

# South Tyneside NEWS

Updates from South Tyneside Council and Partners • **November 2024**



South Tyneside Council



## Season's Greetings

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Award winning renewable energy scheme

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Christmas in South Tyneside

Spread the word!

**THIS IS  
SOUTH  
TYNESIDE**

# Welcome

## Every year brings new challenges in local government and as 2024 draws to a close we are already looking ahead to next year and how we will deliver the best possible services for you.

In 2024 we showed steady progress in Children's Services, and this was recognised by Ofsted. Our investment in our children's care homes, now back on site, will help to expand local provision and reduce very costly out of borough placements. Similarly, major investment in adult social care accommodation right across the borough and better use of assisted technologies is helping to support people to live independently at home.

We've supported people to become financially secure, taking action to tackle poverty. We continue to help lower income families through a significantly revamped council tax reduction scheme and by raising awareness of financial support like accessing pension credits. Our Welfare Support team has secured £7.3M for residents in social security benefits and debt write-offs so far in 2024.

South Tyneside Works have supported thousands of residents back into work. Last year 7,000 people enrolled onto our skills courses. 4,800 learners developed the skills they needed to further their careers and we helped over 1,900 people into new employment.

We have been united in our efforts to improve waste services and get the collections back to normal and we want to thank all our residents for their patience while we have worked through the process.

We are still ambitious and committed to our long-term investments plans, including town centre masterplans, district energy schemes, the relocation of South Tyneside College and development of Holborn riverside, securing external funding to make things happen. We'll continue to listen to your views so that you can have your say to help shape the area you live in.



We will continue to target support to our residents that need it the most to make things fairer with the funding we have so that people can live healthy, happy and fulfilled lives

*Tracy Dixon*

Leader of the Council



### To help deliver our South Tyneside vision, we have created five ambitions

Financially secure



Healthy and well

Connected to jobs



Part of strong communities

And we want these things for every resident, so we are committed to:  
Targeting support to make things fairer





# A Challenging Budget

Every year setting the Council's budget is a real challenge due to ongoing increasing cost pressures and savings that need to be made to deliver a balanced budget.

We weigh up pressures like increased demand for services, reduced central government funding, and competing commitments, priorities, and ambitions to bring forward a Medium-Term Financial Plan that is considered and agreed by Council.

As demand on services and the costs associated with them go up it leaves us with less money to spend elsewhere so we align the budget to the Borough's 20-year vision, which was directly influenced by people across South Tyneside.

Looking ahead to 2025, we can expect to make some difficult decisions. We know that nationally there are significant pressures on the public purse, and it is no different here in South Tyneside. Taking those decisions now will help us avoid even harder ones in the future.

Thankfully, we have already invested in council assets right across the Borough - the infrastructure and facilities that many of you rely so heavily on.

We have invested in leisure facilities, roads, footpaths, accessible equipment, housing stock and renewable energy schemes because we know these things matter to residents. We will continue to do everything we can to attract external funding to South Tyneside to realise our future ambitions.

We also provide support to older people, people with disabilities and looked after children in care. The cost of adults' and children's social care account for 70% of the council's discretionary budget so balancing the budget and protecting essential services is harder than ever before.

We deliver  
**700 services**  
to almost  
**150,000 residents**  
across  
**73,000 households**

## How your weekly council tax payment £ 28.25 contributed to providing services\*



**Adult social care**  
£11.84



**Children's social care** £6.01



**Education**  
£3.59



**Public health and other services**  
£2.16



**Refuse collection, disposal and street cleaning** £2.16



**Highways, roads, transport and street lighting**  
£1.14



**Cultural and leisure services**  
(including libraries) £1.35

\*Based on band A Council Tax scheme for services 2024- 25. The Police and Fire Service levy is separate to council services.



# COST OF LIVING

## Support from the Council



### WELFARE SUPPORT SERVICE

Our Welfare Support Service is the first point of contact for money advice in South Tyneside.

We provide debt, benefit and money advice on the phone, in your local area or if necessary, in your home.

The service is free, impartial and confidential. The team can be contacted 9am-5pm, Monday to Thursday and 8.30am-4.30pm on Friday.

Phone: 0191 424 6040

Email: [welfaresupport@southtyneside.gov.uk](mailto:welfaresupport@southtyneside.gov.uk)

For more information visit

[www.southtyneside.gov.uk/welfaresupport](http://www.southtyneside.gov.uk/welfaresupport)



## Welcoming Places in South Tyneside

Welcoming Places are free public places where residents can go to get warm, save money on their heating costs, avoid social isolation, and receive support and advice.

A number of organisations and venues have pledged their support to residents. **To find out more visit** [www.southtyneside.gov.uk/welcomingplaces](http://www.southtyneside.gov.uk/welcomingplaces)

## Council Tax Support

Council Tax Support (also called Council Tax Reduction) is a benefit, which helps you pay your Council Tax.

You may be eligible for Council Tax Support if:

- you are on a low income, or
- you share your home with someone who isn't your partner

You need to:

- be aged 18 or over
- have to pay Council Tax on your home

You can live in a:

- Council property
- Privately rented or housing association accommodation
- Property you are buying or have already bought

Find out more online at

[www.southtyneside.gov.uk/counciltax](http://www.southtyneside.gov.uk/counciltax)

## HOMELESSNESS

If you are homeless or feel you are threatened with homelessness, fleeing domestic abuse or going through a relationship breakdown please contact South Tyneside Council Housing on:

- **0800 141 2645** (free phone) – Monday to Thursday 9am- 5pm, and Friday 9am - 4.30pm
- **0191 456 2093** - out of office hours

We will give free advice and assistance to all eligible households that are homeless, or at risk of homelessness regardless of priority need.

