

South Tyneside

HELLO TOMORROW, CHANGE IS HAPPENING

- 4 Regeneration
- 13 Skills Service
- 16 What's On
- 26 Love South Tyneside
- 35 Digital Services



June 2019



South Tyneside Council

Brought to you in partnership with:



living better lives

South Tyneside really is an outstanding place and it is the strength of our community and civic pride that sets us apart from other areas.

I have been delighted to hear the stories of volunteers and community groups making a difference to our borough. The #LoveSouthTyneside campaign was launched earlier this year in a bid to recognise and promote civic pride, raise awareness of volunteering and community events and promote South Tyneside as a great place to live. I'd encourage people across South Tyneside to follow #lovesouthtyneside and help make a difference.

It is important that residents understand how and where the Council's budget is spent. The vast majority, some 70%, of the Council's discretionary budget is spent on caring for vulnerable adults and children in our community. Despite ongoing significant financial challenges, we are determined to continue to deliver the services our residents deserve and realise our ambitious vision for the future of the Borough - investments are targeted to make every pound count, re-invigorating our towns and communities.

As summer arrives we can all look forward to an even bigger and better South Tyneside Festival. With a spectacular space-themed parade, a live music programme featuring internationally renowned stars and free children's entertainment we are sure to attract thousands of residents and visitors to our seafront.

Finally I'd like to welcome the Borough's new Mayor and Mayoress, Cllr Norman Dick and Jean Williamson. I know they will be working tirelessly with community groups and charities and I wish them well in the year ahead.



Councillor Iain Malcolm
Leader of the Council

How the Council spends its budget



Artist's impression of what South Shields Town Centre may look like after Phase 3 of South Shields 365

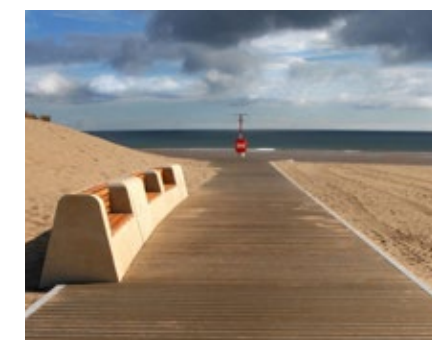
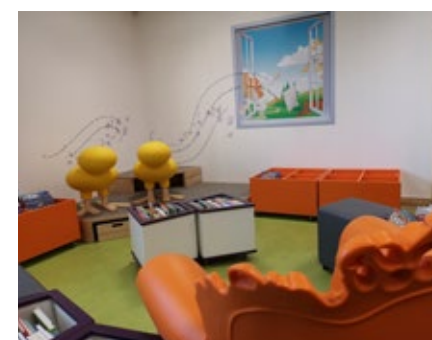
£340million capital investment planned for the next five years

The Government places strict conditions on how capital funding can be spent. It cannot be used on day-to-day services but it can be spent on regeneration projects including new housing, roads and leisure facilities:

- Delivery of South Shields 365, the £100m town centre regeneration, which is well underway despite challenging financial and market conditions
- New and improved leisure facilities such as £3million investment in Jarrow Focus
- Major road improvements including £8.1million at the Arches
- New state-of-the-art £8.7million Toner Avenue primary school in Hebburn
- Bowman Street development in Whitburn, which is delivering a new £4.5m complex aimed at supporting independent living for elderly residents
- £2.5 million Monkton Flood alleviation scheme
- £3.8million to replace old bin lorry fleet



Artist's impression of Toner Ave school



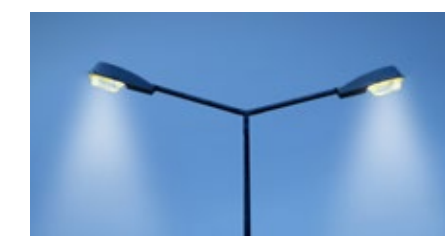
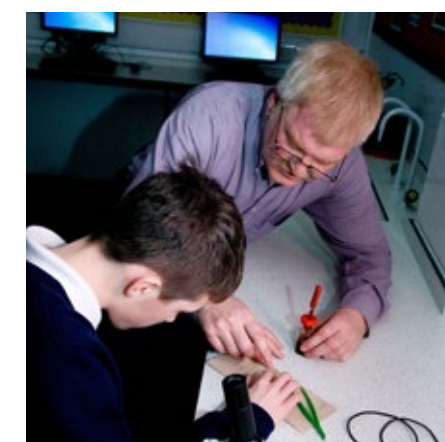
2019/20 Revenue budget of £124million

Revenue spending covers the day-to-day running costs of Council services, such as:

- Children's social care, fostering and adoption
- Care and support for vulnerable adults
- Bin collection and recycling
- Highways, parking, road and footpath maintenance
- Street cleaning
- Environmental health
- Parks, recreation, community facilities, libraries
- Benefits advice and administration
- Local transport services
- Street lighting

Almost 70% of the Council's discretionary budget is spent on services for vulnerable children and adults.

In addition, approximately £94million will be spent on education through South Tyneside schools.



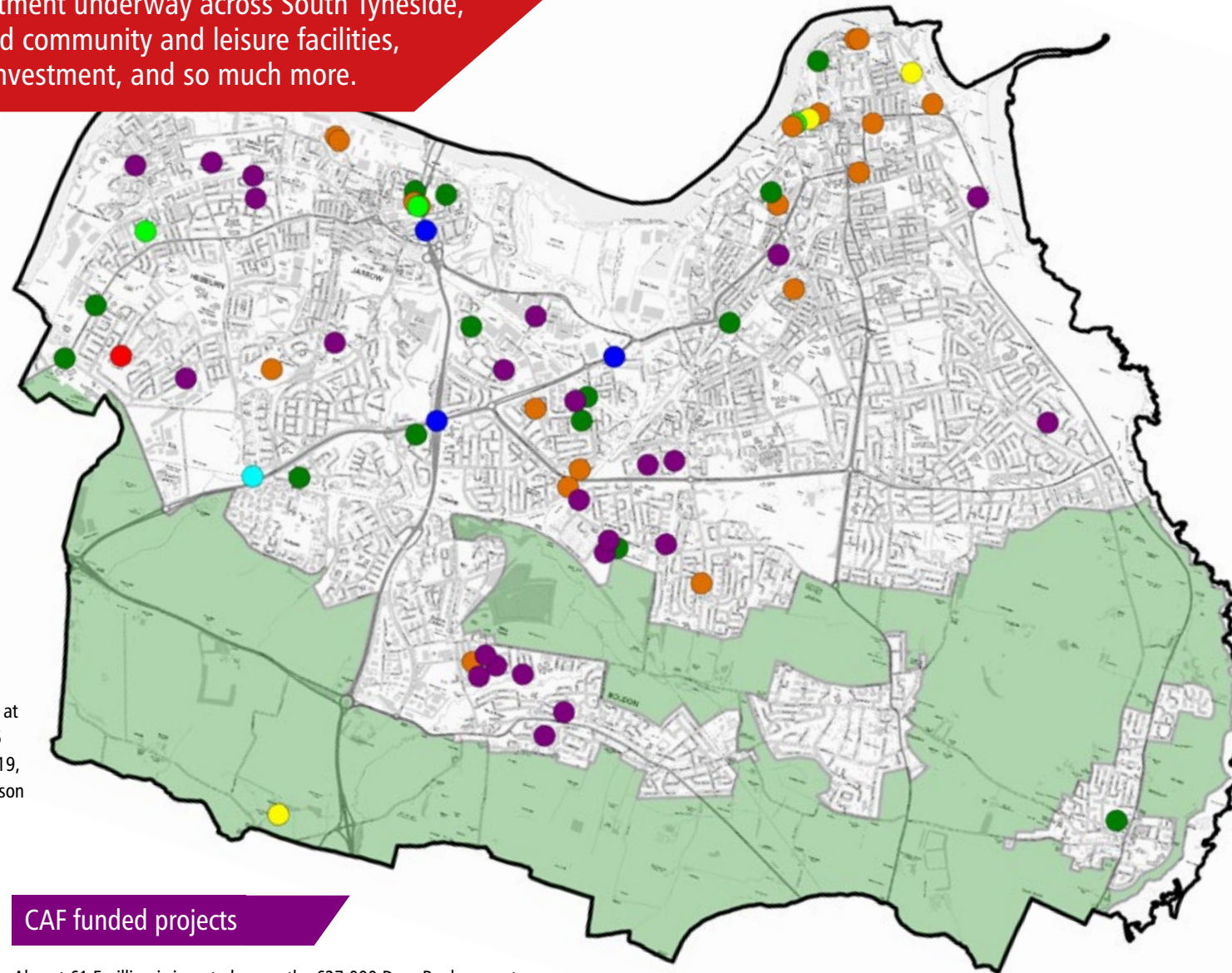
Since 2010, we have worked hard to attract additional Government and external funding to finance our ambitions, securing a remarkable £1.6billion of public and private sector investment in our town centres, schools, housing, transport, coastal and urban regeneration.

HELLO TOMORROW, CHANGE IS HAPPENING

The Council continues to invest to make South Tyneside a great place to live, invest and bring up families. There is a huge programme of investment underway across South Tyneside, including new and improved housing, modernised community and leisure facilities, economic growth projects, roads and footpaths investment, and so much more.

Key

- Roads
- CAF funded projects
- Homes
- Energy efficiency
- Schools
- Regeneration projects
- Flood risk schemes
- Leisure and libraries



Roads

These transport investment projects aim to establish a strategic western gateway into South Tyneside and increase the capacity for economic growth across the Borough.

Investment in roads includes the £3.3million A19 lane gain, which provides an additional lane between Lindisfarne roundabout and the Jarrow A185 turnoff. This means that local traffic will not have to join queues for the Tyne Tunnel.

Further investment in roads includes £7.5million at Lindisfarne roundabout to reduce accidents, ease congestion and improve traffic flows in the area, as well as to alleviate the risk of flooding and £8.1million invested at the Arches

roundabout to alleviate congestion at the bottleneck junction of the A185 and A194. Completed in March 2019, the removal of the Arches and Hobson Way roundabouts has resulted in much freer flowing traffic.



£8.1million invested at Arches roundabout

Did you know?

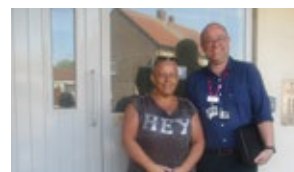
In South Tyneside there are 600km of roads and 1,200km of footways.

CAF funded projects

Almost £1.5million is invested every year in CAF Grant schemes in projects across South Tyneside. Projects include improvements to roads and parking, footpaths, walls and fences.

Recent examples include the £35,000 Lincoln Road wall improvement programme, the £42,000 new parking bays at Burns Close to help make parking easier for residents and

the £27,000 Door Replacement programme for homes in Stewart Crescent and Fullwell Avenue.



Gillian Stoker from Fulwell Avenue said she feels much safer since the new doors were fitted

Schools

South Tyneside children are taught in world-class education facilities following completion of the Transforming our Primary Schools (TOPS) and the Building Schools for the Future (BSF) programmes. The new £7million Toner Avenue Primary School,

Hebburn will open in September 2019, replacing the old 1961 Building.



