside.gov.uk/regeneration

Traffic works at Testo's



Highways England has made significant progress on the Testo's investment project. In July they demolished the 13-metre wide West House Bridleway Bridge on the A19 to create room to build the flyover that will carry the A19 over the roundabout.

The demolition marked the first major milestone of the £125million scheme which will see the A19 raised above the Testo's roundabout and new slip roads built to connect the roundabout to the A184. Once complete, drivers travelling on the A19 will no longer need to negotiate a junction, instead continuing uninterrupted.

The next major milestone will be moving all traffic from the A19 on to the new slip roads from Downhill Lane. Once the new road surface is in place, white lines will be painted and studs and barriers will be installed, before this stretch of road is opened to the public.

When traffic starts to use these slip roads, Highways England will continue to build the flyover above the roundabout.

Please visit <https://highwaysengland.co.uk/projects/a19-testos-junction-improvement/> for more information about the scheme.

BREXIT

The United Kingdom of Great Britain and Northern Ireland are expected to leave the European Union on 31 October 2019. Leaving the EU could 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

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
-  **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

All information can be found at: www.gov.uk/prepare-eu-exit/all

PREPARE YOUR BUSINESS FOR BREXIT

Leaving the EU means your business or organisation may need to prepare for change. Businesses may need to implement new procedures with the following activities most likely to be affected:

- Importing goods
- Exporting goods
- Selling to customers who export
- Sending staff to the EU to do business
- Employing EU staff
- Using personal data
- Regulations and standards for goods and products

IMPORTING AND EXPORTING AFTER BREXIT

If your business has traded within the European Union during 2018, you may already have received a letter from HMRC, allocating you an EORI (Economic Operator Registration and Identification) number. If you have not received this, and you wish to trade within the EU after 31 October, you will need to apply for one online.

If you already have an EORI number that starts with GB, you can continue to use it. If you do not currently have an EORI number that starts with GB, you will need to apply for a new one www.gov.uk/brexit

BREXIT WEBSITE

The government has a dedicated Brexit website which gives Brexit guidance for your business. The site includes an online checker that will help individual businesses understand the actions they need to take to prepare. It only takes a few minutes to complete and businesses will be provided with a list of specific actions based on their responses www.gov.uk/brexit

The government has published guidance for businesses in preparation for Brexit - answer a few quick questions and get advice specific to your industry <https://euexitbusiness.campaign.gov.uk/>

INFORMATION

Invest South Tyneside will continue to share relevant and important information. Local businesses can sign up to their newsletter and find out information at www.investsouthtyneside.com

The North East Growth Hub has prepared a series of guides, documents and information in order to prepare businesses for Brexit which can be accessed using the following link: www.northeastgrowthhub.co.uk/toolkits/brexit-toolkit/

Get ready for Brexit

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

Prepare for Brexit at gov.uk/brexit

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CLIMATE CHANGE

together we can make a difference



South Tyneside Council declared a climate emergency earlier this year and has pledged that the Council will be carbon neutral by 2030 - but what does that mean for the people of South Tyneside?

We have invested in renewable technologies to reduce fuel costs and carbon emissions, implemented transport schemes to reduce emissions and promote sustainable transport usage, invested millions in flood defences across the Borough, increased recycling rates, invested in environmentally friendly measures across housing and Council buildings, promoted sustainable regeneration and much more.

Our interventions have helped reduce carbon emissions by an estimated 48 per cent since 2014/15.

This action, and other interventions, is making a positive impact and helping us tackle the devastating effects of climate change. However, there is still more that can be done.

The Council accounts for only a small part of energy use across the Borough - we need to support, listen to and enable others to aim to be carbon neutral by 2030. The threat of climate change is something that affects us all and together we can make sustainable impact.

We are grateful to our residents who recycle responsibly and we aim to make that as easy as possible.

Find out how to recycle in South Tyneside on pages 34 and 35. The Council's drive on waste has resulted in a dramatic reduction in the amount that goes to landfill - now less than 1 per cent, a reduction from 66 per cent in 2010.

A new recycling transfer station is to be built at Middlefields depot over the next year to handle 20,000 tonnes of blue bin materials. Benefits include reduced fuel consumption from vehicles and better control of contamination. The scheme will save 140,000 litres of fuel a year and 400t CO2. In addition the roof space will be used for solar panels that will generate 80,000 kWh of electricity.



Trees play an important role in naturally improving air quality. We are well on our way to meeting the government's target of 12 per cent tree canopy coverage by 2060 having almost 10 per cent already and an additional 3,000 trees being planted this winter.

Climate change is everyone's responsibility and the choices we make can help. Whether you choose to recycle more, use the car less or use sustainable energy we must all think about the part we can play. Together we can make a difference.

Civic pride strong in South Tyneside

The Mayor and Mayoress of South Tyneside, Councillor Norman Dick and Mrs Jean Williamson have thrown themselves into their year of office having enjoyed a busy summer of key events and civic engagements.

Some highlights of their first few months include Armed Forces Day, the dedication of the new Tommy Silhouette, the commemorative event of 'Operation Banner' and the Summer Parade.

This year's Summer Parade was enjoyed by over 30,000 people and received some excellent feedback from both residents of South Tyneside and visitors to the Borough.

Brigid Dodsworth said: "Well done to all the organisers of the carnival, another fantastic year. Job well done. We are so lucky in Shields to have these free events."

Eileen Page said: "FANTASTIC – we were on holiday from Salisbury and thoroughly enjoyed it."

The Mayor also had the pleasure of welcoming royalty to the Borough when HRH Duke of Gloucester visited Jarrow Hall to open a special exhibition and plant a tree in Jubilee Wood.

The Mayor said: "It is a great honour to be the first citizen of South Tyneside and represent the Borough. We have had a great start to our year in office and the Mayoress and I will continue to fully embrace our civic duties and enjoy meeting the people who make South Tyneside such a diverse and exciting place."

The Mayor and Mayoress are also working hard to raise money for their chosen charities, which are South Shields Volunteer Life Brigade and NAAFI Break.

The Mayor added: "The money we raise for these worthwhile causes will make such a huge difference, so the Mayoress and I are calling on the kindness and generosity of the people of South Tyneside to donate whatever they can spare."



- 1** The annual Mayor's Sunday Parade
- 2** Celebrating Armed Forces Day and the Borough's Armed Forces community
- 3** Hosting the traditional Mayoress at Home
- 4** The Mayor and Mayoress soak up the atmosphere at the Summer Parade
- 5** Dedicating the new Tommy Soldier Silhouette at Haven Point
- 6** A service to remember Srebrenica
- 7** HRH Duke of Gloucester visits Jarrow Hall and Jubilee Wood
- 8** Meeting Mo Farah at the annual Great North Run
- 9** The Mayor and Mayoress with Marti Pellow at the Summer Festival
- 10** Commemorative Service of the 50th Anniversary of 'Operation Banner'

Christmas
Wonderland
In South Tyneside



With amazing events, good shopping opportunities and plenty of places to wine and dine, South Tyneside has everything you need to make it a Christmas to remember.

Highlights of a fantastic event programme include the return of the Camel Parade, light switch on celebrations, gift fairs, visits from Santa and panto fun.

For your Christmas shopping please try and shop local and support our great local traders. The area's town centres and villages have a wide range of high street names and independent shops to browse. You can visit one of our special Christmas fairs, and also head to South Shields Market where you can pick up a good bargain. Festive lights will shine, and choirs and bands will entertain you with classic carols and festive songs when you are out and about.

There are lots of ideas for things to do over the following pages, and make sure you check out www.southtyneside.gov.uk/christmas for a full list of what's on this Christmas.



Remember
to shop local

Small Business Saturday
Saturday 7 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 a full list of participating car parks visit www.southtyneside.gov.uk/christmas



Camel Parade

Friday 6 December, 5pm
Ocean Road to Haven Point

Join us for a magical evening as our Christmas Wonderland Parade returns this December.

Line the route along Ocean Road and see the camels, before marvelling at the street entertainment including carnival group Creative Seed's fabulous stilt walkers in festive costume and illuminated characters.

Back by popular demand are the impressive Spark! drummers, so make sure you have your camera ready to

capture their energetic performances all set to different lighting effects!