For more information, visit:

[www.southtyneside.gov.uk/costofliving](http://www.southtyneside.gov.uk/costofliving)



# Get help with energy and bills

If you are struggling to pay for your energy and bills, there are a number of options from suppliers to help if you have fallen behind with payments, funds for those on lower incomes, insulation and energy-efficient white goods and options to find out if you are eligible for extra support.

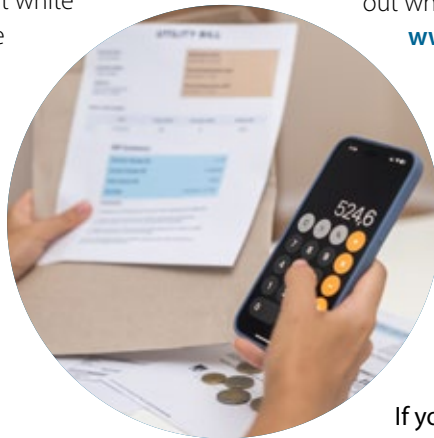
## NORTHUMBRIAN WATER

The water supplier across South Tyneside is Northumbrian Water who offer a range of ways to help if you are struggling with your water bills.

[www.nwl.co.uk/supportplus](http://www.nwl.co.uk/supportplus)

If you're on a low income, less than £17,005 per year, or receive pension credit, Northumbrian Water may be able to reduce your bill by up to 50%.

[www.nwl.co.uk/bill-help](http://www.nwl.co.uk/bill-help)



## SUPPORT FROM THE GOVERNMENT

The Government has announced extra support for families to help with cost of living pressures. This includes income and disability benefits, bills and allowances, childcare, housing and travel. The website also offers a benefit calculator to find out what support you might be able to get

[www.gov.uk/check-benefits-financial-support](http://www.gov.uk/check-benefits-financial-support)

**Please note:** These are government schemes. South Tyneside Council is not responsible for administering this support. Full information on government schemes is available online at [www.gov.uk](http://www.gov.uk)

## ROUGH SLEEPING

If you see someone sleeping rough, please report this to:

- South Tyneside Council Housing on **0300 123 6633**
- Report through Streetline at <https://thestreetlink.org.uk> or
- Call Rough Sleeping Outreach Service (provided by Oasis Community Housing) on **07736 958622**

# Could you or someone you know be missing out on pension credit?

You could be entitled to **EXTRA** money to help you cover your costs if you are State Pension age and living on low income.

For information call Citizens Advice on 0191 455 7958 or Welfare Support on 0300 123 663

**THOUSANDS of people in South Tyneside are missing out!**

Check your eligibility TODAY at [gov.uk/pension-credit](https://www.gov.uk/pension-credit) | 0800 99 1234





Credit to Wayne Madden, Operations Manager at Hospitality & Hope.

# Community Shops in South Tyneside

**Hospitality and Hope opened its community shop in South Shields earlier this year. It was one of ten organisations to receive funding to develop its network of community shops, providing healthy food at discounted prices in South Tyneside.**

Anyone living within a mile and a half radius can become a member of the community shop which will enable them to shop there once a week to buy goods at greatly discounted prices. Members pick their own items which can include basics such as cereal, milk, bread, pasta, rice, fresh fruit and vegetables and toiletries. They receive at least 10 items for £4 at a community shop.



## Opening times:

**Fowler Street: Tues, Thurs & Sat: 9.30am – 2pm**

**Horsley Hill: Mon 9.30am – 3pm and Wed and Fri, 9.30am- 2pm**

**Hudson Street: Mon and Fri 9.30am – 2pm and Wed 9.30am – 3pm**

The Fowler Street shop is the third community shop in the Borough, with others already established in Horsley Hill and Hudson Street in South Shields.

The shops are located within wards that have the greatest dependency on the charity's foodbank.

**Find out more at [www.hospitalityandhope.org.uk](http://www.hospitalityandhope.org.uk)**

## Food banks

Food banks help individuals and families in crisis. This could be because of sudden unemployment, delays in benefit payments, benefit sanctions or financial problems. To receive a food parcel, you may need to be referred to a food bank by a professional such as a housing officer, social worker, Citizens Advice Bureau (CAB) advisor, doctor or health advisor. Food banks are always looking for donations.

### Find out more at:

- **Bede's Helping Hands** - [www.southtyneside.gov.uk/foodbanks](http://www.southtyneside.gov.uk/foodbanks)
- **Boldon CA** - [www.boldonca.co.uk](http://www.boldonca.co.uk)
- **Hebburn Helps Community Food Bank and Crisis Response Team** - [www.hebburnhelps.co.uk](http://www.hebburnhelps.co.uk)
- **Hospitality & Hope:** [www.hospitalityandhope.org.uk](http://www.hospitalityandhope.org.uk)
- **Key To Life** - [www.keycommunity.org.uk](http://www.keycommunity.org.uk)

**South Tyneside Council offers a range information and advice for those facing financial concerns at [www.southtyneside.gov.uk/costofliving](http://www.southtyneside.gov.uk/costofliving)**

# Digital Basics drop-in at The Word

If you are struggling to use a computer, come along to our friendly drop-in session where we can give you a hand with the basics, such as.

- Joining the Library and logging on to a library computer
- Setting up email accounts
- Browsing the internet

This session will run every Thursday until 19 December at The Word, on Floor 2 from 10am -12noon.