Homes

South Tyneside Council is proactively shaping the local housing market to ensure that it meets the needs of all of our residents. Over £70million has been invested in affordable housing in the past five years.

During 2018-19, £65million of private investment went into delivering 436 new homes across South Tyneside.

South Tyneside Housing Ventures Trust, a not-for-profit company set up by the Council to provide new homes for people over 55, families living with someone with a disability, plus new and refurbished family and starter homes, delivered 65 new affordable homes

across four sites and secured £1,260,000 in external funding.

2018-19 also saw the completion of 118 new homes built by Bellway on the former South Tyneside College site (Hebburn Campus) Boldon Lane.



Energy efficiency

The Council's strategic vision and energy efficiency projects have reduced carbon emissions by 28% (from 19,216tonnes in 2015/16 to 13,746tonnes in 2017/18) and saved over £500,000 in the last three years across Council buildings.

Energy projects include a new boiler plant, improved heating systems and controls and LED lighting to reduce consumption and costs. These features are built into new building projects and major refurbishments such as Jarrow Hub and Hebburn Central.

Solar panels are already in place on 20 buildings, with more in the pipeline.

Investment of £1.5million in street lighting has resulted in the installation of LED lanterns on our high-energy-usage street lighting columns. So far, the Council has converted approximately 26% of columns, saving around £300,000 per year.



Whiteleas Children's Home is one of the buildings benefitting from solar panels

Map information continued on page 6.

HELLO TOMORROW, CHANGE IS HAPPENING

Regeneration projects

South Tyneside Council is creating the conditions for businesses to flourish, giving the private sector the confidence to invest here and providing residents with a high-quality built environment that we can all be proud of.

Major regeneration projects include South Shields 365, the Council and partners' sustainable economic vision to breathe new life into the heart of South Shields through new opportunities for residents, businesses and visitors, to create a vibrant town centre which will be a place of all-year-round cultural, leisure and retail activity.

With Phase Two well underway, work on the £21million South Shields Transport Interchange is on track to open in advance of The Great North Run on 8 September (read more on page 7).

Investment into Holborn includes a welcoming ferry landing, Harton Quays Park and new business accommodation, attracting blue-chip employer BT. The Council has been working behind-the-scenes on the next stage of the vision to transform the disused docks and surrounding brownfield land into a vibrant riverside location for high-quality offices, housing and a cultural offer.



The International Advanced Manufacturing Park (IAMP) is a joint venture between Sunderland and South Tyneside Councils. IAMP will be located in the area north of Nissan UK's Sunderland car plant, close to the A19 and will be a high-quality strategic employment site for the Nissan supply chain and other advanced manufacturing businesses, attracting national and overseas investment.

It is expected that over the next 10 to 15 years, IAMP will support more than £400million of private sector investment, creating over 7,000 jobs.

IAMP has already been designated a 'Nationally Significant Infrastructure Project' by UK Government, which has pledged £42million through the North East LEP towards infrastructure including new roads, bridges and environmental enhancements to support the development.

Construction on the first phase, IAMP ONE, is now underway with handover of the first factory due in summer 2019.



Flood risk schemes

Around 100 homes and businesses in Monkton are now better protected from flooding following £2.5million of investment. Flood defences were put in place in the areas of Monkton Burn, Lukes Lane Estate and the Leam Lane area, Mill Lane, Lilac Walk, College Road, Campbell Park Road, Thirlmere Court and Mountbatten Avenue.



A further £8.5million will be invested by Northumbrian Water at The Nook and Cleadon Park in 2020 and will have a long-term benefit to householders and businesses across the area.

Read more about flood alleviation on page 9.

Leisure and libraries

The way that people use leisure and library facilities is changing and we must change with them. We are committed to delivering affordable, sustainable, modern and efficient multi-purpose facilities with services that meet the changing needs of our residents, create resilience for future generations and support our economic vision to create new opportunities for residents, businesses and visitors.

Hebburn Central is a £12.8million state-of-the-art community hub in Hebburn, serving as a leisure and library facility and a community venue. Since opening in June 2015 it has had over 840,000 visits.

Together with investment in Hebburn Central and private sector investment in housing, the masterplan for Hebburn Town Centre is coming to fruition, with a new supermarket and improvements to public areas.



The £3million transformation of the former Jarrow Community Centre, Jarrow Focus, features a redesigned gym, sports hall, dance studios, theatre space and library. Since opening it has had over 11,500 visits.

The Word, National Centre for the Written Word, has welcomed more than one million visitors. Since it opened, in October 2016, people from across the UK and beyond have enjoyed the South Shields venue, borrowing books, visiting exhibitions and taking part in an ever-changing programme of events and workshops.

The Word is part of the £100million regeneration of South Shields Town Centre.



Work on interchange is on track

Construction of the new South Shields Transport Interchange is on schedule to open in advance of the Great North Run on 8 September, allowing thousands of residents and visitors through the new gateway to get a glimpse of what's to come in South Shields as part of the town centre regeneration masterplan.

The £21million project, which forms Phase Two of the masterplan, will bring together a modern bus station and relocated Metro station.

Work on the eye-catching building is progressing at pace, with the roofing and copper shingle cladding complete and final internal work continuing over the coming months.

Highway works and preparations for the final phase of the rail works will also continue, as will construction of the bus concourse.

Lifts, escalators, fixtures and fittings and passenger information boards will be installed ahead of the station opening.

The Council is working with partners Muse Developments, Nexus and construction contractor Bowmer and Kirkland to deliver the project.

To view footage of the work continuing on the inside of the building, visit:
www.youtube.com/SouthTynesideCouncil



Updates:

- Highway works to Crossgate and Westoe Road are substantially complete. Isolated areas of resurfacing will be carried out once diversion work is completed by utility providers
- There will be a temporary line closure to South Shields Metro Station in early July for four weeks to allow the final phase of rail works to be carried out. Visit www.nexus.org.uk for updates and alternative travel arrangements
- When the new interchange is operational, the bus stands on Keppel Street will be removed to allow further work to be carried out to the highway and public realm areas. This work will continue in to 2020
- Demolition of the existing Metro station is scheduled to start before the end of the year following the opening of the new interchange.

What's next for 365?

Following completion of Phase One, Phase Two is well underway with the interchange opening soon and work to the surrounding areas following later this year and into 2020. This will mark another key milestone in the regeneration of South Shields Town Centre and serve as a platform to support the next stage of our 365 Masterplan. The Council is currently working with development partner Muse on proposals for new retail and family leisure facilities, including a cinema.

As a result of 365, further investment in South Shields has been made by NEXUS, who are currently constructing their new Skills Academy in the town centre.

Traffic works in South Tyneside 2019



A19 additional lane northbound

Work has started to provide an additional lane to the A19 northbound, between the A19/A194 Lindisfarne roundabout and the Jarrow A19/A185 junction to the south of the Tyne Tunnel.

The work is being managed by South Tyneside Council, and carried out by the Council's highway construction framework partner, GallifordTry.

Aims

The purpose of the additional lane is to:

- **Help reduce journey time on the A19 northbound and the local network** - The extra lane will mean vehicles which want to leave the A19 via the Jarrow turn off won't need to stay in any queue of vehicles waiting to travel north through the tunnel. These vehicles, as well as any travelling from Lindisfarne roundabout, will be able to stay in the new dedicated lane.
- **Reduce congestion** - The removal of non-tunnel traffic from the A19 northbound approach to the Tyne Tunnel will help reduce queue lengths and journey times for both the A19 traffic and for vehicles on the local road system.
- **Improve air quality** through the improved traffic flows.



* Approximate timeline

Late May / early June 2019 - During this time there will be one overnight closure, from 8pm to 6am on a weekday. There will be a fully signed diversion route.

Start of October 2019 - Two weeks' of overnight closures from 8pm to 6am on weekdays. There will be a fully signed diversion route.

Mid October 2019 - Scheduled completion of work.

*Please note that timelines may change.

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



Day-lighted culvert and Toner Avenue Attenuation Basin – to be named by school children.

Monkton Flood Alleviation Scheme

The scheme started in March 2018 and is now coming to an end.

Severe flooding hit the area back in 2012 on a day now known as 'Thunder Thursday'. The floods caused havoc in the area, affecting transport and hundreds of properties across South Tyneside. As part of the Council's ongoing work to make South Tyneside more flood resilient a flood alleviation scheme was developed in Monkton.

We have been working closely with residents, businesses and schools in the area throughout the scheme. As part of the completion celebrations St. Joseph's Catholic Academy is developing household emergency flood plans, which will be distributed in the area. These plans will include the importance of water safety around the new day-lighted culvert, other



Monkton Flood partners (Ltr): Liz Walters (Tyne Rivers Trust); Paul Knight (Royal Haskoning); Cllr Nancy Maxwell and Stephen Semple (Balfour Beatty)

parts of the scheme that are designed to store water and slowly allow it to filter down into the soil after heavy rain storms.

A video is being made with schools in the area with local pupils talking about the scheme. The video looks at what the pupils learnt about being resilient to flooding, how studying science, technology and maths could help them into a career in flood risk management. The video will be launched at a celebration event of the scheme and will then be available to watch on the Council website. This event will also reveal what the new day-lighted culvert will be named – local schools have been asked to submit their suggestions.

If you would like to find out what you can do to reduce the surface water flood risk to your property there are two guides available to download and print. The guides show you how to slow the flow of water, while creating a relaxing space in the area. Send us your before and after pictures on facebook and twitter using #LoveSouthTyneside and #yarden.

If you have any queries about the Monkton Flood Alleviation Scheme, email developmentservices@southtyneside.gov.uk

CONCERNED ABOUT FLOODING?

Visit www.gov.uk/check-flood-risk to find out what you should do before, during and after a flood. The Environment Agency has also provided information about flood risks and management at www.southtyneside.gov.uk/flooding



REFLECTING ON A MEMORABLE CIVIC YEAR

The former Mayor Ken Stephenson and the Mayoress Cathy Stephenson have enjoyed an action-packed programme of key events and civic engagements.

The former Mayor said:

It has been a real honour to play such an important role in representing and serving the people of South Tyneside. We have both had such a wonderful time meeting people and seeing all the amazing work that goes on right across the Borough and it is a time we will treasure forever.

Highlights of their year in office include attending the spectacular Summer Parade, officially opening South Tyneside's newest leisure facility, Jarrow Focus and unveiling commemorative blue plaques to Joseph Bede Symonds and John Dagnia. The Mayor also launched the Borough's new #LoveSouthTyneside campaign.

In addition, they have helped to celebrate the Armed Forces community at events such as Armed Forces Day. They also joined communities to mark the 100th anniversary of Armistice with poignant services and a special commemoration event at South Shields seafront as well as marked ANZAC Day with a service at the John Simpson Kirkpatrick memorial in



South Shields Town Centre.

During his time in office, the Mayor has also raised thousands of pounds for the Mayor's Charity.

"The people of the Borough have been very generous and for that we are extremely grateful," the Mayor said. "I would like to thank all those groups, individuals and local businesses who have contributed."



New Mayor of South Tyneside, Cllr Norman Dick with Mayoress Jean Williamson

Welcoming the new Mayor and Mayoress

The new Mayor is Councillor Norman Dick, who will carry out his civic role alongside his friend, the Mayoress, Jean Williamson.