Once the camels have left the area there will be even more entertainment at the seafront and lots of music featuring all of your Christmas and party favourites. Completing what will be a fantastic festive event will be an amazing fireworks display lighting up the night sky.



Festive fun awaits...

What better way to get you in the mood for the big day than coming along to our Christmas Lights Switch On events.

Kicking off the festivities will be the South Shields celebrations on Thursday 21 November, where the Mayor of South Tyneside will be switching on the festive lights with **East 17!**

The band, consisting of frontman and former 'Women Trouble' hitmaker, Robbie Craig, original member Terry Coldwell, and Joe Livermore, will be performing many of the band's greatest hits including the Christmas classic 'Stay Another Day'.

Throughout the evening there will be music from local performers including the talented Choirmaster group, an appearance by The Customs House's panto stars, street entertainers and lots more.

The fun doesn't stop there, with more celebrations taking place at Jarrow and Hebburn too. They will be packed full of great music and entertainment for all the family to enjoy.

Keep checking www.southtyneside.gov.uk/christmas for more details of switch on events close to you.

Christmas Lights Switch Ons

South Shields Market Square
Thursday 21 November, 6 - 7pm
with East 17

Jarrow Jarrow Town Hall
Friday 22 November, 4 - 5pm

Hebburn Fountains Park
Monday 25 November, 4 - 5pm



Christmas Fair at Haven Point

Saturday 16 November, 10am-5pm
Sunday 17 November, 10am-4pm

The Christmas Fair at Haven Point is one of the best in the North East.

With a vast range of stalls selling beautiful arts and crafts, jewellery, decorations and festive food, it is always a popular event to browse for Christmas gifts.

Showcasing some of the many talented crafts people and traders we have around the area, it's a great opportunity to pick up some unique presents for your family and friends.



More events to enjoy

Here are some more event highlights across South Tyneside this festive season.



Robinson Crusoe

The Westvian Theatre
Friday 17 to Saturday 25 January
Join the Westvians for their award-winning traditional pantomime. Hilarious fun for all the family, this is a great way to start the new year. Tickets are available at the Shop @ The Word on 0191 424 7788.



Snow White

The Customs House
Wednesday 27 November to Sunday 5 January
Providing a fitting finale to The Customs House's 25th anniversary celebrations is the very first pantomime that was performed there, Snow White.

Executive Director Ray Spencer returns as the Dame, along with a fantastic talented cast, in what will be a unique Customs House take on the classic fairytale. Expect lots of laughter, mess and of course mayhem!

It's proved to be the fastest-selling panto in their history, so be sure to purchase your ticket soon. To book call 0191 454 1234 or go to www.customshouse.co.uk

The Elves and the Shoemaker

The Customs House
Saturday 30 November to Christmas Eve
Santa's Naughty Elf is back in a unique take on a story you all know and love, where you will discover that even the naughtiest of elves can make dreams come true. A great festive event for the under 7s.
To book your ticket, which includes a gift from Santa, contact The Customs House on 0191 454 1234 or visit www.customshouse.co.uk

Christmas at Hebburn Central

The Christmas lights switch on celebrations in Fountains Park on Monday 25 November will be complemented by a number of special activities over the festive season in nearby Hebburn Central, including children's craft sessions on Saturday 7 & 14 December (10.30am – 12noon). Check online for more details as well as more information on other activities to enjoy at our Borough's libraries.



Santa's Winter Woodland

West Boldon Lodge
Various dates from 30 November
Santa and his elves return to train a new generation of elf helpers. Join Santa's top elves on a journey through Elf School, the Enchanted Forest, and the Elves' Workshop, before visiting Santa's Grotto. Find out more at www.westboldonlodge.co.uk



Christmas Fayre

Jarrow Hall
Sunday 1 December, 10am - 3pm
Stock up on your Christmas gifts and decorations at this popular event, which will host a number of crafts people and traders from around the area. Entry to the fayre is free.

Father Christmas comes to Souter

Weekends between 1 & 21 December
Post your letter to Father Christmas and meet the big man himself in his hidden grotto. Receive an early gift then create some wooden crafts in the elves' workshop, before enjoying a delicious hot chocolate and marshmallows. Booking is essential, call 0191 529 0909.
Other festive events to enjoy at Souter include Christmas crafts for kids on 23 & 24 November and a craft fair on 16 & 17 November.

Civic Carol Service

Temple Park Centre
Monday 2 December, 7pm
Join the South Tyneside Orchestra and choirs from across the Borough's schools for a lovely evening filled with Christmas carols and festive songs. Tickets are £4 and can be purchased by calling 0191 424 7331.



Whitburn Winter Festival Day

The Barnes Institute
Saturday 7 December, 11am - 3pm
There will be lots of festive fun with a Santa's Grotto, a magic show, carol singers, stalls and lots more. Admission is £1 and includes a mulled wine/hot drink for adults and a ticket to see Santa and other activities for children.

Santa at Jingle Bell Square

South Shields Museum & Art Gallery
Saturdays 7, 14 & 21 December
Santa and his helpers return to the museum, where they will be sharing festive tales and giving all the good girls and boys a gift. Booking is essential. For more details go to www.southshieldsmuseum.org.uk



Candlelit Tour

Arbeia, South Shields Roman Fort
Saturday 14 December, 4.30pm
Enjoy an atmospheric tour of the fort by candlelight and hear tales of the site's dramatic past. Over 12s only. Places are limited so early booking is recommended. Find out more at www.arbeiaromanfort.org.uk

For a full programme of festive events and activities throughout South Tyneside:

- www.southtyneside.gov.uk/christmas
- Visitor Information Centre at The Word on 0191 424 7788
- [/southtynesideevents](https://www.facebook.com/southtynesideevents) [@stynesideevents](https://twitter.com/stynesideevents)
- [@stynesideevents](https://www.instagram.com/stynesideevents)

Details are correct at the time of going to print but please check with event organisers before you travel.

CHRISTMAS @ THE WORD

the WORD
NATIONAL CENTRE FOR THE WRITTEN WORD

BOOKING IS ESSENTIAL.

Buy your tickets from the Shop @ The Word or online www.theworduk.org

CHRISTMAS CARD BOOTH

Sat 30 November, drop-in between 10am-4pm
£5 for first Christmas card, £3 for further copies. Suitable for all ages

Choose from a range of festive storybook backgrounds and through the magic of green screen you can appear in your own Christmas card.

CHRISTMAS LASER FUN

Sat 30 November, 10am-12.30pm
£10.50 per person. Suitable for ages 8+

Children can learn how to design and create a selection of festive items using the laser cutters in FabLab.

CREATE A CHRISTMAS BOX

Sat 30 November, 1-4pm
£20 per person. Suitable for ages 16+

Get in the festive spirit and create a Christmas box. Add a personalised message and watch as it's laser cut.

CREATE AND DESIGN FOR CHRISTMAS

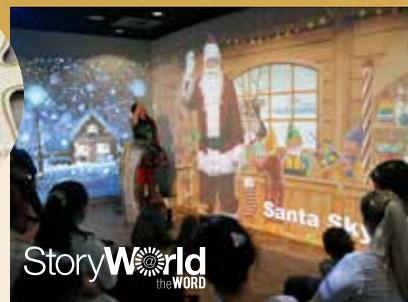
Sat 7 & 14 December, drop-in between 10am-3pm
From £4 per creation. Suitable for all ages
These drop-in sessions give children the chance to see their design made in front of their eyes on our laser cutters. It can be Christmas related or something completely different!

CHRISTMAS ARTS AND CRAFTS

Sat 7, 14 & 21 December, drop-in between 11am-1pm
50p-£1 per craft
Children can enjoy creating a range of Christmas-themed crafts.



A journey through Space like no other, from moons and planets to music and movies.



CHRISTMAS TALES

Sat 7, 14 & 21 December, 10.30am, 12.45pm and 2.15pm
£3.50 child, £2.50 adult, £10.50 family of 4, £1 children under 1

Suitable for under 7s and their families

Listen to magical Christmas tales in these immersive storytelling sessions. Children will also sing festive songs, get crafty and play Christmas games.

SHOP @ THE WORD FIND THE PERFECT CHRISTMAS GIFT

Visit Shop @ The Word to find the perfect gift for someone special. Browse the fantastic range of gifts including bespoke decorations, cards and hand-crafted items.