No need to book just call in.



## Home readers service

If you or someone you know is unable to make it to the library, whether it's due to sickness, disability or older age, our library home readers service can bring the service to you.

The team can supply books, large print books, and books on CD to your home.

For lots more information call 0191 424 7181 or email [home.readers@southtyneside.gov.uk](mailto:home.readers@southtyneside.gov.uk)

## Arts and crafts club for children

South Tyneside Libraries run an arts and crafts club after school for children aged 8+ where they can have fun, enjoy crafts and meet new people.

**Activities take place 4.30pm-6pm**

- First and third Monday of the month at The Word
- Second and fourth Thursday of the month at Jarrow Focus
- Second and fourth Monday of the month at Hebburn Central
- First and third Thursday of the month at Cleadon Park

*The sessions are **FREE** – booking is required due to limited space*

Find out more and book online at: [www.southtyneside.gov.uk/libraryactivities](http://www.southtyneside.gov.uk/libraryactivities) or in person at the Shop @ The Word.



## Follow us on social media

Receive the latest information and updates on our Library Services.

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

 [@SouthTynesLibs](https://twitter.com/SouthTynesLibs)





# Let's talk about Hebburn

## Our South Tyneside Conversation

**Almost 1,000 local people offered their opinions in Our Hebburn Conversation and we're now using that feedback to help shape a masterplan.**



**Residents were invited to give their views on the future of Hebburn during the consultation.**

**Three areas were identified as sites for discussion:**

- The town centre
- The riverside
- The wider surrounding areas

**Three top themes emerged from the consultation including:**

- Better shops and restaurants
- More family- friendly activities
- Improved security

**You told us that your top three priorities are:**

- Better security and lighting
- Anti-social behaviour
- Environmental issues such as littering and fly tipping

Hebburn Conversation at Fountains Park.

The Council is already working hard to address issues raised – thanks to a joint operation with police and other partners, anti-social behaviour has reduced by 80 per cent; a review of CCTV coverage in the town centre is underway; events including a family Pride picnic celebration and Christmas events have been arranged, and a project to improve the public realm is in progress, with some seating already having been replaced.

Work is nearing completion with Cultural Spring and the wider community to bring new artwork into the town centre area showing local innovation which has impacted on Hebburn's history.

Architects are now developing options for a masterplan.

For more information visit [www.ourconversation.co.uk](http://www.ourconversation.co.uk)



# Let's talk about Jarrow

## **A community-run Town Board - Jarrow Forward – has been formed to represent the NE32 postcode area.**

**Jarrow Forward** was established under the Long-Term Plan for Towns, to oversee a vision for the NE32 postcode area, to create transformative opportunities for Jarrow residents. Jarrow Forward has representatives from local businesses, community and voluntary organisations, as well as local Councillors and MP for Jarrow, Kate Osborne.

Following consultation with over 30 local business and community leaders and partners, Jarrow Forward submitted its initial vision for the town to Government on August 1st.

The research highlighted how proud Jarrow residents are of their town – particularly its unique history, green spaces and friendliness – but also identified some areas where things could be better, such as opportunities for young people, for work, wellbeing and leisure.

The vision for Jarrow draws on the town's unique heritage – using its historic reputation for innovation, science, learning, industry and resilience to inspire and attract more people

and investment into the town. Look out for further wide engagement with residents, businesses and other organisations later this year.

NE32 postcode area includes South Shields AFC, Barbour, Monkton Stadium, the Viking Centre, Jarrow Focus, Jarrow Hall, St Paul's and the Bede Museum, all well connected with the pedestrian and the vehicle Tyne Tunnels, the Metro, bus station and the A19.

**More information can be found at:**  
[www.southtyneside.gov.uk/jarrowforward](http://www.southtyneside.gov.uk/jarrowforward)

*The board is chaired by Susan Wear, a Jarrow resident who has been involved in economic and cultural regeneration in NewcastleGateshead and the City of Sunderland, and its vice chair is entrepreneur Geoff Thompson, Chair of South Shields AFC.*

# HOUSING SERVICES MOVE BACK INTO THE COUNCIL



SOUTH TYNESIDE COUNCIL  
**HOUSING  
SERVICES**

**On Friday 1 November 2024 the housing services provided by South Tyneside Homes will move back to be provided by South Tyneside Council.**

South Tyneside Council has always been the landlord for our tenants and owned all council homes in South Tyneside, but the delivery of housing services has been carried out by South Tyneside Homes since 2006.

## Ballot

Following an independent review commissioned last Autumn, all tenants and leaseholders were given the opportunity to vote in an independent ballot about the future of council housing.

94.2% of tenants and leaseholders who responded to the ballot voted in favour of council housing returning to direct Council control.

## What happens next?

From late autumn you will start to see changes. Branding will change

to South Tyneside Council Housing Services across things like letters, the website, social media pages, signs and posters and vans. Our Involved Tenants Group made up of Scrutiny Panel members and Check and Challenge Group members, had a big input into how we decided on this new look and feel. While the Council starts to update everything with the new name you may see a mix of South Tyneside Homes and South Tyneside Council.

## What will stay the same?

Tenants will still be able to pay rent, view their rent account, report a repair and search and bid on homes in the same way. All the same staff will continue to deliver Housing Services, but they will work directly for South Tyneside Council rather than South Tyneside Homes and their uniform will reflect this. Our call centre number of 0300 123 6633 will remain the same.