Born in 1948, the former Harton Colliery miner went on to serve 10 years in the Armed Forces, which took him to many countries for active combat. He later worked as a machine operator in Westoe Colliery. He continued to support the military as an adult instructor in the Army Cadet Force for six years and is an active member of the D.L.I Association in South Shields.

Councillor Dick has represented the West Park ward of South Shields since May 2014 and serves in the governing body of Lord Blyton School. He is also a member of the Friends of West Park, South Shields.

The Mayoress was born in South Shields in 1949. Jean worked in various factories around the town until her marriage to husband Derek. Jean joined Derek in Germany and worked in the local NAAFI club. Jean and Derek returned to South Shields to start a family. Jean worked in local care homes looking after the elderly and infirm which she thoroughly enjoyed.

Councillor Dick said: "It is a huge privilege to be representing South Tyneside. We are both extremely excited about the year ahead where we will get to meet the good people of South Tyneside. We will also be using this very special time in our lives to help highlight all that is great about our Borough. I'm particularly looking forward to Armed Forces Day, Remembrance Sunday and all the exciting events taking place across the summer."

- | | | | |
|---|---|----|---|
| 1 | Armed Forces Day 2018 | 6 | Launch of the Tyne and Wear Heritage Open Days |
| 2 | Unveiling a commemorative blue plaque to John Dagnia at Cleaton House | 7 | Marking World Diabetes Day with South Shields Town Hall lit up blue |
| 3 | Officially opening Jarrow Focus | 8 | Remembrance Services |
| 4 | Summer Parade 2018 | 9 | Launch of the new #LoveSouthTyneside campaign |
| 5 | ANZAC Day | 10 | Marking the countdown to Christmas in South Shields |

UNIVERSAL CREDIT

Are you prepared?

Full roll out of Universal Credit in South Tyneside began in May 2018 and there are an increasing number of people claiming in the Borough. It may impact on you. This means that if you claim one of the benefits below and have a change in circumstances, you may move onto Universal Credit. People who have not moved to the new benefit will follow sometime around 2020.

The seven-day waiting period has been removed, meaning households are getting paid quicker.

Universal Credit is a single monthly payment for people in and out of work. It replaces six benefits:

- HOUSING BENEFIT
- CHILD TAX CREDIT
- INCOME SUPPORT
- WORKING TAX CREDIT
- INCOME-BASED JOBSEEKER'S ALLOWANCE
- INCOME-RELATED EMPLOYMENT AND SUPPORT ALLOWANCE

The Citizen's Advice Bureau (CAB) is now contracted by the Department for Work and Pensions (DWP) to run the 'Help to Claim' service to support people moving over to Universal Credit, including benefit checks, digital support to claim and budgeting advice.

You can claim a Department for Work and Pensions benefit via the Government's website www.gov.uk/apply-universal-credit. There are a number of free access PCs across the Borough. Find out where you can access public PCs and receive support at www.southtyneside.gov.uk/getonline

Budgeting Support



For support with other benefits or debt issues call the Welfare Support team on 0191 424 6040, email welfaresupport@southtynesidehomes.org.uk or visit www.southtyneside.gov.uk/welfaresupport

There is a lot of support available if you are in rent arrears or having difficulty paying your rent. **Remember pay your RENT FIRST - your home could be at risk if you don't pay your rent.**



Our Welfare Support team is here to help you with benefit and debt issues



Are you or your partner close to state pension age and entitled to benefits?

From 15 May 2019 if you are your partner has reached pension age and the other has not, the way you claim could change and this may leave you with less income.

To arrange an appointment for benefit checks and further help, call

- Citizens' Advice Bureau on 0191 455 7958.
- Age Concern Tyneside South on 0191 456 6903
- Welfare Support on 0300 1236633

UC Universal Credit



Council's Skills Service helps uncle and nephew duo find employment

Gordon (left) and his nephew, Michael, have both found jobs after completing courses with the South Tyneside Skills Service

Gordon Austin and his nephew, Michael White, have both found jobs after completing a Digital Confidence course delivered by Northern Rights.

The course, which is funded by South Tyneside Council's Skills Service, covers basic IT skills, accessing and using the internet as well as how to use IT to help find work.

The course and additional support Michael received helped him to overcome a number of barriers to getting into work which included having a learning difficulty and lacking confidence. As well as improving his digital skills Michael also received support to create a CV, improve his job search and interview skills, and develop his Maths and English.

Michael wanted to work in retail and said: "The course helped me gain confidence and Northern Rights helped me get a two week 'Tesco Launch' placement at the Tesco Simonside store where I was able to show the skills and abilities I'd learned on my course."

The store manager found a role for Michael and he has worked for Tesco since September 2018.

Gordon said: "Prior to starting the Digital Confidence course I was volunteering as a retail assistant in a local charity shop. I chose this course because I wanted to improve my computer skills to do better job applications."

"I found the course really useful. Everyone was really friendly and I'm much more confident using a computer now. The course has also improved my confidence working in group situations."

Since completing his course, Gordon has progressed into part time employment as a kitchen assistant at The Customs House. Head Chef, Gary France, said: "Gordon is really enjoying his work and is doing very well. We are happy with his progress and are giving him additional hours where possible. He is more confident and has a bright future ahead of him."

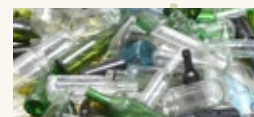
Skills
SOUTH TYNESIDE

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

RECYCLE RIGHT FOR SOUTH TYNESIDE



We all have an important role to play to ensure we recycle as much as possible and in the right way. Recycling the right items at home means your recycling can be transformed into something new. Please make sure your recycling is clean and empty by pouring out any liquid and rinsing it to remove liquid and food residue. Any food or liquid left in glass, plastics or tins can contaminate the whole load of recycling and it can spoil cardboard by making it soggy or greasy.



✓ Glass (rinse)



✓ Tins (rinse)



✓ Plastics
(rinse and squash)



✓ Cardboard
(dry and clean)



✓ Paper
(place in your caddy)

What can be recycled?

All of the things below can be put in your blue recycling bin and can be recycled to make new products.

- Shampoo and shower gel bottles (rinse)
- Drink and milk bottles (rinse and squash)
- Aerosols (empty)
- Cleaning product bottles (rinse)
- Glass bottles and jars (rinse)
- Drink cans and food tins (rinse)



What cannot be recycled



• Nappies



• Plastic bags/sacks



• Textiles (curtains, duvets, towels, sheets)



• Dirty cardboard (greasy, wet boxes)



• Food waste

For information about what can and cannot be recycled visit www.southtyneside.gov.uk/recycle



GARDEN WASTE

For just £32 per year, we can collect your garden waste from your door.

The service is a convenient way for you to recycle your garden waste without having to take it to the tip. Become a greener gardener this year and join our scheme. The service runs April – November. Subscriptions are open until August.

For more information or to renew or subscribe to the scheme visit www.southtyneside.gov.uk/greenwaste

www.southtyneside.gov.uk/recycle

WE'RE WATCHING YOU

FLY-TIPPING LITTERING DOG FOULING GRAFFITI

It's your area, so why spoil it? By clearing up after offenders we are wasting resources that could be spent on other services for you.

Officers from South Tyneside Council and South Tyneside Homes are trained to issue Fixed Penalty Notices. CCTV and mobile phone footage is used to build evidence against offenders.

IF YOU
SEE IT **REPORT IT**



South Tyneside Council

www.southtyneside.gov.uk/reportit

0191 427 7000

07786 200 802

www.southtyneside.gov.uk/reportit



South Tyneside Council 15

SOUTH TYNESIDE FESTIVAL

FREE EVENTS ALL SUMMER LONG

FREE SUNDAY CONCERTS, BENTS PARK, SOUTH SHIELDS

OUR OPEN-AIR CONCERTS RETURN THIS JULY WITH A FANTASTIC LINE-UP. THEY ARE FREE TO ENJOY, BUT WHY NOT UPGRADE TO A PRIORITY PLUS TICKET?

Gates open approx 12noon for Priority Plus ticket holders and approx 12.45pm for free entry (no tickets required).

- 14 JULY** **MARTI PELLOW**
plus The Good Souls
- 21 JULY** **LIGHTNING SEEDS**
plus The Understudies
- 28 JULY** **MIDGE URE**
and **NICK HEYWARD**
plus The Breakfast Club
- 4 AUGUST** **GABRIELLE**
plus Groovetrain



MARTI PELLOW



LIGHTNING SEEDS



MIDGE URE



NICK HEYWARD



GABRIELLE

LIMITED
AVAILABILITY

PRIORITY PLUS TICKETS

- Guarantee earlier access into the park to pick the best spot (though you can come along later too)
- Dedicated bar area & toilets

**£6 PER PERSON
PER CONCERT
UNDER 5'S FREE**

Tickets can only be purchased in advance from:

- www.ticketmaster.co.uk/southtynesidefestival or 0844 844 0444
- In person at the Shop @ The Word



LIVE MUSIC AT SANDHAVEN AMPHITHEATRE

THURSDAYS AND SATURDAYS
IN JUNE, 7 - 9PM

See some of the best local bands at these great free outdoor gigs at South Shields Seafront.

Plus, join us on **Saturday 13 July, 7 - 9pm**, for a special reunion gig from local legends **Danceclass**, who headlined the first ever Amphitheatre Live Music season back in 1989!



PROMS IN THE PARK

SUNDAY 7 JULY, 3.30 - 5.30PM

BENTS PARK

What a great way to spend a summer Sunday afternoon! Enjoy an afternoon of classical performances, showstoppers and patriotic favourites with South Tyneside Orchestra, local talent Sarah Fenwick and a performance by the Choirmaster Group.

KIDS FUN-FEST

TUESDAYS AND
THURSDAYS, 1 - 22 AUGUST,
2 - 4PM SANDHAVEN AMPHITHEATRE

Afternoons of free fun, games and activities with a host of amazing performers and entertainers. A great way to keep the kids happy during the school holidays!



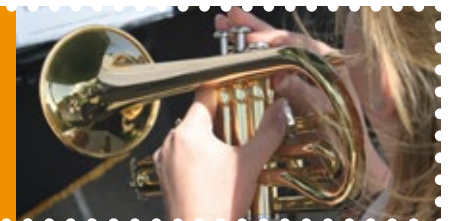
LIVE MUSIC IN SOUTH MARINE PARK

SATURDAYS 27 JULY - 7 SEPTEMBER
(EXCEPT 24 AUGUST), 2 - 4PM

Enjoy live music from some of the area's great bands, all set to the beautiful backdrop of South Marine Park. Brought to you by the Friends of North and South Marine Parks.

BRASS BANDS AT SANDHAVEN AMPHITHEATRE

EVERY SUNDAY UNTIL 1 SEPTEMBER (EXCEPT 7 JULY)
2 - 4PM (3.30 - 5.30PM ON 14, 21, 28 JULY & 4 AUGUST)



For more details on the South Tyneside Festival:
www.southtynesidefestival.co.uk

f /southtynesideevents

t @stynesideevents

ig /stynesideevents

2019
IT'S HAPPENING
in south tyneside

South Tyneside Council would like to thank the following organisations for their support of the South Tyneside Festival:



Minchella's Seaburn



Ocean Beach Pleasure Park



In partnership with:



BBC NEWCASTLE
95.4 FM | Digital



www.southtynesidefestival.co.uk

www.southtynesidefestival.co.uk

SPACE FANTASY SUMMER PARADE 2019 SATURDAY 6TH JULY

1:00PM - 4:30PM

South Shields Town Hall to Bents Park

Be prepared to sky-rocket straight into the carnival spirit at this year's Summer Parade, with incredible performances, floats and costumes all based around the impressive theme of Space Fantasy.