Local writer Tom Kelly filming in South Tyneside for a new film to help residents living with dementia

THE PLACE WE LOVE

the WORD
NATIONAL CENTRE FOR THE WRITTEN WORD

An exhibition, which brought the past to life for those living with dementia, has inspired a new film.

The North East Lost Dialect exhibition at The Word, National Centre for the Written Word, explored traditional North East words, phrases and songs, many of which are now rarely used.

And its effect on visitors with various stages of dementia was so profound that The Word commissioned a film, specially to help South Tyneside residents who are living with the condition.

Titled, The Place We Love, the film is a collaboration between The Word, writer Tom Kelly and local filmmakers, Unified Media, and takes Tom on the journey of his life.

Using images from South Tyneside Libraries archives and new footage, Tom walks viewers to places and buildings in the area which have been important to him over the years.



Unified Media's Ryan Gibson, Jon Burton and Phil Skinner on location

The aim is to prompt a memory for those people living with dementia and to encourage carers to ask questions which may bring memories back to life.

"As part of the Lost Dialect exhibition there was an interactive jukebox playing Benny Graham singing local folk songs," said Tom, "and I saw how emotional one man got when his mother - who had quite severe dementia - started to sing along."

The film, which contains advice from Alzheimer's Society, was originally discussed with members of South Tyneside Libraries' Living Well with Dementia group at Hebburn and received positive feedback. Penny Easton and Liz Williams from Alzheimer's Society have also been on hand offering advice. Jon Burton, from Unified Media said: "Our vision for the film has developed alongside meeting and working with people from Alzheimer's Society and dementia groups, who have helped us learn more about and further understand the condition."

Cllr Tracey Dixon, Deputy Leader with responsibility for Independence and Wellbeing, said: "South Tyneside has an ageing population and we all know friends or family members affected by dementia but too often they experience loneliness and social exclusion. This film is an additional resource that people can draw on to support those living with dementia."

The film will be shown as part of the Word Bank of Lost Dialects exhibition at The Word from mid November to 5 January. It will also be available via www.theworduk.org, YouTube and on DVD upon request for a small charge.

ADVICE AND SUPPORT IS AVAILABLE

Are you or someone you know worried about your memory or affected by dementia? The earlier you seek help the sooner you can get information, advice and support. **Visit your GP, call Alzheimer's Society's local office on 0191 427 5443, or visit alzheimers.org.uk**

South Tyneside Libraries' Living Well with Dementia group meets on the third Monday of the month, 2-3.30pm at St Aloysius Church Hall in Hebburn.

For a full list of events, including details of special music performances during the festive period, see:

www.theworduk.org

[/theworduk](https://www.facebook.com/theworduk) [@theworduk](https://www.instagram.com/theworduk) 0191 427 1818



SILVER CORPORATE SPONSOR



BRONZE CORPORATE SPONSOR



#LoveSouthTyneside



Daniel Rowell with former Mayor, Ken Stephenson

Hebburn Helps

Hebburn Helps started in June 2015 by friends Jo Durkin and Angie Comerford. It has grown from a box of food in a shop's spare room to a truly inspiring community charity offering a range of goods and support. Jo Durkin set the charity up after finding herself in a difficult situation and she vowed not to let anyone else go through the same thing. Hebburn Helps recently won the Community Group of the Year Award in the Gazette's Best of South Tyneside.

Hebburn Helps provides food parcels, adults clothing, kids clothing, baby equipment, toys, household items and more. Christmas is the busiest time of the year at Hebburn Helps and there are a number of appeals that residents can get involved with to help.

Jo Durkin and volunteers



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

The Big Christmas Toy Appeal

Can you help a child in your local area this Christmas?

This Christmas there will be children waking up to find that Santa has forgotten about them. Hebburn Helps would like to make sure that no child wakes up without a gift.

How you can help:

- Donate any unopened gifts from last Christmas
- Buy a child a small affordable gift
- Organise a toy drive in your workplace

Toys will be allocated to the most vulnerable children in our area.



Christmas dinner appeal

Last year Hebburn Helps provided vulnerable families with food to make a Christmas meal. This year Hebburn Helps would like to do the same and is asking for donations of small turkey crowns or any small joint of meat as well as potatoes and other vegetables.

Selection box appeal

Hebburn Helps would like donations of selection boxes to distribute to local children who they have helped in some way during the year. Can you donate a selection box or some treats for those with various dietary requirements so that everyone can enjoy a little something at this time of year?

If you would like more information on Hebburn Helps appeals or information about the charity, call 0191 489 9707, email hebburnhelps@hotmail.com or search Hebburn Helps on Facebook.



Nominate someone today!

Daniel Rowell was our first #LoveSouthTyneside thank you winner. Daniel was nominated for his passion for the environment and organising and taking part in regular litter picks.

Voting is now open until Friday, 22 November for the Christmas #LoveSouthTyneside thank you award.

Nominate someone today who you think deserves to be recognised for volunteering, improving the environment, helping others or promoting South Tyneside as a great place to live or visit.

www.lovesouthtyneside.co.uk



Jim Wilkinson

Jim Wilkinson is a carer for his disabled wife. Jim has two young sons aged 12 and 13 and regularly takes fantastic photos of South Tyneside when he is out and about. The photos are shared on our Council facebook pages. We just wanted to give a HUGE thank you to Jim for his amazing support of our beautiful Borough. A true ambassador for South Tyneside.

Litter and Laugh Walk



The Litter and Laugh Walk was the brain child of Goldfinch Estate Agents' Sales Director Angela Todd. Its main aim is to bring the local community together to combat the growing problem of litter which, in turn, finds its way in to rivers and seas. Angela recently won the Greener South Tyneside Award in the Gazette's Best of South Tyneside.

"Living in a coastal town and so close to the River Tyne I feel it is our obligation to help protect our sea family," says Angela. "The monthly Litter and Laugh Walks are a perfect way for like-minded people to come together, make new friends and help make a massive difference to our environment." Angela even calculates average miles, steps and calories as it's a great way to keep fit. The group meets once a month at the Goldfinch Estate Agents' office on Fowler Street, South Shields. Litter picks and bags are all provided and everyone is welcome. The walk ends at The Westoe Crown Hub where complimentary drinks are served.

For more information and to get involved with the Litter and Laugh walk visit: litterandlaughwalk.org/home

HERE TO SUPPORT YOU

The Council is committed to helping residents who need additional support, particularly those hardest hit by benefit changes or who are raising a family on a low income. Here are just a few of the initiatives which the Council has put in place.



Alison is pictured with her son Willow

Super Success for Summer Clubs

This year the Council laid on activities and lunch for children at venues right across South Tyneside in the school summer holidays to help families struggling to make ends meet.

More than 5,000 children took part in the scheme with positive feedback from local residents.

Mum-of-two Alison Bissett hailed the scheme as *"Amazing."*

Alison of Whiteleas, who volunteers for Hebburn Helps, said: "This scheme is badly needed because more people than ever before need help. Since the changes to the benefit system and the introduction of Universal Credit, we are worse off as a family than we have ever been.

"Some people have to make the choice between putting a roof over their head or feeding their family.

"That why I absolutely welcome this initiative from the Council. It's vital that as a community we come together."



Our Welfare Support Team is here to help

Boosting the incomes of the hardest hit

Benefit changes, introduced under welfare reform, have been introduced by central government with the aim of saving public money and reducing the welfare expenditure bill.

At a local government level, our Welfare Support Team has worked hard to boost the incomes of those hardest hit by the reforms by helping residents claim money they are entitled to.

Since Universal Credit was rolled out last May, the team has helped hundreds of people.

Over the last financial year the team has secured more than £3.2million in financial gains for the residents of South Tyneside. This included £195,000 in backdated benefit payments and almost £80,000 in discretionary housing payments for those affected by Bedroom Tax. The team also supported cases totalling over £1.3million of personal debt, successfully achieving almost £300,000 of resident debt being written off by creditors.

To find out more, visit www.southtynesidecouncil.gov.uk or contact 0191 424 6040.

Residents benefit from extended crisis help

South Tyneside residents facing hardship can benefit from extended choice thanks to a leading retailer joining a Council-led welfare initiative.