New vehicle livery



To keep updated on the move of housing services back to the Council, follow us on Facebook @STCHousingServices



“

**Councillor Jim Foreman, Lead Member for Housing and Community Safety, said:**

*Tenants are at the heart of all this, and they have given their overwhelming support for bringing services back in house. As a responsible landlord, it's important that we listen and act upon what they've told us. I'd like to thank South Tyneside Homes for the fantastic job they've done for almost 20 years, transforming thousands of homes.*

*We are excited to welcome South Tyneside Homes colleagues, with all their experience and expertise, into the council. This is now the start of an exciting journey where together, we can identify areas for improvement and create a joined up, streamlined housing service fit for the future.”*

”

For information on fire safety in our properties you can visit [www.southtyneside.gov.uk/firesafety](http://www.southtyneside.gov.uk/firesafety)





CLlr Margaret Meling cutting the ribbon to officially open the show home and sales office at Cussins' housing development in South Shields.

# Holborn Housing Update

**Construction of new housing at Holborn, South Shields, is continuing, with all 48 homes in the first phase now completed and occupied. Housebuilders Keepmoat and Cussins are both well through construction of the 95 homes within the second phase, with a number already sold and occupied.**

Ground preparation for the final phase is at an advanced stage and as well as delivering a further 156 homes, this will also include a new riverside promenade, the restoration of three former dry docks for public enjoyment and ecological improvements for butterflies and marine life.



The 299-home development is programmed to complete in the first half of 2028, with 15% of the homes being either for affordable rent or a discount market sale scheme.

Our regeneration plans for South Shields town centre and riverside are all about boosting footfall, so increasing the residential population will mean more people supporting local businesses, boosting the economy and helping to create a sustainable future for the town.



Cllr Margaret Meling, Lead Member for Economic Growth and Transport said:

“

*It's incredible to think that just a couple of years ago this area was derelict former industrial land. It's been quite a transformation into a new riverside community with modern family homes*

”

# Viking Energy Network Jarrow



## 1 YEAR ANNIVERSARY

In the first year the since the flagship renewable energy scheme became operational, Viking Energy Network at Jarrow has cut annual carbon emissions by 1,035 tonnes.

Since October 2023 the multi-million-pound network has harnessed low-grade heat from the River Tyne and exported it to council-owned buildings, including Jarrow Focus leisure centre, three residential tower blocks, Jarrow Business Centre and Jarrow Town Hall.

Water source heat pumps work by extracting heat from a body of water, compressing it to increase the temperature and then converting it into useful energy in the form of hot water in a network of insulated pipes. The solar farm provides much of the electricity to power the heat pump meaning in summer month's it operates as carbon neutral.

The scheme is the first of its kind in the UK and combines a river source heat pump, a combined heat and power (CHP) back-up system, a solar farm, and a private wire electrical network with storage battery. An energy centre has been built on the banks of the river and an extensive pipe network is used to distribute the heat across the town.



## WINNER Public Sector Project

RICS (Royal Institute of Chartered Surveyors) awards.



## WINNER Best Climate Action or Decarbonisation Initiative

Association of Public Sector Excellence (APSE) Awards 2024

*"This pioneering project demonstrates our commitment to net zero and a switch to cleaner, more secure energy sources."*

*Clr Ernest Gibson, Lead Member for Neighbourhoods and Climate Change*



To celebrate and share this exciting innovation, the South Shields born artist and animator of Paddington and Just So stories Sheila Graber worked with local theatre legend Ray Spencer, MBE, to create a wonderful new animation all about VENJ.



## Viking Energy Network Jarrow

The animation can be seen online by scanning the QR code, and will form part of our climate education pack for 2024 – 2025 in schools.

SCAN ME

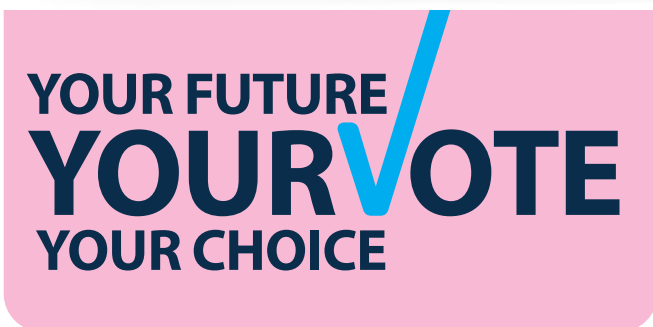


# Biodiversity Net Gain and Decarbonisation

**We are continuing with our plans to minimise the impact our operations have on our environment.**

Our Environment Strategy places focus on nature-based solutions and ongoing enhancement of the natural environment, supporting healthy and diverse ecosystems. That's one of the reasons we are working to identify several areas across the borough as biodiversity net gain sites. These sites will provide nature-friendly developments that are good for residents, wider communities, and biodiversity.

Alongside this, a Heat Decarbonisation Strategy is being developed which will investigate potential solutions for decarbonising heating in buildings and replace the use of natural gas. We are also committed to looking at ways to reduce emissions from our vehicle fleet by reviewing emerging technologies.



**Make sure you're included on the new register of electors which will be published on 1 February 2025.**

In September the Electoral Registration Officer wrote to all residential properties to check and update the register of electors. Residents were asked to check the printed details carefully and respond immediately if there were changes to make, or the letter told residents that they must respond.