Line the streets as the parade winds its way from South Shields Town Hall to Bents Park and give a wave to the thousands of dancers and marchers who will be accompanied by floats featuring the likes of giant avatar heads, aliens flying over planets, and even a Mad Max-inspired steampunk time machine!

Look out for winged creatures, spaceships and lots of sci-fi creatures, set of course to a background of colour, fun and vibrant carnival atmosphere. It will be a memorable and amazing day for all the family to enjoy.



THE BIGGEST CARNIVAL OF ITS KIND IN THE NORTH EAST

The Summer Parade simply gets bigger and better each year. Building on the success of previous year's events the Council, and carnival production company Creative Seed, are pulling out all the stops for another huge spectacle.

Professional carnival artists from across the country are taking part, but as an event that has always had our community at its heart, the Summer Parade gives residents of the Borough the chance to shine. Around 2,000 local people will take part in this year's event, showcasing the enormous talent and spirit we have here in South Tyneside on 6 July.

LINE THE ROUTE

Make sure you come along and cheer on the carnival parade as it passes through the streets. The parade begins outside South Shields Town Hall at 1pm, before travelling along Fowler Street and Ocean Road to Bents Park, where there will be a fantastic afternoon of entertainment to enjoy.



FREE PARTY IN THE PARK

The fun isn't over once the parade comes to end.

In Bents Park take a selfie with the amazing floats and meet the incredible Titan the Robot. Watch the dancing slinkies from Australian theatre group Bedlam Oz, and witness incredible performances by Heliosphere who will be creating the illusion of flying, as well as Boogie Storm who of course wowed audiences on Britain's Got Talent!



**BOOGIE
STORM**

SOUTH TYNESIDE FESTIVAL

Supported by:

PORT OF TYNE



South Tyneside College

BBC NEWCASTLE
95.4 FM Digital

COLMANS
The Original Sweets

LOTTERY FUNDED
**ARTS COUNCIL
ENGLAND**



More dates for your diary

There's lots more events and activities to enjoy across the Borough over the coming months. Here are just some of the highlights.

More than a Game

Coming this summer

This must-see free exhibition at South Shields Museum explores the story of football in South Tyneside. Discover stories of players and fans from the early days up to the present day, from the famous to the local and unsung heroes of the game.

Fun at the Fair

As well as lots of fun rides, Ocean Beach Pleasure Park will be hosting some special Saturday events this summer such as visits from children's mascot characters and a mobile petting zone. For more information see www.oceanbeach.co.uk



Seashore Safari

Various dates in summer

Join National Trust Rangers and members of the Coastal Conservation Group to search the rockpools along Souter Lighthouse's shore. Booking is required and there is a £2 charge. Call 0191 529 0909 for details.

Outdoor fun at West Boldon Lodge

West Boldon Lodge will be hosting a number of special events this summer, including open days, workshops, a circus-themed activity day, and even a family 'Woodfest' celebrating 50 years since Woodstock. For full details see www.westboldonlodge.co.uk

Whitburn Festival Fun Day

Saturday 29 June, 12noon – 4pm

There will be lots of fun and activities at this special event at Cornthwaite Park, and even more events to enjoy throughout June as part of the festival.

39 Steps

Tuesday 9 – Saturday 13 July, 7.30pm

Join the talented Westovians at Pier Pavillion for this fast-paced comedy of the classic spy story, which will feature just four actors playing 100+ roles. Tickets are priced at just £8/£9, and are available by calling 0191 424 7788.

This summer at Arbeia

Not-to-be-missed events include Arbeia Alive (29 – 31 July) where you can meet gladiators and historical characters, and the return of the Arbeia Festival on Saturday 3 August with a Roman themed market, re-enactments, activities and music.

Check out arbeiaromanfort.org.uk for a full list of what's on including talks, gladiator training and many more events to enjoy. There's no need to leave your dog at home too – as of this year, Arbeia is dog friendly!



REVOLTING BRITONS
What was it really like to live in South Shields under Roman occupation? Stories of the grim, the gruesome and the glorious.

South Tyneside Comedy Festival

Friday 12 July - Sunday 4 August

This hugely popular festival returns to The Customs House with a great mix of top names and emerging talent from the world of comedy. Brought to you by Jason Cook, acts confirmed to join him in the festival this year include Paul Sinha, Jo Caulfield, and Adam Rowe, who was winner of the funniest joke at last year's Edinburgh Fringe. For the latest news and to book, go to www.customshouse.co.uk



Summer fun at Jarrow Hall

Join Saxon the Dragon, Jarrow Hall's new mascot, for lots of crafts, trails, talks and demonstrations during the school holidays. Each week will have its own theme, culminating in a Festival Week from Saturday 24 August. Whatever your age there's lots of new things to explore and enjoy across the farm and museum at Jarrow Hall – make sure you pop along and have a look around!

Hebburn Carr Ellison Carnival

Saturday 20 July, 11am – 10pm

A free fun day at Carr Ellison Park which will include a funfair, displays and entertainment, stalls, climbing wall and lots more, before the day finishes with live music and a fireworks display set to music.

Sandcastle Challenge

Friday 5 July, 10.45am – 1pm

Over 1500 primary schoolchildren from across the region will take part in this charity event at Sandhaven Beach and create some fabulous masterpieces.

Bobby Robson Saved My Life

Tuesday 16 July – Saturday 20 July

A brand new play, written by Jarrow playwright Tom Kelly and taking place at The Customs House, which celebrates the legacy of one of football's most successful and well-loved personalities. For tickets call 0191 454 1234.

The Dolly Mixtures

Wednesday 21 – Saturday 31 August

This heart-warming musical returns by popular demand to The Customs House, and forms part of their 25th anniversary celebrations this year. Directed by West End and TV star Mina Anwar, it charts the story of eight North East women which will make you both belly laugh and cry your heart out. For tickets contact 0191 454 1234.



Elmer's Great North Parade

Wednesday 21 August – Friday 1 November

Following the success of the Great North Snowdogs in 2016, a fantastic new art trail comes to Tyne and Wear later this summer. Organised by St Oswald's Hospice, Elmer's Great North Parade will feature individually designed Elmer the Patchwork Elephant sculptures at various locations around the area, including The Customs House and The Word, where you can take a selfie with their space-themed Elmer Armstrong!



Great North Feast

Saturday 24 – Monday 26 August, 10am – 5pm (6pm, Saturday)

Discover a huge street food area, a food producers market, a makers craft market area, bars and live bands as this popular event returns to Bents Park. Free entry.

OTHER HIGHLIGHTS COMING SOON:

Sunday 8 September

[Simplyhealth Great North Run](#)

Friday 13 – Sunday 22 September

[Heritage Open Days](#)

Saturday 5 – 12 October

[Restaurant Week](#)

Thursday 10 – Saturday 12 October

[South Tyneside International Magic Festival](#)

Sunday 3 November

[Fireworks Display](#)

Turn the page to find out what's on at The Word

For a full list of events and activities across South Tyneside keep checking:

www.southtyneside.gov.uk/whatson

[Visitor Information Centre at The Word on 0191 424 7788](#)

[/southtynesideevents](#)

[@stynesideevents](#)

Please note: At the time of going to print (May 2019) all dates and events were correct but you are advised to check before you travel.

The Reading Agency and Libraries Present
SPACE CHASE
 Summer Reading Challenge 2019

Join the Summer Reading Challenge!

The Summer Reading Challenge 2019 theme is Space Chase, an out-of-this-world adventure inspired by the 50th anniversary of the first moon landing.



Children, aged between 4-11, can sign up to the challenge where they will receive a fold-up card collector folder and join the super space family, The Rockets, for a thrilling mission to track down books nabbed by mischievous aliens! As they read library books, they will collect special stickers to complete their mission folder. Can they find the aliens in time to save the day?

Sign up at your local library from 13 July to take part and read six library books of your choice and return them before Saturday 7 September to receive a certificate and medal. There are incentives to collect along the way and it's totally FREE to take part.



Summer Reading Challenge

Saturday 13 July to Saturday 7 September

The Summer Reading Challenge will be delivered in libraries across South Tyneside including the Council's multi-service hubs (The Word, Hebburn Central, Jarrow Focus and Cleadon Park) and the four community libraries run by volunteer based organisations (Baldon Lane, Boldon and Cleadon, Perth Green and Whitburn).

For more information including how to sign up, activities and more visit www.southtyneside.gov.uk/libraries

Are you interested in volunteering?

Do you have time to spare over the summer to help children enjoy craft activities?

We are looking for volunteers aged 14-18 to help deliver arts and crafts sessions in our four hub libraries.

To find out more call in to The Word, Hebburn Central, Jarrow Focus or Cleadon Park and speak to a member of staff.

Illustrations © Adam Stower for The Reading Agency



Opening 29 June

A free interactive exhibition that will take you on a Journey through space like no other, from moons and planets to music and movies.

The Word is funded by South Tyneside Council and supported by:



SUMMER @ THE WORD



There are lots of space-related events and activities planned this summer for the whole family to enjoy!



SPACE TAKEOVER DAY

Sat 20 July

Join us for a day of family-fun as we celebrate the 50th anniversary of the moon landing. There'll be storytelling with Simon Bartram, author and illustrator of Bob, The Man on the Moon, space science fun with Big Bang, t-shirt designing with artist Mik Richardson, a FabLab drop-in session, crafts and more!

You'll also have the opportunity to take a selfie with Elmer Armstrong! The Word is proudly taking part in Elmer's Great North Parade and we've managed to entice him away from the herd for one day only. Elmer Armstrong will return on 21 August as part of the parade and will remain in place for 11 weeks.

Tickets for individual events are on sale now. Book online or pop along to Shop @ The Word.

ARTS AND CRAFTS

Every Monday and Thursday throughout the summer holidays, 10-11am & 2.30-3.30pm

£1 per child, tickets to be bought in advance from Level 2 of The Word. Booking terms apply.

Space-themed arts and crafts.



Children will listen to stories, sing songs, play games and get crafty in these fun, immersive storytelling sessions. Suitable for under 7s and their families.

ALIEN ADVENTURES

Fri 26 July

TALES FROM OUTER SPACE

Fri 9 August

ELMER AND FRIENDS

Fri 23 August

On each date, performances will take place at 10.30am, 12.45pm and 2.15pm.

£3.50 child, £2.50 adult, £10.50 family of 4, £1 children under 1.

DESIGN YOUR OWN SPACE PIXEL ART

Wed 31 July, 10am-12noon & 2-4pm

£3 per person, suitable for children aged 7-11

Children get to design their own space-themed pixel artwork.

STAR WARS CODING

Wed 7 August, 10am-12noon & 2-4pm

£3 per person, suitable for children aged 8-12

Take a trip to a galaxy far, far away and explore how coding can control a droid in a game.