The UK's fifth largest supermarket, Aldi, has joined local Morrisons stores in signing up to the Council's food voucher scheme, which provides immediate crisis support for those eligible residents in hardship.

The vouchers can be used by people in hardship for food. They cannot be used to buy alcohol or cigarettes. Last year the Council received more than 1,800 applications to the scheme.

With branches in South Shields and Hebburn, the addition of Aldi to the scheme means that those qualifying for help will benefit from additional choice and improved accessibility.

Residents experiencing an unforeseen emergency or a crisis can apply for assistance online at www.southtyneside.gov.uk/crisissupport

Council Tax and benefits online

Have you signed up to our online service to manage your Council Tax, Housing Benefits or Council Tax Support claims?

You will be able to:

- View your Council Tax account online, including next and previous payments
- Set up a Direct Debit
- Sign up to receive your bills by email (e-billing)
- Apply for, or cancel, Single Person Discount for Council Tax
- Set up a payment arrangement for Council Tax
- View your Housing Benefit and Council Tax Support details online (if you receive these benefits)
- Receive your Housing Benefit and Council Tax Support notifications online (if you receive these benefits)

All new accounts set up before 31 December 2019 will be entered into a competition to win a £30 high street voucher.

Providing the Best Start for ALL our Young People

South Tyneside Council is committed to giving all children and young people the best start in life.

South Tyneside and North Tyneside Councils have been named the region's first Partners in Practice along with just 14 others nationally. Working in partnership with central government, this programme aims to drive innovation and improvement to deliver better outcomes for vulnerable children and young people.



As part of this programme, a cutting-edge project called The WorkPlace is seeking to improve the confidence of young people leaving the care system by improving access to education, employment and training.

At The WorkPlace, care leavers are given the opportunity to upskill themselves and make themselves ready for work. They can also benefit from an online tool which helps shape their career aspirations and enables them to make informed choices about their career goals.



In addition, 13 care leavers are employed at the Council in apprentice-style roles in services across the Authority. By providing the opportunity to gain hands-on experience in paid roles, it is hoped this will significantly enhance their employability prospects. The scheme also ensures that the views of those with experience of the care system are taken on board and used effectively to drive forward the development of new services.

There are also plans to appoint a care leaver to a new role of Leaving Care Ambassador who will be tasked with removing barriers faced by those in care and who will look for employment opportunities outside of the Council.



The WorkPlace project also works in partnership with local arts providers to give children the opportunity to take part in creative activities which can also lead to accredited qualifications.

The project will build on previous improvements made, and help care leavers move on to further education, training or employment. In 2016/17, just 53 per cent of care leavers aged 17-18 were in education, employment or training and this rose to 72 per cent in 2017/18. It is hoped that this trend will continue with the Council committed to using the opportunities presented through The WorkPlace to help make this a reality.

As a Partner in Practice, the Council also works with other local authorities whose Children's Services are under-performing or at risk of failing. Both North and South Tyneside Councils' Children's Services have been rated 'Good' by Ofsted with Outstanding areas of service. More than half of Children's Services nationally have been rated 'Requires Improvement' or 'Inadequate' and the two councils working as the Tyneside Alliance are supporting some of these local authorities.



The best start in life



Caption: Headteacher Michael Arthur is pictured with reception class pupils Max, Izabell, Tommy, and Ella-Rose in the school library

New School for South Tyneside Pupils

Pupils from a South Tyneside town are enjoying their lessons in a brand new school.

Children aged three to 11 from Hebburn are now learning their lessons in the new £8.7million Toner Avenue Primary School.

The state-of-the-art building features a two-storey teaching block, a double-height hall which can also be used for community use, playing fields, hard play areas, a Multi-Use Games Area and a secure Early Years garden.

Kier Regional Building North East led on the construction of the school which has been built to the rear of the old school which is now due for demolition.

Headteacher, Mr Michael Arthur, said: "It is amazing that we can now offer the children of Jarrow and Hebburn such a fantastic place to learn and enjoy school."



Managing our budget

Having already made over **£168million of savings** since 2010 and with continued uncertainty around government funding, South Tyneside Council is working hard to protect local services.

Despite almost 54 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:

- Completed work on our new transport interchange in partnership with Nexus, part of the South Shields 365 capital investment to support new jobs and businesses
- Continue to refine proposals for Phase Three of South Shields 365
- Continue progress with the new International Advanced Manufacturing Park with the first occupiers now signed up
- Are developing a masterplan for Holborn and are currently planning the remediation of the site, planning demolitions and starting to procure a residential developer
- Continue our Borough-wide programme of improvements to roads and footpaths.

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

Have your say

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 29 November 2019**



Kieran with his mentor Ralph Patterson

Engineering a bright future with Council's Skills Service

Local resident Kieran Fontaine is off to a surging start after successfully completing an Engineering Access Study Programme, funded by South Tyneside Council's Skills Service.

Kieran achieved a Level 2 qualification in Performing Engineering Operations at TDR Training, who deliver the Engineering Apprenticeship Access Programme on behalf of South Tyneside Council.

The scheme, which is available to 16 to 19-year-olds, enabled him to secure employment as an electrical engineering apprentice at award-winning national company, Quantum Controls.

Kieran, 18, from South Shields, said: "The programme was an absolutely brilliant opportunity. The entire process and all the staff were very professional and, from day one, provided a good insight to what a real workplace would be like.

"I am so pleased that I now have an apprenticeship with a successful company and feel motivated to do my very best in my apprenticeship and career. I would recommend this course to anyone who would like a career in engineering."

The hands-on experience Kieran gained meant he was one step ahead of the hundreds of other candidates applying for apprenticeship opportunities in this highly-competitive sector. He has followed in the footsteps of 98 per cent of previous candidates who gained employment and an apprenticeship at the end of their course.

Ralph Patterson, Kieran's apprenticeship mentor, said: "It's clear that Kieran has received a good grounding in engineering which is definitely helping him in the early days of his apprenticeship."

Skills South Tyneside has courses available in a wide range of areas. For more information visit: www.southtyneside.gov.uk/skillssouthtyneside

For details of our Engineering Study Programme, search 'engineering'.



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.



There is 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 have produced a short animated film to help promote fostering and to illustrate the journey of foster carers in South Tyneside.

South Tyneside Council's fostering team offers competitive fees and allowances and access to qualifications in Care, Counselling and Health to help our foster carers to be the best carer possible and to give South Tyneside's children the best start in life.

If you'd like to find out more about fostering, and to see our film, visit:

www.southtyneside.gov.uk/fostering
 ☎ | 0191 423 8500

Give children a better future, gain qualifications and be rewarded.



Considering Adoption?

We'll be with you every step of the way.

Adopt North East is the new regional adoption agency, which combines local authority adoption services from South Tyneside, North Tyneside, Gateshead, Newcastle, and Northumberland.

Adopt North East is looking for adoptive parents in the North East for a wide range of children seeking loving homes. We are particularly looking for parents for pre-school children and older as well as sibling groups and children with special needs.

If you are thinking of adopting please get in touch.

T 0191 643 5000
E adoptnortheast@northtyneside.gov.uk
W www.adoptnortheast.org.uk



National Keeping Adults Safe Week

"Be Better Together"
18 - 22 November 2019

Keeping adults safe is about protecting those at risk of harm from suffering abuse or neglect.

We should all be aware of the signs to look out for and know how to report our concerns.

South Tyneside Safeguarding Adults Board, together with multi agency partners are supporting National Keeping Adults Safe Week, by providing free drop-in events across South Tyneside to provide advice and information from a range of services.

The events are open to everyone and will take place:

Tuesday 19 November 2-4pm	South Tyneside Recovery Service, 4,5,18,19 Cookson House, River Drive, South Shields NE33 1TL
Wednesday 20 November 9.30am -12.30pm	Hebburn Central, Glen Street, Hebburn NE31 1AB
Thursday 21 November 10am-1pm	Cleadon Park Primary Care Centre, Prince Edward Road, South Shields NE34 7QD
Thursday 21 November 1-3pm	Ocean Choices Dementia Café, Galsworthy Road, South Shields NE34 9UG
Friday 22 November 10-11.30am	Grange Road Baptist Church, Grange Rd West, Jarrow NE32 3JA

Keep updated
 @STSafeguarding



County Lines Exploitation

'County Lines' is a term used when drug gangs from big cities expand their operations to smaller towns, exploiting children and adults into becoming a courier of drugs and money

There are at least 46,000 children involved in criminal activity in England and these children are often treated as criminals themselves.