***"By ensuring you are on the annual canvass, you are protecting your right to vote. I would urge all residents to take this opportunity to ensure their voice is heard."***

*Cllr Jane Carter, Deputy Leader and Lead Member for Governance, Finance and Corporate Services.*

The Electoral Registration Team have tried to make personal contact with the residents who were told to respond to the letter but have not yet done so. Where contact is not made calling cards and a canvass form were left at the address. If you have received a calling card and/or canvass form please respond as soon as possible.

If you haven't received a visit from a member of the Electoral Registration Team, or a canvass form, and there have been changes to the residents at your address in the past 12 months, contact us on 0191 427 7000 to check if the register needs to be updated.





Stuart Easingwood, Director of Children's Services with two of our Borough's young people.

# Children's Services Improvement Journey

**Our journey of improvement in Children's Services continues and has been recognised by inspectors during their latest visit.**

At the end of July, the Council underwent a third monitoring visit by Ofsted, who noted improvements across the wider service and that the Council has continued to build on improvements since it was rated 'Inadequate' a year and a half ago.

## Improvements made

Inspectors noted that children are being provided with warm and caring environments that are enabling them to flourish and make progress. Carers support children to access community activities and their interests and hobbies. Family time is encouraged and supported, and children's voices are heard in these arrangements.

Inspectors also praised social workers who work hard to form trusting relationships with children and who support child-focused decisions.

## Work continues

Inspectors saw improvement in the development of an open and transparent culture; a more focused approach to corporate parenting and managerial oversight across the service.

Corporate parenting has been refreshed following consultation with children and young people. It is now more sharply focused, purposeful, and engaging with a sustained council-wide approach to corporate parenting responsibilities.

Our improvement journey continues, and overall, Ofsted noted more oversight, improved practices, and investment in the right areas. We are resolute in doing everything we can to improve services for our young people and put them at the heart of everything we do.

Scan the QR code to view the letter



# Investment in children's homes

Work to increase the number of residential places for South Tyneside's looked-after children is back on track.



Cllr Liz McHugh with Able Construction Director Ken Parkin on the site of the new Children's Centre in Seton Avenue, South Shields.

Contractors are now back on site at Seton Avenue in South Shields where a new Assessment Centre is being built and at Grant Street in Jarrow where one of two new children's homes is being built. Another at Hebburn New Town is due to start back on site shortly. Once complete, these developments will double the number of beds in children's homes we are able to provide for looked-after children.

Councillor Liz McHugh, Lead Member for Children, Families and Social care and Education and Skills said: ***"A lack of residential places for looked-after children is an issue faced by many councils across the country. In South Tyneside we are focusing significant investment in this area.***

***"We are absolutely committed to giving all our young people the best start in life. For those children who can't be with their birth family, it is important their lives remain as stable as possible, living in the place they call home, close to their family, school and friends."***

As well as the residential developments, we are always looking for new foster carers.



CGI images of what the developments could look like.



Councillor Liz McHugh, Lead Member for Children, Families and Social Care and Education and Skills at South Tyneside Council, said:

***"Ofsted noted more oversight, improved practices, and investment in the right areas.***

***"Most importantly, children are being heard and staff are happy and confident in their roles to support families. This is great news, although we still have a way to go. We are doing everything we can to improve services for our young people and put them at the heart of everything we do."***

Anyone interested in fostering can visit [www.fosterwithnortheast.org.uk](http://www.fosterwithnortheast.org.uk) for more information or call Foster with North East on 0800 917 7771.



# A DAY IN THE LIFE OF **FOSTER CARER KAREN**

Karen has been a short-term foster carer for 11 years alongside her husband Brian. They live with their 18-year-old daughter who works at a nursery school and 11-year-old son who attends a SEND school and they are currently caring for a 7-month old baby.

### Some of the fostering tasks I did today were...

Looking after all baby's needs, bottle feeding and solids, nappy changes throughout the day, lots of cuddles and communication. Filling in a daily diary for supervising social worker to read at supervision.

### Some things my foster child(ren) and I did together today was...

Play, feed, cuddles and getting out for a walk.

### The best part of my day was...

Getting some lovely videos to share with baby's prospective adopters and them being so happy to see them.

### Something I found tough today was...

The baby is at the awkward stage where he is unable to crawl but wants to be up and about and keeps me on my toes. It can be tiring but it's also so much fun!

### Since becoming a foster carer, the biggest way my days have changed is...

We have lots of appointments between my son and baby. There are lots of visits from social workers which are enjoyable as we get updates and have a nice chat. Sometimes we get lots of appointments in a short space of time, so it pays to be organised.

My number one tip for adjusting to life as a foster carer is to be organised and flexible.

**Find out more about fostering with us**

## Foster *with* NORTH EAST

If you think you could make a difference to a child's life. Contact Foster with North East on 0800 917 7771. Enquire online at [www.fosterwithnortheast.org.uk](http://www.fosterwithnortheast.org.uk)





# Supporting People to Live Independently

**Construction is underway to create a new Extra Care scheme on the former Lincoln Court site in Hebburn.**

The 95-apartment housing project is being delivered in partnership with Karbon Homes and Robertson Construction and is designed to support those with additional care and support needs to live independently. Seventeen of the new homes will be specialist dementia apartments.

The project is the first of a number of sites earmarked for potential Extra Care developments in the future.

The Council is also working with Karbon Homes to develop two specialist supported housing schemes.

Ten bungalows are being created for people with autism on the site of the former Father James Walsh Centre in Hedgeley Road, Hebburn. Five bungalows and six apartments are being developed on the former Nolan Hall site in Concorde Way, Jarrow for people with complex learning disabilities. Both projects, due to be completed in the new year, will incorporate staff accommodation.