BIG BANG SCIENCE PARTY

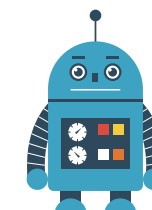
Wed 14 August, 11am-12noon & 2-3pm. £4 per child, £2 per adult, suitable for ages 4+

The hugely popular Big Bang Science Party returns with out-of-this-world experiments.

SPACE ROBOTICS

Wed 14 August, 10am-12noon & 2-4pm. £3 per person, suitable for children aged 7-11

If you enjoy a challenge and want to have fun, come and learn to programme robots.



SPACE CHASE MOVIE MAKERS

Wed 28 August, 10am-12noon and 1.30-3.30pm. £4 per child, suitable for children aged 7-11

Exploring characters, location and plot, children create a space-themed story through improvisation games and tasks before bringing it to life using costumes and props.

BOOKING ESSENTIAL FOR ALL PAID-FOR EVENTS.

Events are delivered in partnership with South Tyneside Libraries and OpenZone @ The Word. Tickets can be bought online or at Shop @ The Word. All children under 8 must be accompanied by an adult.

This is only a highlight of the events planned. To view our full list of events, authors' talks, performances and much more for children and adults visit:

www.theworduk.org
 /worduk @theword_uk 0191 427 1818

All details correct at the time of going to print (May 2019).





THE WORD GETS THE BALL ROLLING TO PROMOTE LITERACY...

Pupils from six schools involved in the project with the former Mayor and Mayoress of South Tyneside, Ken Stephenson and Mrs Cathy Stephenson, alongside local writer, James Whitman, and players and representatives from South Shields Football Club.

Youngsters from South Tyneside have been given the opportunity to get involved in an innovative project at The Word.

The project, which aimed to promote literacy through sport, saw 60 pupils from 10 schools across the Borough taking part in a special six-month scheme where they turned their enthusiasm for football to literacy skills and report writing.

The initiative – a partnership between The Word, South Shields Football Club, South Tyneside Libraries and OpenZone – kicked off in November and since then the youngsters – all aged between nine and 11 – have watched a South Shields FC match and taken part in a series of writing workshops at The Word.

The children involved have been able to take their passion for sport and turn it into a fun way to develop their literacy skills by working with a fantastic local writer, James Whitman. They also had the opportunity to interview players from the club and record their reports in The Word's very own Media Studio which boasts state-of-the-art recording



equipment, sound booth, green screen and autocues – everything a budding reporter needs!

The project, funded by asset management company Mirabaud, a sponsor of The Word, has managed to engage youngsters from South Tyneside with the written word.

To celebrate the end of the project, pupils and teachers from local schools were invited to The Word for a special event with the former Mayor and Mayoress of South Tyneside, Ken Stephenson and Mrs Cathy Stephenson. The youngsters were able to see a screening of their reports, enjoy a quiz with the players from the football club and further develop their literacy and communication skills by conducting and filming interviews with each other about how they enjoyed being a part of the project.



This project was supported by **MIRABAUD** Asset Management

Delivered in partnership with

get active... feel great!



Summer Sports Programme

Our Sports Development team is running a fun-filled programme of courses and activities across South Tyneside for the summer. These sessions are a great way to keep kids fit, healthy and active, while having lots of fun.

Find out more at www.southtyneside.gov.uk/sports



Apply for a membership online today!

Join over 7,000 people in becoming a Get Active member with our leisure team. We offer a range of great value, flexible memberships. Choose between a multi or duo membership, which gives you access to any of our six leisure facilities. You can benefit from three swimming pools, saunas, steam rooms, five gyms, a running track and hundreds of fitness classes across South Tyneside. Our fantastic team can help you with your fitness journey, whether it's losing weight, getting fit or training for an event. If you haven't been yet you should definitely check out The Rig at Jarrow Focus - it's the first of its kind in the UK!

Find out more at www.southtyneside.gov.uk/leisure

Get Active with our personal fitness trainers

We offer a personal fitness training programme which can be used alongside our facilities for extra support and guidance to help you reach your goals. Whether you prefer one-to-one sessions or group sessions we have the package and the trainer to suit your needs. Our personal trainers are available at Haven Point, Hebburn Central, Jarrow Focus, Temple Park and Monkton Stadium.

Find out more at www.southtyneside.gov.uk/sports

Are you swimming with a child at Haven Point?

To help make swimming safe and enjoyable for everyone we have an admission policy in place.

Children under the age of eight must be supervised at all times by a person 16 years or over, who is responsible and competent enough to ensure the safety and wellbeing of any child in their care.

The ratios are:

- Children aged 0 - 4 years - 1 adult: 1 child
- Children aged 5 - 7 years - 1 adult: 2 children
- Children aged 8 years+ - No supervision needed

Follow us on Twitter

Receive the latest information and updates on our Sport and Leisure Service @STyneLeisure



Find out more about our leisure memberships, fitness classes, gym, swim and activities at www.southtyneside.gov.uk/leisure



#LoveSouthTyneside

#LoveSouthTyneside thank you

The #LoveSouthTyneside campaign was launched earlier this year in a bid to recognise and promote civic pride, raise awareness of volunteering and community events and promote South Tyneside as a great place to live. Part of this campaign included a special #LoveSouthTyneside thank you, where anyone can nominate any person or group who deserves special recognition.

Nine-year-old Daniel Rowell, of Hedworth in Jarrow, won our very first #lovesouthtyneside thank you. Daniel received five nominations for his passion for the local environment. Daniel regularly takes part in clean-ups in his area, collecting the litter that others leave

behind. Instead of having a party for his birthday, he opted to do a beach clean and, with the help of his family, collected three big bags of rubbish from Sandhaven Beach.

Presenting the award, the former Mayor of South Tyneside, Ken Stephenson, said: "It is quite clear that Daniel really cares about where he lives – and about the planet as a whole. "He is a truly inspirational young man and a fantastic ambassador for the Borough. By launching this award, we hope to hear more about the inspiring people, volunteers and unsung heroes who care for others or play a role in making South Tyneside an even better place in which to live."

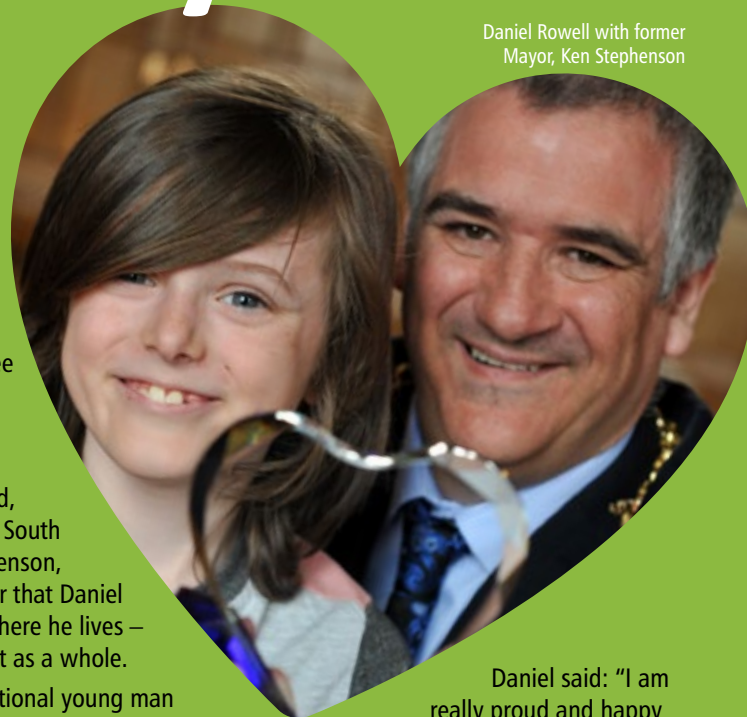
Daniel said: "I am really proud and happy that I got this award, I love helping to make the environment a better place for everyone. I can't wait to do my next clean up."

You can nominate at
www.lovesouthtyneside.co.uk

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



Daniel Rowell with former Mayor, Ken Stephenson



www.lovesouthtyneside.co.uk



living **better** lives

Helping people to live better lives

A South Tyneside woman is enjoying a new lease of life thanks to the Council's fresh approach to adult social care.

Mrs A experienced a number of health problems for some time which meant her mobility and ability to stand was very compromised and she was mainly cared for in bed.

When John, our Social Work Assistant first met her, she was feeling very negative and, due to recurring infections, was unable to engage in any physiotherapy. She was also reluctant to use a hoist which would have helped to improve her quality of life.

However, by having a different type of conversation, John was able to work with her in a more person centred way. By arranging for her to spend some time in a residential setting and working with the multi-disciplinary team, her health

improved which meant she was able to participate in physiotherapy.

After 14 weeks in the care setting, she was then able to go home where she now uses a stand aid to get out of bed and is able to take part in her favourite activities. She is also planning to get a wheelchair to enable her to get out and about in the community.

Mrs A said: "My quality of life has improved dramatically since working with the social care team at the Council. I feel I have two birthdays now – my real one and another which marks the day when my social worker started to work with me as I feel that my life started over from that day."

By working in a more person-centred way and using a Let's Talk Together approach, staff work with individuals and focus on their strengths and resources within the community to help people live better lives. By working more intensively with people and focusing on what is important to them, advice and support can be offered to maximise independence.

Call our Let's Talk team on
0191 424 6000 or email
LetsTalk@southtyneside.gov.uk

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



Direct Payments

A direct payment is one of the ways you can receive money from the Council to help you pay for the care and support you need. Choosing to have a direct payment gives you more control over the services you use and where you get them from.

If you have eligible social care needs, such as needing help to prepare meals, looking after your personal hygiene or getting out and about, you will be allocated a personal budget. You can talk to your social care assessor about the benefits of a direct payment to determine whether a direct payment is right for you.

You can choose to receive all, or part, of your personal budget as a direct payment so that you can buy services or pay someone to support you.

You can spend your direct payment on any services as long as they are legal, keep you safe and healthy, and meet your eligible needs. The Council will pay your direct payment into an individual pre-paid card.

Direct payments do not count as income and will not affect your benefits.



living better lives



Can I get a direct payment?

You can get a direct payment if:

- You have eligible social care needs
- You can make decisions for yourself
- You ask for a direct payment
- You can manage a direct payment alone or with help
- It will help to meet your eligible needs

If you cannot make decisions, you can still get direct payments if a family member, carer or friend is willing to manage your direct payment for you.

You may have to pay for some of your care and support depending on your financial circumstances. A financial assessment will be completed to decide this.

What are the benefits of a direct payment?

A direct payment can help you to live more independently. It gives you more flexibility, control and choice than if your support is arranged for you by the Council.

It is your choice if you want to have a direct payment, and you may be unsure whether you want to or can manage it.

In these cases, the Council can provide you with a combination of payments.

A combination of payments may consist of a smaller direct payment, with some care and support arranged by your council or a provider. This allows you to try out direct payments before deciding whether to move to a 'full' direct payment.

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

0191 424 6000

LetsTalk@southtyneside.gov.uk



South Tyneside Adult Carer's Service (STACS)

Salvation Army Building, Wawn Street, South Shields. Tyne & Wear, NE33 4EB

- There are over 16,000 carers in of South Tyneside.
- Carers can be of any age, gender or cultural background.
- If you are a carer, STACS is here to help you.