A young person who is involved in county lines activity may display some of the following signs:

 Persistently going missing from school or home, or being found out-of-area	 Unexplained acquisition of money, clothes or mobile phones	 Excessive receipt of text or phone calls	 Relationships with controlling, older individuals or gang association
 Leaving home or care without explanation	 Suspicion of self-harm, physical assault or unexplained injuries	 Parental concerns	 Significant decline in school performance
		 Significant changes in emotional well-being	

If you feel a child is being exploited visit www.southtyneside.gov.uk/worriedaboutachild for more information on how to report abuse.

Adults at risk of being exploited can also be a target for County Lines gangs who will pressurise them into using their homes as a base for criminal activity. This is known as 'Cuckooing'.

An adult may display one of the following signs:

- Receiving more visitors at unusual times of the day or night
- They have stopped leaving their property
- Anti-social behaviour increased around their property
- Curtains or blinds are almost always shut
- Suspicious smells around their property

If you feel an adult is being exploited you can visit www.southtyneside.gov.uk/worriedaboutanadult for more information on how to report abuse.

Working in partnership with
CrimeStoppers.

www.southtyneside.gov.uk/countylines

Open up a world of reading



Amelia Hedley and Theresa Brown at Davies Hall, Housing Plus scheme

South Tyneside residents who are unable to visit their local library can have books in print or on audio delivered to their home for free using our home reader service.

Our home reader service is personal, friendly and will deliver and take back books on a rotating schedule.

The service is available to people of all ages, in South Tyneside, who are unable to use a local library due to illness, disability or frailty. Full time carers can also use this service.



Fiona Witts and Maureen Cairns

Benefits of the Home Reader service:

- We visit over 400 people in their own home
- We supply books to residential homes, sheltered housing and nursing homes
- We have a wide selection of large print and ordinary print books
- We also have books on CD available free to our users

If you are unable to get to the library for yourself, or to carry books through disability, sickness or old age, contact Maureen Cairns on 0191 424 7870 or email library.support@southtyneside.gov.uk.

Maureen is happy to visit all new members in their homes. This visit is an opportunity for us to get to know you and it gives us the information we need to be able to select the right books for you. A member of staff or a volunteer will call each month to change your books. You can also request specific books that you are interested in.

South Tyneside
Libraries & Information

CHANGES TO THE BLUE BADGE SCHEME



NEW LEGISLATION

On 30 August new eligibility criteria was introduced by the Department for Transport, enabling people with substantial non-visible or 'hidden' disabilities which are likely to last for three years or more and those who receive qualifying benefits to apply for a blue badge.

You can find out if you meet the new criteria and apply or renew online at: www.gov.uk/apply-blue-badge. If you need assistance ask a family member, friend or support is available at Age Concern Tyneside South (ACTS) or Bliss=Ability.

They can support with:

- getting online
- filling in the form
- taking a digital photograph

If you have an email address but not access to a computer you can pop into

- South Shields Town Hall
- Jarrow Town Hall
- The Word
- Cleadon Park Library
- Hebburn Central
- Jarrow Library

For more information go to: www.southtyneside.gov.uk/bluebadge



Let's talk about social care in South Tyneside

Our Let's Talk Together approach is helping to change the conversation between social workers and residents.

By working together with our residents and partners within health and social care we are able to have a different type of conversation, one that really gets to know the person and what is important to them. Our new Let's Talk Together approach sees a shift from traditional assessment and tick box processes. Instead, we are having a different type of conversation that shifts the focus from what a person cannot do, to what they can do. It builds upon a person's strengths and resources to help the person stay connected to their own communities, whilst giving them the confidence to enable them to live a full and meaningful life. The key to this approach is building a relationship with the individual by providing the right support at the right time, this could be a range of options

including giving information to working intensively with someone through a period of crisis and helping them to regain their independence and well-being. Ensuring those who need longer term support have the choice and control they need.

This new way of working has supported South Tyneside Adult Social Care to achieve positive changes across the service, including supporting more people to live independently, a reduction in the numbers of people admitted to residential care, people spending less time in hospital and a more balanced budget overall despite increasing demands.

Those staff using this new way of working have spoken positively about the approach, Daniel, a social worker said "This way of working creates better partnership with the NHS that leads to better outcomes for the people we are

working with. "We know what a person likes, their dislikes, what their care and support needs are, what family they have around them, what informal carers they have. We can adapt support to make sure that it is right for that person at that time. Instead of putting in a support package and leaving it to be reviewed we keep the conversation going."

A gentleman, who declined a lot of support over the years, realised how beneficial it was to engage with the support and how great it was to work with someone over a prolonged period of time and now he is the happiest man that he could possibly be."

Almost two thirds of social workers in South Tyneside now work in this way, with a plan to roll out to the entire social care workforce by spring 2020.

In South Tyneside closer is certainly better.

www.southtyneside.gov.uk/betterlives

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

SOUTH TYNESIDE *Community Laundry*

If you find it hard to do your washing and ironing and you need support, South Tyneside Community Laundry, which has been established for almost 40 years, can take away the stress of washing, drying and ironing clothes.

Costs include collection and delivery from and to your door, including if you are staying in a different location such as a residential home, respite care or a hospital stay.

The service is not-for-profit and charges a minimal cost which goes towards the maintenance of the machines and delivery costs.

FREE collection & delivery

For more information
 0191 489 1701 www.facebook.com/southtynesidecommunitylaundry



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
0191 456 7577 (Monday to Friday, 9am - 5pm)

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

DARKER NIGHTS CAMPAIGN



South Tyneside Council is working alongside Northumbria Police, Tyne and Wear Fire and Rescue Service and South Tyneside Homes to deliver awareness and prevention messages during this year's darker nights.

We know anti-social behaviour is a concern for some residents in the Borough and police along with partner agencies, are working hard to address the issue and this will continue through darker nights.

Police will be carrying out patrols throughout the area. If you're concerned please stop and speak to them - they're there to help you and offer you support. Neighbourhood Officers from South Tyneside Homes will be going on a number of walkabouts during the day to talk to residents about fly-tipping, littering and graffiti concerns.

Only by working together can we make a real difference to your neighbourhood in reducing local crime and the fear of crime.

THERE ARE NOW MORE WAYS THAN EVER TO REPORT INCIDENTS OF ANTI-SOCIAL BEHAVIOUR:

-  Report anti-social behaviour online at www.southtyneside.gov.uk/reportit
-  ASB@southtyneside.org.uk
-  Text ASB followed by your message to **07786 200 802**
-  Contact South Tyneside Homes' Anti-social Behaviour Unit directly on **0300 123 6633** or our customer contact centre on **(0191) 427 7000** visit South Tyneside Homes' Anti-social Behaviour Unit at Town & Hall & Civic Offices, Westoe Road, South Shields, NE33 2RL

OTHER USEFUL NUMBERS

-  **Police:** 101 (non-emergency) or 999 (in an emergency)



DO YOU KNOW WHERE YOUR WHEELIE BIN IS TONIGHT?



Don't let your wheelie bin become a victim of arson. Make sure your bin is out and collected on your bin collection day. Hundreds of wheelie bins are set on fire during October and November. If your bin is lost or burned because you haven't taken reasonable care of it, you will have to pay for a replacement.

PREVENTING FIRES

Between October and November there is a significant increase in anti-social behaviour (ASB) fires. To help us avoid the lighting of fires please report any fly-tipping or a large build-up of rubbish to 0191 427 7000 or www.southtyneside.gov.uk/reportit



Christmas collection bin dates



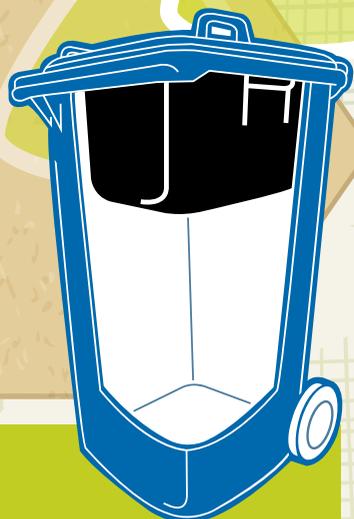
Normal collection day

Tuesday 24 December
 Wednesday 25 December
 Thursday 26 December
 Friday 27 December
 Tuesday 31 December
 Wednesday 1 January
 Thursday 2 January
 Friday 3 January

Revised collection day

No change
 Friday 27 December
 Saturday 28 December
 Sunday 29 December
 No change
 Thursday 2 January
 Friday 3 January
 Saturday 4 January

Normal collections resume Tuesday 7 January 2020.