The new extra care and supported living schemes will provide much-needed accommodation for those who are most in need of additional care and support to live independently in the community.



They form part of the Council's wider Adult Social Care Accommodation Strategy and align with the Borough's Living Better Lives vision to ensure every person in South Tyneside with care and support needs are 'living better lives'.

They also help the Council to deliver on its ambition for people to stay healthy and well throughout their lives and is in direct response to residents saying they would prefer to live well independently for as long as possible, rather than go into residential care.



CGI image of how Lincoln Court could look.

# Welcome to Restart



**Restart is South Tyneside Council's integrated Domestic Abuse Service.**

Restart offers:

- **Independent Domestic Violence Advisors (IDVA) and Independent Sexual Violence Advisors (ISVA)**
- **Behaviour Change Programmes for perpetrators**
- **A Sanctuary Home Security Scheme**
- **Reflect Parenting Engagement Team**
- **Intensive support to help parents work through the grief and loss that is felt when children have been removed from their care**

## **Restart Targeted Response**

Restart, in partnership with Northumbria Police, offer a new initiative that has been set up to provide proactive early interventions.

### **Children and Young People**

- Emotional Support for Children and Young People
- Young People's Violence Advisors (YPVAs)
- Respect Young People Programme
- R.E.V.I.V.E Young People's Programme
- Dating Detox

## **Coming Soon**

Look out for more exciting news from the Restart team this year including:

- **Our brand-new integrated hub building**
- **Dedicated website**
- **Social media channels (Facebook, X and Linked In)**
- **Group Support**
- **Community Domestic Abuse Champions Network**

## **Contact us**

For any referrals or to speak to a domestic abuse advisor contact 07977 595910 or email [restart@southtyneside.gov.uk](mailto:restart@southtyneside.gov.uk)



# CHRISTMAS & NEW YEAR BIN COLLECTIONS

| Normal collection date      | TUES 24 DEC (Christmas Eve) | WED 25 DEC (Christmas Day) | THURS 26 DEC (Boxing Day) |
|-----------------------------|-----------------------------|----------------------------|---------------------------|
| New revised collection date | No change                   | Fri 27 Dec                 | Sat 28 Dec                |

| Normal collection date      | FRI 27 DEC | SAT 28 DEC   | MON 30 DEC |
|-----------------------------|------------|--------------|------------|
| New revised collection date | Mon 30 Dec | Thurs 26 Dec | Fri 27 Dec |

| Normal collection date      | TUES 31 DEC (New Year's Eve) | WED 1 JAN (New Year's Day) | THURS 2 JAN |
|-----------------------------|------------------------------|----------------------------|-------------|
| New revised collection date | No change                    | Thurs 2 Jan                | Fri 3 Jan   |

| Normal collection date      | FRI 3 JAN |
|-----------------------------|-----------|
| New revised collection date | Sat 4 Jan |

Don't forget to put your bins out at 7.30am on your collection day.



You can find out when your bin is being collected at [www.southtyneside.gov.uk/recycle](http://www.southtyneside.gov.uk/recycle)

## RECYCLING VILLAGE OPENING TIMES

The Recycling Village at Middlefields is open every day (except Christmas Day) 9am - 6pm. Book a slot at [www.southtyneside.gov.uk/recyclingvillage](http://www.southtyneside.gov.uk/recyclingvillage) or call 0191 427 7000.

## CHRISTMAS TREE COLLECTIONS

Real Christmas tree collection sites are being confirmed and residents can find out more at [www.southtyneside.gov.uk/recycle](http://www.southtyneside.gov.uk/recycle) in the coming weeks.

Only real Christmas trees, with all tree decorations removed are accepted at these sites. The Council turn the trees into compost and soil improver, some of which goes to local parks and green spaces.



**Did you know?**

Glitter cannot be recycled. Most glitter is made up of microplastics which end up in the sea and back into our bodies! Please don't put ANY glitter in the recycling bin. No wrapping paper, card and no pictures.







get active...

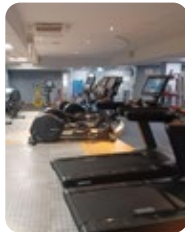
# Get Active, Feel Great

If you're interested in improving your fitness levels, building confidence, feeling healthier or gaining motivation, then our range of flexible membership options make joining South Tyneside Leisure Services an easy decision.

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

[www.southtyneside.gov.uk/leisure](http://www.southtyneside.gov.uk/leisure)

## Investing in Leisure Services



In line with our ambition for residents to live healthy and well, we continue to invest in leisure facilities to help improve leisure user experience and provide the best service possible.

The upgrade of cardio equipment across Council gyms is the latest in a series of investments in the Borough's leisure facilities. Work to upgrade cardio equipment at Temple Park and Haven Point is complete, with work ongoing at Hebburn Central\*. Other recent improvements have included new spin bikes at Monkton Stadium.

For the latest updates visit [www.southtyneside.gov.uk/leisure](http://www.southtyneside.gov.uk/leisure)

## Download our mobile app

Download the 'STC Leisure' mobile app, where you can book fitness classes, gym inductions and sports facilities, amend your bookings, keep up to date with the latest leisure news, plus more.

Available to download from the Google Play Store and the Apple App Store – simply search for 'STC Leisure'. You can also download the app by scanning the QR code.

*\*Information correct at time of writing.*



# FOR *every* FAMILY

SOUTH TYNESIDE FAMILY HUBS

## FAMILY SUPPORT IN SOUTH TYNESIDE

In the last year, thousands of families have accessed South Tyneside Family Hubs taking advantage of better integrated services from conception up to the age of 19 or 25 for those with additional needs.