STACS can offer:

- Adult Carer Support Service
- Home and office 1-1 visits
- Information, support and a listening ear
- Information on carer's Rights and assessments
- Training opportunities
- Caring with confidence
- Opportunity to meet with other carers; group meetings, forums and social events
- Parent carer group
- Male carer group
- Regular newsletters
- Befriending sitting service
- Advocacy
- Employment support
- Link to Young Carer's Service

We are here to help.
Call today on (0191) 406 1531
or email STACS@cgl.org.uk

Adult Social Care launches new guide to self-care for carers

Adult Social Care has launched a new guide to encourage carers to take care of themselves. 'Taking Care of You' is to help carers identify the right kind of information and support they need to help them care safely and effectively. It will also help carers to think about their own health and wellbeing and identify areas where they may need help through completion of a wellbeing check.

The guide will be available in most public buildings or at your GP surgery and you can request a copy from South Tyneside Adult Carer's Service.

Adult Social Care is working with employers to raise the profile of working carers and to help carers to stay in work

Many of us will be a carer at some stage in our lives. The role can come about unexpectedly and many of us will find ourselves trying to juggle full or part time employment alongside our caring role, however this can lead to difficulties, leaving many of us reaching crisis point and feeling that we have no choice but to leave or change our jobs.



Adult Social Care is encouraging employers to support working carers by introducing carer friendly practice and policies into their organisations. This has benefits for both the employer and employee, helping to reduce absenteeism, reduce staff turnover and increase productivity. It can also help employees feel valued and supported as well as improving work-life balance.

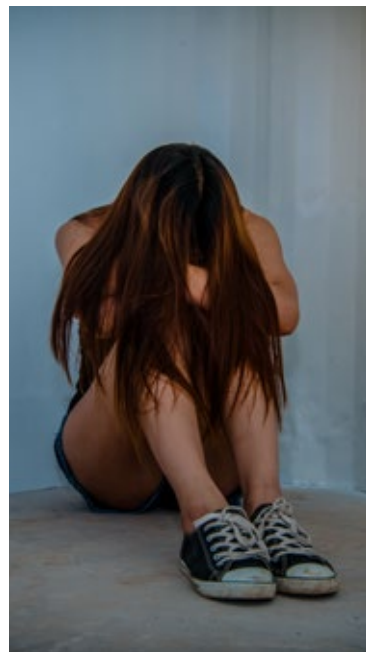
For more information visit
www.employersforcarers.org
or contact South Tyneside Adult Carers Service.

Exploitation – if you see it, report it

Exploitation is the deliberate maltreatment, manipulation or abuse of power and control over a child or another adult. It usually involves taking advantage of another person or situation for personal gain. Perpetrators select their victims because more often than not, they are vulnerable in some way.

Exploitation has many forms, including:

- sexual violence and abuse
- slavery
- being controlled by a person or a group (gang or peers)
- forced labour
- domestic violence and abuse
- human trafficking
- financial
- criminal /county lines



Exploitation is a form of ABUSE, is NOT ACCEPTABLE and doesn't stop just because you reach the age of 18

Spot the signs – if you see something, report it.

Worried about a child

Integrated Safeguarding Intervention team
0191 424 5010 (during office hours)
0191 456 2093 (evenings and weekends)

Worried about an adult

Let's Talk Service 0191 4246000
(during office hours)
0191 4562093
(evenings and weekends)

Police 101 Non-emergency
999 Emergency



More information for professionals, young people, parents and carers can be found on the National Working Group website:
www.nwgf.org.uk






County Lines

"County Lines gangs pose a significant threat to vulnerable adults and children"

TARGET AUDIENCE:
year 7+, police, parents & professionals

RUNNING TIME:
show 35 minutes
post-show talk 15 minutes

County Lines Exploitation production

Find out more about the exploitation of children by gangs involved in drug crime and how to spot the signs in this theatre production by Alter Ego Creative Solutions.

Thursday 11 July 6 – 7pm

Mortimer Community Association, Reading Road, South Shields, NE33 4UG

Open to all parents/carers /professionals and no booking needed.

Call the South Tyneside LSCB on 0191 424 6512 for more information.



The Best Start in Life

Getting the best start in life in South Tyneside has never been easier. From accessing children's centres and nurseries, keeping active at our leisure centres or getting help around healthy lifestyles, there's so much help and support available.

Get involved

We want all children and young people to get the best start in life!

There is a range of different ways you can help someone get the best start in life, and the contribution doesn't need to be a big one. The smallest offers can make the biggest differences to a child's life and we want to help your business or organisation to help our young people.

Become a **Best Start Champion** and commit to helping to give children and families in South Tyneside the best start in life.



What is a Best Start Champion?

Best Start Champions commit to helping to give children and families in South Tyneside the best start in life. How you do that is up to you, and will probably be a part of what you do everyday.

We want to make sure all children and young people have access to help, advice and support to remain happy and healthy.

All children can be supported to reach their full potential, and you can help make this a reality.

By supporting our promise to give all children and young people the best start in life, you are joining a network of champions who are pledging their support.

A Best Start Champion can be a business, organisation, volunteer group, charity, individual or group, which is working to give children and families in South Tyneside the best start in life.

To find out more, and register your interest, please visit www.southtyneside.gov.uk/beststart



Did you know?

- You can be from any walk of life to foster. Single or married, employed or unemployed, home owner or living in rented accommodation, foster carers are as different as the children and young people they care for
- We particularly need carers who can look after siblings to help them stay together
- We particularly need carers who can look after children long term to give them their 'forever family'
- We particularly need carers who can look after children over the age of 13 with a range of needs
- Information evenings are held every month so you can find out more

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

☎ (0191) 423 8500
 🌐 www.southtyneside.gov.uk/fostering



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 North Tyneside, Gateshead, Newcastle, Northumberland and South Tyneside.

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



Local school children go bananas for their fruit and veg



Lynn Roberts, South Tyneside Council School Chef at Monkton Infants' School, has proved fruitful in her mission to encourage students to eat more fruit and vegetables!

The fruit creations, including fun characters and animals, have raised the profile of the fruit, veg and salad that is served at lunchtime and is helping the students towards their five a day.

Pupil and School Council Member, Joshua Parker, said: "I like the little animals that Mrs Roberts makes with the fruit and vegetables. She makes ladybirds, penguins, teddies and a train made out of peppers and carrots."

"I like the little animals."
Joshua

"We get lots of healthy things to eat at lunch time."
Elodie



Pupil and School Council Member, Elodie Loft, said: "We get lots of healthy things to eat at lunch time, like fruit and vegetables. The healthy food helps to keep our teeth and our bodies healthy."

"We are committed to encouraging healthy lifestyles."
Clare Askwith, Head teacher

Pupils at Monkton Infants' think Lynn's creations are 'pear-fect!'

Clare Askwith, Head teacher at Monkton Infants, said: "At Monkton Infants' we are committed to encouraging healthy lifestyles and recognise that children need to eat a healthy balanced diet, with lots of fruit and vegetables, in order to do their best in school and go on to live happy and healthy lives. Lynn's superb contribution to promoting five a day is much valued and appreciated!"

Find out more about school meals at www.southtyneside.gov.uk/schoolmeals



The best start in life

Friends Against Scams

South Tyneside Council has recently registered with the National Trading Standards Scams Team as a 'Friends Against Scams Organisation'.

This means that the Council is committed to spreading the word about scam awareness amongst colleagues and residents with emphasis on reaching out to the most vulnerable in South Tyneside.

Officers from Trading Standards have been carrying out presentations to all Community Area Forum meetings to highlight different types of scams, such as postal, telephone, email and text message as well as providing practical tips to combat doorstep crime. Those attending a presentation receive a certificate confirming that they are a 'Friend Against Scams'.

In South Tyneside, we have 15 No Cold Calling Zones (NCCZ) across the Borough with more being planned for the future. NCCZs act as a deterrent to unwanted doorstep callers who may target our most elderly and vulnerable residents.

Please contact Trading Standards on 0191 424 7887 Option 2 or email tradingstandards@southtyneside.gov.uk for more advice or information on scams or doorstep crime.



Susan Bell, Fair Trading Officer and Stuart Wright, Senior Development Services Manager.

If you are involved with a community group or organisation and would like a presentation about these issues, please contact us on the above number and we will be happy to come along to your meeting.

www.friendsagainstscams.org.uk



Responsible Approach to Selling Knives

Shops in the Borough have shown a responsible approach to selling knives following a series of successful test purchases.

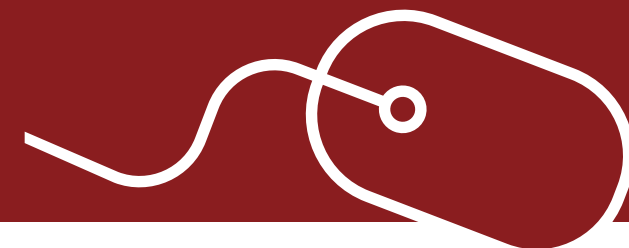
Throughout the month of March, Trading Standards and Northumbria Police carried out a joint initiative which saw a number of child volunteers, under the supervision of both agencies, tasked with purchasing knives from a total of 20 stores around the North East. Seven of those stores were in South Tyneside where traders correctly identified the underage shoppers and refused the sales.



We are very pleased with the results of the test purchases and continue to work with our partners including Northumbria Police to keep South Tyneside a safe place to live.

Anyone with information regarding the sale of knives to young people should contact Trading Standards by telephone on 0191 4247896 Option 2 or by e-mail to tradingstandards@southtyneside.gov.uk

Council Tax and benefits online



If you are a Council Tax payer, a benefit customer, or a landlord, you can now manage your account 24/7 through our new online services.

Sign up today to access the following services:

COUNCIL TAX

- View your Council Tax account online, including your instalments and remaining balance
- Set up a direct debit
- Sign up to receive your bills online
- Apply for, or cancel, Single Person Discount

HOUSING BENEFITS

- View your Housing Benefit and Council Tax Support claims online, including next and previous payments
- Sign up to view notifications online

LANDLORDS (applies to private and social landlords)

- View your tenant's claim online, including next and previous payments
- Sign up to view your benefit notifications online

SIGN UP

Visit www.southtyneside.gov.uk/counciltaxandbenefits and follow the instructions to sign up. You will need to register for Council Tax and benefits online even if you are an existing e-services customer.



There is access to free computers and internet at all of our libraries in the Borough. For more information and a list of libraries visit southtyneside.gov.uk/libraries.

If you require in-person assistance, this will be available at South Shields Town Hall and Jarrow Town Hall.

You can also get in touch with the Contact Centre on 0191 427 7000 for user assistance.

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.



What is a better u...

This is South Tyneside's programme for supporting our residents to look after themselves (we call this self-care).

What self-care might mean to you...

- Having more control over your health and the services you receive
- Knowing how and when to seek support if you have a health concern
- Having more knowledge and information to be able to manage a health concern or condition at home
- Knowing what groups and support are available near your home

Our better u programme will help you to improve your health and wellbeing through self-care.

How can you get support to self-care?

Self-care starts with healthy lifestyle choices. Change4Life South Tyneside can help you with stopping smoking, cutting back on alcohol, healthier eating, how to get more exercise and much more.