Garden waste collections 2020 season

The last collection date for the garden waste 2019 is Friday 22 November. Any resident who subscribed to the one-year and three-year garden waste collection will need to renew their subscription if they want to continue receiving their fortnightly collection from March 2020. A renewal letter or email will be sent in November.

The renewal fee for the 2020 garden waste season is £32 per year, per garden bin. If residents sign up before **31 January**, you are guaranteed that your pack will be received before the collections begin. If you don't subscribe to the service, your garden bin will not be emptied. The season is April - November, if you subscribe at the start of the season you will receive all garden waste collections.

For information and to renew your garden waste for 2020 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 St & South View
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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

Help the environment this Christmas by buying rechargeable batteries or take used batteries to shops that offer a battery recycling collection.



Fly-tipping what is it?

It is the illegal dumping of waste and **IT IS A CRIME**. Fly tippers can be fined up to £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.

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 until Monday 6 January 2020. Normal opening times 9am - 6pm will resume on Monday 6 January 2020.

If in doubt, keep it out!

Your blue recycling bin can be used for lots of recyclable materials including plain cards, glass jars, bottles, cardboard packaging, plastic bottles, cartons and empty aerosols. Rinse any food or drink remains from materials before placing in the bin.

Additional cardboard can be taken away IF the cardboard is dry and alongside your blue bin on the collection day.

Do not place any food in your blue recycling bin including take away boxes or trays. **No plastic bags or sacks of ANY kind can be recycled in the blue recycling bin.**

Over the Christmas period we all have a lot more items that need to be taken away in our bins.

Please remember that the below items **cannot** be recycled:

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

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



Looking after your health and wellbeing

The Council is driving forward the public health agenda and residents can look forward to improved health and wellbeing thanks to a range of initiatives that are taking place across South Tyneside.



Mental health support for children and young people

What is mental health?

Mental health and emotional wellbeing are just as important as physical health.

Sometimes, you may feel sad or worried and you might need some extra help. There are lots of resources that can support you, or help you to support a young person close to you.

When to ask for help

You should ask for help if:

- you are feeling overwhelmed
- you are struggling to cope
- you are feeling stressed, anxious, tense or depressed
- the way you are feeling is impacting on relationships, school or life generally
- your feelings are having a big impact on other people

- the way you are feeling is stopping you from doing things

Self-help tools, helplines, or talking to your friends and family may help you to feel better and more able to cope. However, if your feelings are troubling you, or affecting your day to day life for a long time, you may need to ask for help.

If you are concerned about the mental health of a child or young person who you are close to, you can ask for help on their behalf.

Healthy Minds Teams



The new Healthy Minds Team provides mental health support through schools offering advice and support to all students in South Tyneside.

They can help you understand how to:

- keep your mind healthy
- develop positive strategies around emotional wellbeing and mental health

They organise things like:

- assemblies
- information sessions
- more support if you or your teacher feel like you would benefit from it

If you or your teacher feel that you would benefit from more support, the team can offer therapeutic support in one to one or group sessions at your school or college. This support can be helpful if you are feeling depressed or anxious, or if you are facing challenges with other things such as self-confidence, stress or body image.

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

Online counselling and advice for people aged 11 to 25

Anyone in South Tyneside who is aged 11 to 25 can use the Kooth website, which is an award winning online counselling and support service. It is a safe, confidential and anonymous way for you get emotional wellbeing and mental health support.

www.kooth.com



Every Mind Matters

Public Health England has launched 'Every Mind Matters,' the first national NHS mental health campaign.

We don't need to wait until we are struggling with our mental health; there are lots of things we can do to protect ourselves and prevent problems escalating, just as we do with our physical health.

The new Every Mind Matters campaign encourages adults to be more aware of their mental health and helps them to discover simple steps to look after their mental health and wellbeing. This includes information on how to maintain good mental health and also advice on how to deal with specific issues such as sleep problems, stress and low mood.

Every Mind Matters offers a range of useful resources that help spot the signs of common mental health concerns, provides practical self-care tips and guidance and, importantly, explains when to seek further support.

It also has a free NHS-approved online tool on the Every Mind Matters website, which helps people build an action plan to deal with stress and anxiety, boost their mood, improve their sleep and help them feel more in control.

Top Tips for Good Mental Health

1. Reframe unhelpful thoughts
2. Be in the present
3. Get good sleep
4. Connect with others
5. Live a healthy life
6. Do something for yourself

More advice on how to achieve all of these things can be found on the website.



To learn more about how to look after your mental health and create your own action plan, visit: www.nhs.uk/oneyou/every-mind-matters/



11-17
NOVEMBER
ALCOHOL
AWARENESS
WEEK 2019

South Tyneside joins together with 2,000 other communities to highlight the risks of drinking too much for Alcohol Awareness Week 2019

How many units are in a pint of beer or glass of wine? How long does it take your body to break down alcohol? And what does alcohol do when it reaches your brain? These are just some of the questions being explored for this year's Alcohol Awareness Week, taking place between 11-17 November, led by Alcohol Change UK.

Alcohol Awareness Week is a chance for the UK to get thinking about drinking. It's a week of awareness raising, campaigning for change, and more. This year, the theme is: Alcohol and me.

Understanding the risks of drinking too much is an important first step in helping us drink more healthily.

Yet estimates show that 84 per cent of people are unaware of the official low-risk drinking guidelines, meaning that the vast majority do not have the information they need to make informed choices about their drinking.

A great way of evaluating your relationship with alcohol is by taking a break from it. Balance, the North East Alcohol Office, and South Tyneside Council are urging friends, families and work colleagues to come together and take on the 2020 Dry January challenge.

People who take a month off the booze can look forward to feeling healthier, saving money, sleeping better and

losing a few pounds. But many Dry January participants also report benefits all year round with more drink free days and drinking less when they do drink.

Colin Shevills, Director of Balance, said: "Drinking can often creep up on people into a daily habit and more than one in four people in the North East are drinking above the guidelines of 14 units a week. It is a chance to break the feeling of relying on a drink, give our bodies a chance to recover, and to feel fitter. But it is great to see so many people feeling the benefits well beyond January and still drinking less than they were six months on."

Visit www.dryjanuary.org.uk



**HELP US
HELP YOU**

WHEN YOU NEED IT

Help us help you this winter by getting your flu vaccination - it's free because you need it.

Flu is serious and is different to the common cold. Symptoms include a high temperature, body aches and fatigue.

The flu vaccine is offered to people who are at higher risk from flu; these include pregnant women, those over the age of 65 and those with serious health conditions, as well as some children, to help protect them from catching and spreading flu.

If you think you have flu, stay home and rest until you feel better. Call NHS 111 if you have an underlying health condition or feel really unwell.

Aside from having your flu vaccine, the best way to prevent the spread of flu is to practice good hand hygiene. Catch coughs and sneezes in a tissue, throw the tissue away and wash your hands.

To find out more visit:

<https://publichealthmatters.blog.gov.uk/2019/10/04/flu-vaccination-the-main-things-to-know-about-the-2019-programme/> or www.nhs.uk/flu vaccine

Why should we be immunised?	Who should be immunised?
<ul style="list-style-type: none"> To protect ourselves/families It is essential to the running of the NHS To keep businesses and services running smoothly To avoid infecting others who might be at risk Flu can be transmitted by people with no symptoms 	<ul style="list-style-type: none"> Elderly relatives Children Pregnant women People with long term conditions (Asthma, COPD etc) Health Care workers Social Care workers Carers

Where can I get the flu jab?

- Eligible people can have their flu vaccine at their GP surgery or a local pharmacy offering the service. Some midwifery services can offer the vaccine to pregnant women each winter
- Health and Social Care staff are also eligible to receive their free vaccination at the GP or pharmacy
- All primary school-aged children are offered the flu jab at their school

Be ready for winter

During the winter months, the demand for NHS services increases significantly as cold weather means there are more slips, trips and injuries. Generally more of us feel unwell during the winter as we spend more time indoors and coughs and colds are passed around our family, friends and colleagues at work.