The hubs provide support on parenting, early language and home learning, parent-child relationships, and infant feeding.

A range of professionals and service providers, including midwives, health visitors, early help workers and adolescent workers are located at the hubs to provide a 'one-stop-shop' so that families need only tell their story once and help can be provided at the earliest opportunity.

**The network of 12 Hubs has seen over 50,000 contacts from 8,500 children, young people, parents, and carers.**

We work in partnership to bring together a wide range of services including:

- free activities for children and young people
- parenting support
- relationship programmes
- infant feeding support
- weekly groups
- mental health support
- early language support



Louise Taylor with daughter.

**Louise Taylor, from Jarrow, is just one of the 5,224 parents and carers who has accessed the Hubs since they launched in June 2023**

Louise said: "I didn't know many people when I moved to the area, and I felt isolated.

"I really struggled with anxiety, but when I started attending Bede Family Hub, I instantly felt welcomed. It's given me a sense of belonging.

"I'm now a lot more confident and the Family Hub has given me a place to socialise and make new friends.

"I've grown so much as a parent and that means that my kids are growing too. I've attended the 'HENRY' programme and that gave me the skills to help us live a healthier and happier lifestyle."

"I go to the playgroup every Monday and try to attend individual sessions too, during the holidays I'm able to take my older child and he sees the Family Hub as a safe and welcoming space.

"I'd encourage any parent or carer to give it a try and see for themselves what is on offer."

**TO VIEW A VIDEO ABOUT LOUISE'S STORY, SCAN ME**



Find out What's On in South Tyneside at [www.southtyneside.gov.uk/whatson](http://www.southtyneside.gov.uk/whatson)

Follow us on Facebook  [www.facebook.com/southtynesidefamilyhubs](https://www.facebook.com/southtynesidefamilyhubs)

a better u

# Stay Well this Winter

**Double your defences against COVID-19 and flu this winter. Across the North East and North Cumbria our NHS teams are working hard to vaccinate people against Covid-19 and flu.**

Flu is a serious condition that kills thousands and hospitalises thousands more in England each year. The flu vaccination is the best protection for you and those around you, which is why it is offered for free to those most at risk. Visit [www.nhs.uk/flu vaccine](http://www.nhs.uk/flu vaccine) to find out if you're eligible and for more information.

Flu can also be nasty for children and lead to more serious illnesses such as bronchitis. Children can catch and spread flu easily. Vaccinating them helps to protect others who are vulnerable to flu, such as babies and older people. The children's nasal spray flu vaccine is safe and effective.

Adults at high risk from flu are also most at risk from coronavirus, which causes Covid-19, so some people may be eligible for both the flu and the COVID-19 booster vaccines to help protect them from a double threat this winter. Vaccines are safe and effective and give you the best protection against the viruses. If you are offered both vaccines, it's safe to have them at the same time.

## Ask your GP or pharmacist how to book an appointment.

**There are lots of other ways you can help yourself to stay well this winter, including:**

- Keep your medicines cabinet well-stocked with the basics, such as pain killers, antihistamines, cold and flu remedies, a first aid kit and phone numbers for your GP & Pharmacy.
- Stay active – no matter our fitness levels we should all try to move around every day, from chair-based exercises to going to the gym and everything in between!
- Look after your mental health – search Every Mind Matters for useful tools and tips.
- Maintain good hand and respiratory hygiene – remember 'catch it, bin it, kill it' for coughs and sneezes then wash or sanitise your hands straight



***"We want all our residents to stay healthy and well throughout their lives so it's incredibly important that those who are eligible for the free flu jab take it up. While it won't stop you getting flu, it will boost your body's defences and help fight the disease."***

*Councillor Ruth Berkley, Lead Member for Adults, Health and Independence*

away. Stay at home if you have a high temperature and do not feel well enough to do your normal activities.

- Keep warm by blocking out draughts having regular hot drinks and meals and using a hot water bottle OR electric blanket in bed.
- Wrap up in warm clothing and sturdy shoes when going outside in cold weather.

As the nights get cold and dark it can be tempting to stay in the house. This can leave people feeling lonely or isolated. If you are feeling lonely or isolated, we have over sixty Welcoming Places in South Tyneside that you can visit, get a cup of tea and meet other people.

**Find out more at [www.southtyneside.gov.uk/welcomingplaces](http://www.southtyneside.gov.uk/welcomingplaces)**

Lots of our Welcoming Places are offering flu clinics this year – ask at your closest one for more details.

**For more winter health advice visit [www.southtyneside.gov.uk/winterhealth](http://www.southtyneside.gov.uk/winterhealth)**



# New charity to support veterans in later life

**We are committed to recognising the sacrifices our service men and women make, and to helping with the pressures that service personnel and their families can face in adapting back to civilian life, as well as the on-going needs of veterans in later life.**

Veterans for Veterans in Care provides support for veterans in residential care homes, assisted living, and sheltered accommodation. Services are tailored specifically for all armed forces veterans, enhancing their quality of life.

**For more information contact: Lee Moore, 07553 051 207, 07553 051 207, or email [lee@vfvic.co.uk](mailto:lee@vfvic.co.uk)**

## A lasting tribute

Working with National Veterans'Walk charity we are cocreating a dedicated walkway in North Marine Park in South Shields. The paved route will be made up of personalised stones bearing the names, regiment and years of service of those servicemen and women who have passed away and to military personnel who continue to sacrifice so much for their country.