For information about our Change 4 Life programme visit www.southtyneside.gov.uk/article/35917/Health

The self-care forum also has lots of information about self-care for healthy living and for common conditions such as back pain, headaches and children's fever. Visit www.selfcareforum.org/resources/patient-portal

Mental health is just as important as physical health. If you are feeling lonely or want to meet new people and try new things, there is lots of events and activities in South Tyneside including coffee mornings, reading groups, crafts, shows, choirs and much more. Find out what's happening in South Tyneside at www.southtyneside.gov.uk/article/61083/Socialising-and-activities

Don't forget your local library has lots of groups including Knit and Knatter, Ukuleles, chess. Parents and carers can take their children to enjoy Jiggle and Wiggle, Storytots, Wobbly Walkers and Baby Bounce.

Find out what activities are taking place at your local library www.southtyneside.gov.uk/libraries

Local community centres offer a wide range of activities – pop into your local centre today and find out what's happening.



IT'S OKAY NOT TO BE OKAY

Let's work together to stop mental health stigma in South Tyneside

South Tyneside Youth Health Ambassadors is a group of volunteers aged 14-17. The ambassadors have been trained to undertake inspections of health services, to offer information and advice to their peers and to run their own health campaigns.

The ambassadors designed a set of resources aimed at reducing stigma around mental health. The aim of their campaign was to start conversations, spread key messages about mental health and encourage young people who are struggling to speak out about how they feel and get appropriate support.

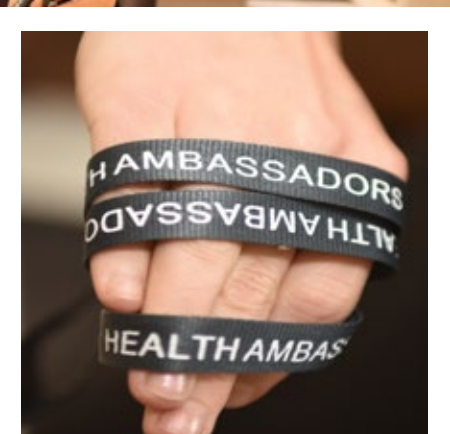
The ambassadors worked with schools in South Tyneside so that pupils knew where to get support and who to talk to about reducing stigma. They

encouraged other young people to break down the mental health stigma.

Public Health undertook an assessment of children and young people's mental health services across South Tyneside. Young people said that they didn't feel very connected to their local services and there were perceived barriers to accessing the services. This meant young people weren't accessing timely support.

The three main roles of the Young Health Ambassadors include:

- Running their own health campaigns
- Training for formal and informal self-care.
- Working with health services in the area to remove barriers for young people to access health services.



The ambassadors even changed national messages to make them relatable to young people. The young people decided on what they wanted to get involved with and what they didn't. The ambassadors act as advocates for their peers to make health services better for young people in South Tyneside.

If you are interested in becoming a Young Health Ambassador email Public.Health@southtyneside.gov.uk

The Young Health Ambassadors was joint funded by the Council and the CCG.



The Better Health at Work Award



South Tyneside Council is committed to improving workplace health in our role as an employer.

We're not just stopping with our own employees, we're also committed to helping other employers in South Tyneside to improve the health and wellbeing of their staff. This is done by encouraging sign up to the Better Health at Work Award. There is evidence that good health at work improves people's wellbeing and quality of life.

The Better Health at Work Award recognises the efforts of employers in addressing health issues within the workplace. The scheme is FREE, flexible and open to all employers in the North East and Cumbria.

Since 2016 we have more than tripled the number of companies achieving the Better Health at Work status with 21 award achievers for 2018. There are four levels to the Award Bronze, Silver, Gold and Continuing Excellence. Organisations are given up to a year per level, but there is flexibility for those who need it. Every employer/organisation who signs-up to participate in the Award scheme is supported by a dedicated Workplace Health Improvement Specialist. South Tyneside Council achieved the Silver level in 2018 and is working towards the Gold level.



Cllr Tracey Dixon with Senior Public Health Advanced Practitioner Wendy Surtees.

Some of the fantastic work done by other employers in the Borough includes:

- Tynecoast College supporting the links between workplace health and building capacity amongst individuals and communities.
- Cell Pack Solutions' were selected to present their innovative BHAWA work at the North East Public Health Conference.
- StageCoach South Shields implemented a Slimming World class in their depot. One of the bus drivers lost three stones in weight and now the Slimming World consultant has won a UK Bus Health Champion Award.

- Legal Aid Agency promoted a physical activity week for those who would not normally participate in exercise.

Find out more at www.betterhealthatworkne.org

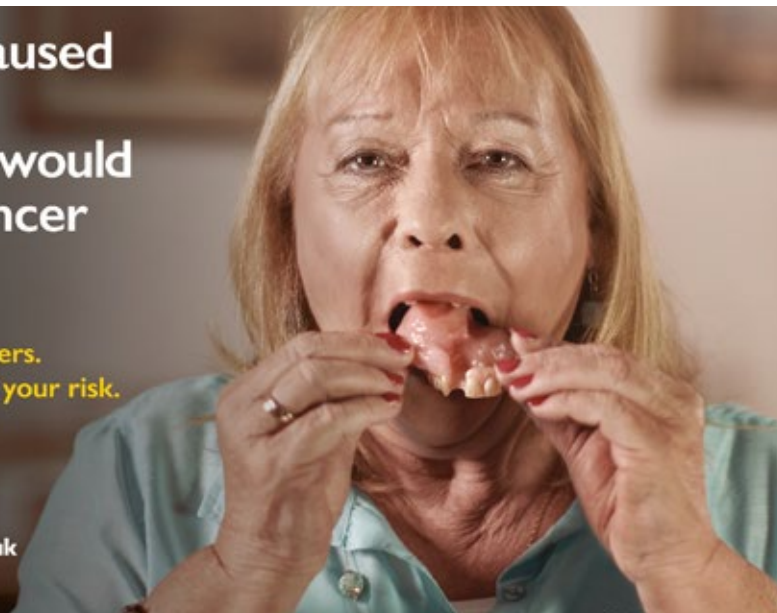
If you would like more information about BHAWA email caroline.hall@southtyneside.gov.uk

"I knew smoking caused lung cancer. I never thought it would give me mouth cancer aged 45."

Smoking causes 16 different cancers. Quitting is a clear way to reduce your risk.



Find help and advice to quit at Quit16.co.uk or call 0300 123 1044



Smoking causes 16 cancers – quitting is a clear way to reduce your risk



South Tyneside Council is supporting a campaign urging smokers to quit and reduce their risk of cancer.



The Quit 16 campaign from Fresh was re-launched on 3 June, supported by Cancer Research UK, and highlights that smoking causes 16 different types of cancer, as well as the many benefits of quitting. Smokers can visit www.Quit16.co.uk to get started.

It is estimated that smoking causes over 44,100 new cases of cancer and over 36,000 deaths from cancer a year in England. Although most smokers have heard of lung cancer, smoking also causes heart disease, COPD, stroke, dementia and diabetes.

Local Stop Smoking Services can provide smokers with free and effective support to stop smoking.

For more information on local services visit www.change4lifesouthtyneside.co.uk

Besides lung cancer, smoking also causes cancers of the mouth, nasal cavities, pharynx and larynx, stomach, kidney, bowel, liver, pancreas, cervix, bladder and ovaries, oesophagus and ureter, as well as myeloid leukaemia. There is also some evidence that smoking could cause breast cancer.

QUIT

5 Tips for quitting

- Consider using Nicotine Replacement Therapy, such as patches and gum as a quit aid.
- Local Stop Smoking Services provide expert advice, support and encouragement to help you stop smoking for good.
- Some people do manage to quit first time – but for many it takes more than one attempt. Don't get disheartened if you didn't quit first time, and don't tell yourself you can't do it.
- Get support from family and friends
- Research suggests the best chance of success is by stopping abruptly rather than by trying to cut down gradually.

Healthier Times News

Healthier Times is the new quarterly Public Health E-Newsletter. This newsletter will keep you up to date with the latest Public Health campaigns, good news stories and new and existing projects as well as busting some public health myths!

Issue 4 has just been published. If you would like to receive a copy and

be added to the mailing list for future editions, please email public.health@southtyneside.gov.uk

Follow us on Facebook and Twitter to stay up to date with Public Health news and campaigns

[f @c4lsouthtyneside](https://www.facebook.com/c4lsouthtyneside)

[t @change4lifeST](https://twitter.com/change4lifeST)

Stroke service changes are saving lives



39-year-old Claire Challoner of South Shields (pictured with members of the team) credits the new service with saving her life after she suffered a stroke while shopping at The Nook in May 2018.

"It was the most terrifying experience of my life but from the moment I arrived at Sunderland Royal Hospital I felt I was in safe hands," she says.

"The attention to detail from everyone - consultants, nurses and healthcare assistants - was fantastic. I was very lucky I had them looking after me and the million little personal touches made all the difference to a traumatic experience."

More patients in South Tyneside are getting high quality stroke care and life-saving treatment, thanks to recent changes to the service.

Since inpatient stroke care was centralised at Sunderland Royal Hospital in December 2016 (initially on a temporary basis), there have been major improvements in outcomes for South Tyneside stroke patients.

70% of South Tyneside patients are now receiving a CT scan within one hour – it was just 22% before the changes. 85% of eligible patients are now receiving vital clot-busting drugs

(thrombolysis), compared to just 9% in 2016.

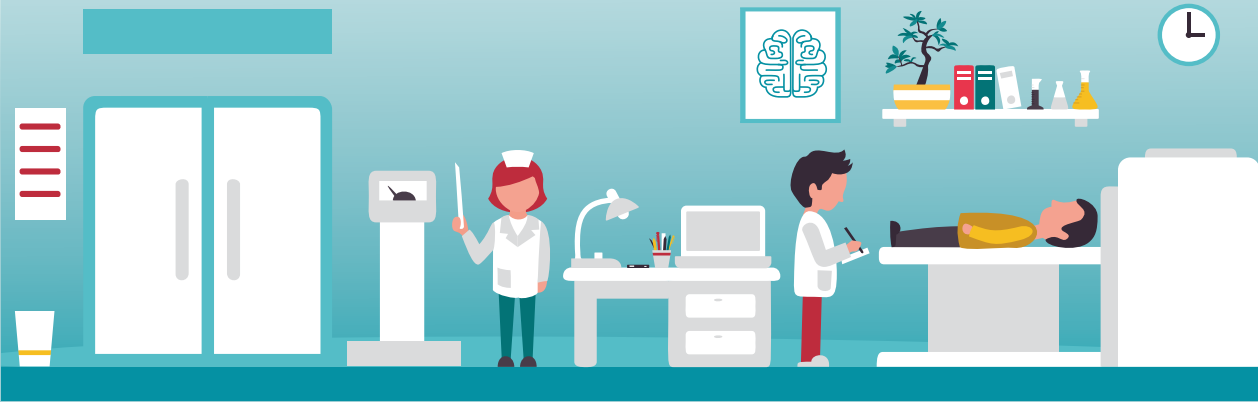
By concentrating teams of stroke consultants and therapy specialists into one unit, we are now able to scan, assess and admit stroke patients to a dedicated acute stroke unit far quicker.