Remember colds, sore throats, headaches, hangovers, upset stomachs, coughs, aches, pains, and winter vomiting should all be treated at home or with the advice of your local pharmacist, with pain killers, rest and plenty of fluids.

Find your local pharmacy or GP at www.nhs.uk



Third left, Sheila Ford, Head of Midwifery at South Tyneside and Sunderland NHS Foundation Trust (STSFT), fourth left Jacqui Ramshaw, Maternity Ward Manager; centre, Ken Bremner, Chief Executive of STSFT, plus staff at the new Midwifery-Led Birthing Unit at South Tyneside District Hospital

The Path to Excellence moves forward



Patients are seeing better health outcomes as part of the Path to Excellence programme of change.

Following the decision to centralise stroke care at Sunderland Royal Hospital in December 2016, the new specialist acute stroke inpatient service across South Tyneside and Sunderland is now rated at level B, just away from an A, representing dramatic and life-changing improvements in care.

In August, a new Midwifery-Led Birthing Unit opened at South Tyneside District Hospital, offering more choice on where to give birth for women across the Borough and small changes were also made to women's healthcare (gynaecology) services.

There have also been changes to paediatric emergency care, with South Tyneside District Hospital's Children's A&E now closing every night at 10pm and reopening at 8am. Overnight emergency care for children up to the age of 16 is now provided from the Children's Emergency Department at Sunderland Royal Hospital.

The new arrangements mean that South Tyneside children who need emergency hospital treatment during the night now have access to specialist consultant-led emergency paediatric care 24/7.



Taking care of your winter health

Winter is just around the corner. Arm yourself against coughs, sneezes and more by preparing now.

- **Get the flu jab** - flu is highly contagious and can be a serious illness for some 'at risk' groups. If you're pregnant, have lowered immunity or a long-term health condition such as severe asthma or diabetes then you should get a free flu jab from your GP or local pharmacy.
- **Be prepared and support the NHS** - stock up on common winter medicines like paracetamol and flu remedies to look after yourself and help the NHS save money on costly prescriptions.
- **Think Pharmacy First** - free help and advice is available at your local pharmacist without an appointment.
- **Extended GP access** - if you do need to see a GP but making time is tricky, remember we now have extended access across all South Tyneside practices. Your practice website will let you know how to book an evening or weekend appointment with a GP.

NHS in South Tyneside reaches out to local residents



Including stalls and activities for children, the event focused on health, wellbeing and future plans for local healthcare. The event was held in a marquee alongside the Lord Nelson pub and 30 organisations including the Stroke Association, Healthwatch, the Alzheimer's Society and Change 4 Life were represented.

This summer, Monkton Village Association welcomed South Tyneside residents to NHS South Tyneside Clinical Commissioning Group's (CCG) Local Engagement Board (LEB) meeting.

Share your views about health and join in family activities at the next LEB meeting on Wednesday 27 November, 1-3pm at Living Waters, St Jude's Terrace, Laygate, South Shields, NE33 5PB.

South Tyneside smokers urged to quit

Quit 16 is a new campaign highlighting the link between smoking and 16 different cancers.

While smoking is a widely known cause of lung cancer, in fact more than a quarter of cancer deaths are caused by smoking. Cancers of the mouth, nasal cavities, pharynx and larynx, stomach, kidney, bowel, liver, pancreas, ureter, oesophagus, cervix, bladder and ovaries, as well as myeloid leukaemia, can all be smoking-related.

That's why NHS South Tyneside CCG is encouraging smokers to attempt to quit those who've tried to quit before to try again.

Visit www.quit16.co.uk for more information or visit www.southtyneside.gov.uk and search for 'stop smoking.'



100 Years of COUNCIL HOUSING IN SOUTH TYNESIDE

This year is the Centenary of the Housing Act 1919, known as the Addison Act, which paved the way for large-scale council housing.

The Housing Act saw Local Authorities given funding along with the task of building good quality housing for working class people in their areas.



Hollie in Reception at Jarrow Cross School is designing a house of the future!

School competition

To help celebrate the 100-year anniversary, schools in South Tyneside have been invited to get pupils involved and to learn about the history of housing through an exciting competition.

Various primary schools are designing homes from the past, present and future and are being asked to think and write about the differences between them. The winning entries will be chosen in January 2020 and will be displayed on touchscreens at The Word.

Share your stories

We are interested to hear any stories, or see any pictures that you may have and want to share, especially of houses from the 1920s onwards. This will help celebrate all of the positive work that has been done across South Tyneside to house local people.

If you have any information that you'd like to share email housing.strategyteam@southtyneside.gov.uk

NEW EXHIBITION @ THE WORD



OPENING 17 JANUARY

A new FREE exhibition looking at the last 100 years of growing up and living in South Tyneside's council housing inspired by the 100 year anniversary of the Addison Act.



Showing support for our Armed Forces



Clr Ed Malcolm, Armed Forces Champion with Ross Lloyd



South Tyneside Council signed the Armed Forces Community Covenant on 1 December 2011 to show its active support for serving personnel, veterans and their families.

The Armed Forces Community Covenant is a voluntary statement of mutual support between a civilian community and its local Armed Forces community. The covenant is a promise that those who serve or who have served are treated fairly and focusses on helping members of the Armed Forces community have

the same access to government and commercial services and products as any other citizen. Local businesses and charitable organisations of all sizes who wish to support the Armed Forces community can sign the covenant.

Employer Recognition Scheme

Reservists and veterans bring a variety of transferable skills and qualities to the civilian workplace, developed throughout their military careers. The Employer Recognition Scheme (ERS) acknowledges employers who have provided exceptional support to the armed forces community and defence by going above and beyond their covenant pledges. Through a three tier approach of bronze, silver and gold awards, the scheme recognises the different levels of commitment provided by employers. This allows the Ministry of Defence to publicly thank and honour those organisations for their support.

To find out more about the covenant visit www.armedforcescovenant.gov.uk

South Tyneside NAAFI Break

A drop-in service run by veterans to enable ex-service personnel to meet, socialise, network and receive advice and information about housing, health, employment and benefits.

A chance to have a cup of tea or coffee and chat regardless of age. NAAFI Break takes place the first and third Wednesday of every month, 10-11am at Trinity House, South Shields, NE33 4JD.

Step into health

South Tyneside and Sunderland NHS Foundation Trust hosted the first regional Step into Health event for the Armed Forces. NHS employers across the North East joined together to encourage the Armed Forces community including service leavers, veterans and their families to 'Step into Health' and to access the wide range of jobs available.

The Step into Health programme recognises the transferable skills and cultural values that Armed Forces personnel have developed and how these skills and values are compatible with working in the NHS. It highlights the many career opportunities available and supports them in gaining employment within the NHS, offering over 350 different careers, almost half of which are non-clinical.

If you are a member of the Armed Forces community and wish to benefit from the programme you can make direct contact with the organisations at www.militarystepintohealth.nhs.uk/contact-us/

For further information about support for the Armed Forces community visit:
www.southtynesidehomes.org.uk www.southtyneside.gov.uk/armedforces



www.southtyneside.gov.uk/addisonact

#addisonact #100yearsofcouncilhousing

www.southtyneside.gov.uk/addisonact

www.southtyneside.gov.uk/armedforces



housing matters



Key information and stories for South Tyneside Homes' tenants are featured on pages 44-47.

Gold Standard for support for veterans



Veterans Andrew Leach, Lee Crumplin, and Josh Tindale, along with Helen Bardwell, Housing Options Officer Support for veterans

South Tyneside Council and South Tyneside Homes have continued to commit to the Armed Forces Covenant and have dedicated support and resources for veterans.

The support includes a specialist outreach worker who can help with a range of issues from debt, housing and employment to physical and mental health issues. The support is linked to the Royal British Legion and SSAFA (Soldiers, Sailors, Airmen and Families Association) enabling access to grants for a range of needs such as debt relief, furnishings and training grants.