Dr Matthew Walmsley, a local GP and Chair of NHS South Tyneside Clinical Commissioning Group (CCG) said: "These results clearly demonstrate the vast improvements in clinical care for our patients in South Tyneside. This could not have happened without making difficult changes to strengthen the pool of stroke experts we now have readily available to care for our patients 24/7."

MAJOR IMPROVEMENTS IN STROKE CARE FOR SOUTH TYNESIDE AND SUNDERLAND

	Before change	After change
Patients scanned within 1 hour	South Tyneside 22% Sunderland 41%	70%
Average time to a scan	South Tyneside 2hrs Sunderland 1hr 12mins	35 mins
Patients directly admitted to a stroke unit within 4 hours	South Tyneside 6% Sunderland 72%	74%
Patients who spent at least 90% of their stay on stroke unit	South Tyneside 69% Sunderland 96%	98%
Eligible patients given thrombolysis (clot busting drugs)	South Tyneside 9% Sunderland 63%	85%
Average time to be assessed by a consultant stroke specialist	South Tyneside 13hrs Sunderland 8hrs	5 hrs 47 mins

Latest available data from the Sentinel Stroke National Audit Programme (SSNAP)





Ocean Road is a community asset

Ocean Road Community Centre, from left, front Liz Stephenson, Adam Morton, Audrey McMillan, back Les Hodgson and Derek Gardner.

Now a charity, Ocean Road Community Centre is being run by Ocean Road trustees after the asset transfer from South Tyneside Council. The trustees are experienced in a variety of backgrounds from business, finance and health.

The centre currently offers a number of classes and groups for all ages including a Men's Social Walk, Skinny Pigs, Indoor Carpet Bowls, Local Walking Group, Yoga, Badminton, Zumba, Ladies Dance and Table Tennis. Youth activities include Girl's Football, Youth Awards, Friday Youth Project, Little Movers and even a MC-ing and DJ-ing class. If you feel like singing then join the Choirmaster Choir or even enjoy a nice relaxing arts and crafts session.

The centre still has strong links with South Tyneside Council's Day Services' Hub providing day activities for adults with learning disabilities, as well as many other organisations based at the centre such as South Tyneside Council's Connexions service and Your Voice Counts.

The team will be changing and adapting their programme with new sessions and groups and are happy for any new organisations to get in touch and find out how they can help and develop their current offer.

Ocean Road Centre is currently self-sufficient, all of the running costs are provided by daily submission costs, room hire from various organisations and the community café which is open to all to use.

The team will be looking at external funding opportunities to enhance their offer and help with equipment and running costs.

Community Centres are a great way to get involved in local activities and groups, meet new friends and keep fit.

To find more about the facilities and the classes on offer visit www.oceanroadca.com

BE AWARE OF MATE CRIME

Mate crime occurs when a person is harmed or taken advantage of by someone they thought was their friend.

Some people pretend to be your friend and then they can start to be nasty, say hurtful things, take things from you and bully you into doing things you do not want to do.

There are different types of mate crime:

- THEFT/FINANCIAL ABUSE:** The abuser might demand or ask to be lent money and then not pay it back. The perpetrator might misuse the property of the vulnerable adult.
- PHYSICAL ASSAULT/ABUSE:** The abuser might hurt or injure the vulnerable adult.
- HARASSMENT OR EMOTIONAL ABUSE:** The abuser might manipulate, mislead and make the person feel worthless.
- SEXUAL ASSAULT/ABUSE:** The abuser might harm or take advantage of the person sexually.

THIS IS CALLED MATE CRIME AND IT IS A CRIME!

REPORT THIS!
Make sure the police know what is going on.

Contact Police on **101**, in an emergency call **999**.
Or call the **Let's Talk team** if you have any suspicions on **0191 424 6000**.

For more information visit www.southtyneside.gov.uk/mate-crime



South Tyneside Council



South Tyneside Council



housing matters



South Tyneside Homes' newsletter - Housing Matters - has been merged with South Tyneside Council's newsletter to deliver cost efficiencies and savings. Key information and stories for South Tyneside Homes' tenants are featured on pages 44-47.

#LoveSouthTyneside

Loves the Great British Spring Clean

South Tyneside Homes has carried out a number of litter picks across South Tyneside as part of The Great British Spring Clean. Over 100 bags of rubbish were collected thanks to the efforts of staff and volunteers.

This year teams and volunteers focused on areas surrounding housing in a bid to encourage others to get involved and #LoveSouthTyneside, planting the seed that caring for the environment is the responsibility of us all.



Primrose

Around 45 bags of rubbish, two trolleys, three tyres and a bike were all collected as part of a clean-up organised by volunteers and members of the Tyne Rivers Trust at Primrose Nature Reserve on 23 March.

Don't forget that you can #LoveSouthTyneside too! By making a difference where you live, helping at a community event, joining a litter pick or simply promoting South Tyneside as a great place to live, work and visit.

[f @LoveSTyneside](#) [t @LoveSTyneside](#)
[#LoveWhereYouLive](#) [#LoveSouthTyneside](#)



Monkton Dene

Volunteers, working alongside members of the Tyne Rivers Trust, organised a clean-up on 14 April at Monkton Dene, Jarrow. The clean-up took the team over three hours to complete, resulting in 53 bags of rubbish, three bikes, three scooters, a bar stool and even a football table being collected.



Jarrow

Seven officers from South Tyneside Homes volunteered their own time to collect litter in the Jarrow area for the Great British Spring Clean. They collected eight bags of rubbish totalling 100kgs in weight. They also carried out extra weeding in the area.



Hebburn

Four volunteers from South Tyneside Homes' Handy Estates team attended the Hebburn Great British Spring Clean, volunteering their own time over a weekend. They collected 13 bags and some loose items totalling 140kg in weight.



Harton Moor

Volunteers from South Tyneside Homes and the Handy Estates Team collected 15 bags of rubbish at the Harton Moor Great British Spring Clean, volunteering their own time.



www.southtynesidehomes.org.uk

Trainees bloom as they gain experience and qualifications

South Tyneside Homes trainees are working towards their Level 1 Practical Horticultural Award.

Six trainees, who started in January this year, have been working with our Handy Estates and Empty Homes teams to gain valuable work experience, to help them into long-term employment.

Thanks to weekly training by Kirkley Hall at North Marine Park, in partnership with South Tyneside Council and Friends of North and South Marine Park, they have learned how to prepare a flower bed, strim, plant baskets and prune shrubs and hedges as well as to maintain planted areas. North Marine Park is being restored with a grant from the National Lottery Heritage Fund.

Since starting the trainees have achieved their level 1 Practical Horticultural Award and hope to start working towards their Level 1 Practical Horticultural Certificate.



Lewis is just one of the trainees who has gained invaluable experience and qualifications

Lewis Kerrigan is one of our current trainees, who works with our new Empty Property team, to bring gardens up to lettable standards before letting them out. Lewis said: "I've always had an interest in gardening

and this traineeship has given me the opportunity to learn how to do everything properly, as well as providing me with the qualifications I'll need to pursue gardening as a career."

GARDEN TIDY SERVICE

ONE-OFF OR REGULAR BASIC GARDEN WORK INCLUDING:

- GRASS CUTTING
- BORDER MAINTENANCE
- HEDGE TRIMMING
- WEED REMOVAL

CALL FOR A COMPETITIVE QUOTE
ON 0191 427 2675.

WWW.SOUTHTYNESIDEHOMES.ORG.UK/GARDENTIDY

www.southtynesidehomes.org.uk

Improved housing service helps people find the right home for them

The Housing Solutions Service at South Tyneside Homes has achieved some amazing results to reduce the number of empty council homes in South Tyneside, help people find the right home for them and to help communities thrive.

During the past year, almost 4,000 applicants have benefited from the service after applying to join our housing register.

Our new Housing Options outreach service provides advice and support to customers in the greatest need, and has helped more than 1,300 customers who are homeless or at risk of being homeless in the past year.

The Health and Housing Support team has helped almost 350 customers move to more suitable accommodation. The team has also helped many more customers make suitable adjustments to allow them to remain in their current homes.

New processes are in place to help customers maintain their new tenancies and provide pre-tenancy support to those who need it.

To use resources more effectively, members of the Empty Homes Construction team has received additional training so they are more multi-skilled and can carry out more repairs to a high standard. As a result, the routine repair process in empty homes takes just 13 days on average.

When it comes to allocating homes, the team has listened to feedback from



South Tyneside Council's Housing Company



customers. It has made signing up to a tenancy and allocation of homes more accessible and has focused on different ways to market and let homes to better engage with the community.

Thanks to improvements within the service the number of empty homes in South Tyneside has fallen by 40%, the number of homes that are ready to let has fallen by more than 50% and the average time properties have been empty has been reduced by 50% since January 2018.

Here's what some of our customers have to say:

"5 Stars. The Allocations Officer has been brilliant through the whole process. She has kept in touch all of the time and her friendly nature was second to none. Getting the keys to this bungalow is a dream come true. I just can't wait to move in."

Mr Ramshaw, new South Tyneside Housing Ventures Trust tenant

"The Allocations Officer was exceptional in every respect. We could not be more pleased with the whole process. Thank you so much."

Mr Gibbons, recent Housing Solutions customer

"Absolutely brilliant allocation process. Easy and straightforward. So happy and thankful of all the support given."

Miss Eunson, new South Tyneside Homes' tenant

Looking for a new home of your own?
Call Housing Solutions on 0300 123 6633.

"We were absolutely delighted to receive the key for our first home and cannot wait to move in."

Mr Barker and Miss Lee, new South Tyneside Homes' tenants



Another happy customer, Ms O'Callaghan with Allocations Officer, Sarah McGinty



"The process was great, staff were very friendly and considerate. I was really pleased with the property and having recently moved to South Tyneside, I absolutely love the area."

Ms O'Callaghan


ARMY
BE THE BEST



RECRUITING NOW

Your Local Army Reserve Unit
205 (3rd Durham Volunteer Artillery) Battery
101st (Northumbrian) Regiment Royal Artillery

- Great bonus schemes available for joining, plus an annual bonus of up to £1,810 for completing a minimum of 27 days.
- Call in for a chat any Tuesday evening between 7-9.30pm

Highfield Road, South Shields, NE34 6HH (opposite the Fountain Pub).
You can also call our recruiting team Monday to Friday 8.30am to 4.30pm on (0191) 455 9185.



Like South Tyneside Homes on facebook
Stay up-to-date with the latest news and services from your housing company.



For all South Tyneside Homes enquiries:
 **connect2@southtynesidehomes.org.uk**

 **0300 123 6633**
 **www.southtynesidehomes.org.uk**

Make sure you're registered to vote

Look out for the household enquiry form coming through your door soon.

YOUR VOTE MATTERS
DON'T LOSE IT



YOUR FUTURE YOUR VOTE YOUR CHOICE

In July the electoral registration office will send a household enquiry form to every residential property in the Borough.

The form lists all the people living at your property that we currently have on the register of electors. You should check the details printed on it and respond as soon as possible - even if there are no changes.

You can respond online, by phone or by post. More details on how to respond will be printed on the form.



South Tyneside Council

Contact the Electoral Registration Office

0191 424 7230

www.southtyneside.gov.uk/elections

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 22 June 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