The latest commitment to the support offered is a dedicated housing scheme for veterans. There are nine properties, which are fully decorated and furnished. Dedicated staff are on hand to help veterans gain support services, including

training and education to rehabilitate the ex-personnel back into civilian life, prepare them for employment and independent living within the community, as well as support with benefits.

There are currently six tenants, who are working through training programmes, seeking appropriate funds and exploring future housing options. Before this, three veterans have successfully moved through this transition service and accommodation and have now gained training, support into employment and new homes.

South Tyneside Homes' support for the Armed Forces has earned the organisation a coveted national award. The company has gained a prestigious Gold Employer Recognition Award from the Ministry of Defence for its commitment to military personnel and their families. South Tyneside Council and South Tyneside Homes pledged their commitment in 2011, when they signed the official Armed Services Community Covenant.

“The support I have received while in the veterans' accommodation has made a massive difference to my life. It has provided a settled environment with no judgement or issues from landlords or neighbours. Thanks to the course arranged through the Housing Options team, I have found employment in Grimsby. I will be moving into veterans' accommodation in the Grimsby area also identified by Housing Options.”
William, veteran

“I cannot believe the property I moved into - I was expecting bare walls and floors and having everything done takes the pressure off. The feeling of someone understanding where I have been with the Armed Forces, the non-judgemental and approachable way Helen, the Housing Options Officer, works in her initial assessment and subsequent visits makes my life different to what it has been - it's no longer chaotic. I have a roof over my head, I'm safe and able to make choices safely. It's a peaceful place to be. This is very much a second chance to turn my life around and I am very grateful for it.”
Darren, veteran

The Housing Solutions team has achieved some amazing results to reduce the number of empty council homes, helping people find the right home for them, supporting customers in the greatest need and helping communities thrive.



Housing Solutions for the over 55s

Are you 55 or over and considering a move to a smaller home? We have a range of accommodation available that we think you'll love, including our excellent Housing Plus schemes.

To help, we are offering preference for suitable property types to customers who are looking to downsize.

If you are 55 or over and currently live in a property with three or more bedrooms or with an internal flight of stairs and would like to take advantage of this opportunity, please get in touch with us to let us know. We can discuss available accommodation in your area of choice, and help you secure a tenancy.

You can submit an application by visiting www.tyneandwearhomes.org.uk

If you do not have access to the internet, please contact us for help.

“I wish I had moved in years ago. I love it.” Ms Martin, Calf Close House

“I have my own flat and look after myself, though I know help would be there if I needed it. I've lived in Housing Plus accommodation for 16 years, and it has everything I need.” Mavis Young, Prince Edward Court

Find out more about Housing Plus at www.southtynesidehomes.org.uk (click on 'Independent living') or call 0300 123 6633.

Moving for medical reasons



Are you in a property which does not meet your mobility and medical needs and is too large for you?

Instead of adapting your current property, our qualified Occupational Therapists may be able to support you to move into a home which has all of the facilities to help you to live independently. These could include properties that have level access, a wet room or a ramp.

Register your Housing Application online at www.tyneandwearhomes.org.uk or if you need help to register call us on 0300 123 6633 to discuss moving home for medical reasons.



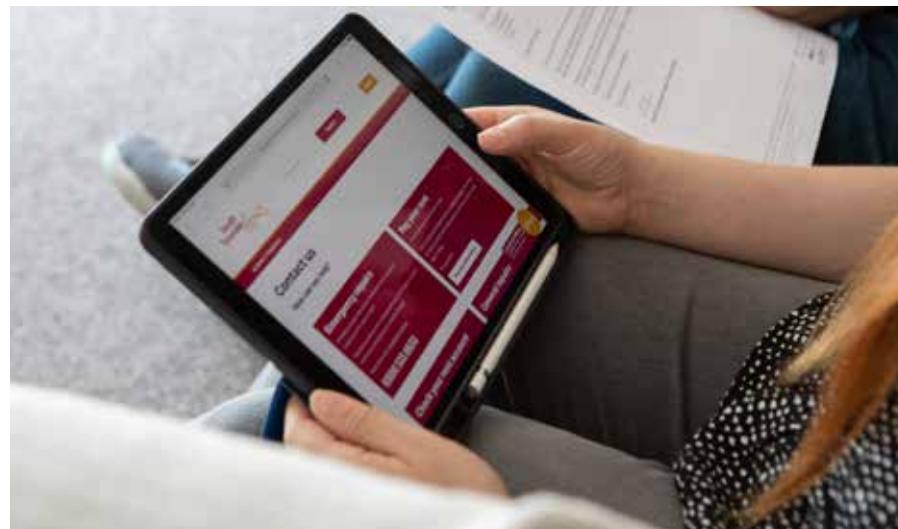
New and improved sign-up process for South Tyneside tenants

South Tyneside Homes is trialling a digital sign-up process for new tenants, allowing you to view your tenancy agreement as well as other useful information about your new tenancy all from your computer or smartphone. You can sign tenancy agreements and end your tenancy online.

For new tenants, we have developed a Tenant's Handbook, A Guide to your Tenancy and to Living in South Tyneside, as well as a Tenant's Safety Handbook offering a range of advice to ensure new tenants are safe in their new homes.

We would like feedback from tenants about the new process and are hopeful it will improve the experience of moving home. Tenancy agreements and Tenant's Handbooks are still available in hard copy format for people who are unable to use or access digital services.

Keeping ahead - paying your rent and charges in advance at sign up through Direct Debit



Did you know?

At South Tyneside Homes, we need our new tenants to make their first rent and service charge payments before they sign up to a tenancy with us. Depending on when wages or benefit payments are received, you may be required to pay up to one month of rent in advance.

We also need new tenants to set up a Direct Debit for their future payments.

Securing rent payments and setting off tenancies on the right footing helps us sustain and support communities in South Tyneside and ensures we can continue to deliver excellent services to our customers.

It also helps our tenants avoid falling into housing-related debt, which could not only put their tenancy at risk, but also make it difficult to find accommodation in the future.

Unlike many landlords, we do not need a deposit from new tenants, or a guarantor, and we never charge additional 'set up' fees for new tenancies. We also have a dedicated Welfare Support Service to help customers who need assistance managing debt issues or are in need of benefits advice and support.



Ending your tenancy with South Tyneside Homes

When you contact us to end your tenancy, we will arrange for an officer to visit your home to help you and to make the process as easy as possible. The officer will inspect your home before you leave to ensure your home and gardens have been well cared for and maintained to a good standard. They will provide information and advice to help you meet your responsibilities as a tenant before you move and avoid potential costs.

Before you move home, make sure:

- it is clean and well decorated
- repairs have been carried out properly
- garden areas are cut and tidy
- no property is left behind
- you give us at least four weeks' written notice
- hand in your keys before your tenancy ends
- return any equipment belonging to service providers
- take final meter readings and give them to your energy provider

If you leave your home in good condition, you could be entitled to a £75 tenant reward. Other qualifying criteria apply. Leaving belongings behind, property damage or unauthorised alterations could result in substantial charges.

If you do not hand in your keys on or before the Monday your tenancy ends you will be charged for use and occupation of the property until they are returned.

We may also take legal action to regain possession of the property and additional charges may be incurred to cover our additional costs.



Preparing for a move

While it can be exciting, moving home is a major undertaking and should not be taken lightly. We have put together a helpful online guide to consider when preparing for, or thinking about, moving home.

Visit www.southtynesidehomes.org.uk If you don't have access to the internet please let us know and we can send you a hard copy.

Tenants' Annual Report 2019

Find out more about the issues that are important to you as a tenant. A report 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
- f /stynesidehomes
- 📧 @stynesidehomes
- ☎ 0300 123 6633

AVAILABLE NOW



Like South Tyneside Homes on Facebook

Stay up-to-date with the latest news and services from your housing company.



get active...

feel great

Join over 7,000 people in becoming a member of South Tyneside Council's Leisure Facilities.

JOIN NOW!

Unlimited access to 6 premier facilities including:

- 6 Pools
- 5 Gyms
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- 2 Steam rooms
- Over 200 classes

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

With no joining fee and prices from £14.50 per month, there is no better time to get active and feel great.



South Tyneside Council



Haven Point



Jarrow
Community Pool



Monkton Stadium



Temple Park



HEBBURN
CENTRAL



JARROW
FOCUS

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 Friday 8 November 2019, 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