Orders for the granite plaques can be bought by service men and women themselves or by their loved ones as a gift or A Lasting Tribute to Proud Service. The stones are priced at £299 each, available to order through the National Veterans' Walk website at [www.nationalveteranswalk.co.uk](http://www.nationalveteranswalk.co.uk).

Councillor Paul Dean, Chairman of South Tyneside's Armed Forces Forum, said:



***"We work all year round supporting our armed forces community, recognising their sacrifices, ensuring they are treated fairly, and that they have access to the essential services important to them."***

## Veteran-friendly care home

**As a Gold Award Armed Forces Champion, South Tyneside Council works in partnership with other organisations to support veteran-friendly practices.**



Anchor's Palmersdene Care Home, on Grange Road West, in Jarrow is inviting local older people to come and enjoy a delicious home cooked Fish & Chips with the residents and staff.

**Palmersdene Manager Maureen Kane explains why the home is launching the weekly event:**

***"Everyone loves Fish & Chips on a Friday. We want to extend an invitation to our older neighbours to come and enjoy a fresh, warm, home-cooked meal and some friendly company with us here at Palmersdene."***

***"We're also working to become a veteran-friendly care home so we'd love if any veterans living in Jarrow and the surrounding area would join us"***

**If you would like to join Palmersdene for lunch call the home directly on 0191 428 0660 to reserve your place, booking is essential.**

# NE North East Combined Authority

**UPDATE**



The North East Combined Authority, made up of South Tyneside Council and the other six North East local authorities, has been working on plans to allocate £500m of funding.

## Early initiatives include:

- a new Local Transport Plan with resident consultation on proposals planned for November
- establishing a £1m Mayor's Opportunity Fund – a small grants fund for community and voluntary groups to tackle local deprivation and social issues
- a £70m 'route to finance' project to support local and regional small businesses
- a regional Child Poverty Reduction Unit

The new regional Child Poverty Reduction Unit will support the wider Education, Inclusion and Skills portfolio, led by Council Leader Cllr Tracey Dixon, to reduce education inequality in schools and increase routes to employability.

The NE Combined Authority will look at how existing skills and training is matched to the jobs that are available now and what skills and training is needed for the jobs that will be available in the future. This will give employers and potential investors to the region the confidence they can access a skilled workforce for their businesses to grow and thrive.



Kim McGuinness, Mayor of North East Combined Authority, alongside Cllr Tracey Dixon, Leader of South Tyneside Council.

“

Cllr Tracey Dixon, Leader of the Council

*This devolution deal is about people and improving lives. I believe that good education and skills – taught at any stage in life – is what will drive our region forward. I am passionate that everyone has the skills and support they need for our economy to grow.*

”





# EAT DRINK SHOP LOCAL

*this Christmas*

## SHOP LOCAL

During this festive season please try and shop local and support your local traders and businesses.

Whether you are bargain hunting or shopping for designer wear, you'll find everything you need in South Tyneside.

From high street names and independent retailers to quirky one-off goods, take a stroll down the streets of the area's villages and you'll discover a wealth of small, independent shops and boutiques.



## DINE LOCAL

South Tyneside offers a wide and diverse mix of places to eat and drink which will appeal to all tastes and budgets.

From the famous Ocean Road mile in South Shields to unique locations such as the Marsden Grotto or Blacks Corner at Boldon – there's something for everyone. Venture to our pretty inland towns and villages and enjoy a wealth of food options – whether you're after fine dining, great pub grub, fresh seafood or an awesome ice cream sundae.



**Fancy a night in?** There are lots of great local takeaways and hospitality venues which offer a delivery service - so you can enjoy delicious food in the comfort of your home this festive season.



**Throughout the year there's lots of food orientated events to enjoy including Hebburn Food Market (held the second Saturday of every month) and the Food Festival in Bents Park on bank holidays! Watch our social media pages for 2025 dates!**

*Cllr Judith Taylor, Lead Member for Culture, Leisure & the Visitor Economy*





# THIS IS SOUTH TYNESIDE

# CHRISTMAS 2024

Christmas is just around the corner! South Tyneside has something for everyone this festive season – from a parade, carol singing, festive markets to light switch-ons and pantomines.

## CHRISTMAS LIGHTS SWITCH ONS

### SOUTH SHIELDS

Thursday 21 Nov, 5-6pm

Join us outside The Word in South Shields as we switch on the South Shields festive lights. To get everyone in the spirit, the Mayor will be joined alongside festive entertainment including singers, walkabout entertainers and stilt walkers.

Grab a festive bargain from our market traders from 1pm - 6pm.

## CIVIC CAROL CONCERT

Monday 2 Dec, 7-9pm

Join South Tyneside Orchestra for the annual South Tyneside Civic Carol Concert at Temple Park Centre.

A joint concert with the primary school choirs of South Tyneside performing a selection of festive music. Tickets are £5 per person. Available to purchase from the Shop @ The Word, participating schools and Temple Park Centre.



### JARROW

Friday 22 Nov, 4-5pm

Join us outside Jarrow Town Hall for this fun festive event. The event will include local entertainment and music, including seasonal characters. It will be great festive fun for all the family to get everyone in the Christmas spirit!

### HEBBURN

Monday 25 Nov, 4-5pm

Join us for this great event as we switch on the Hebburn festive lights. There will be seasonal songs and lots of entertainment. Guaranteed festive fun for all the family!



## SOUTH SHIELDS MARKET

South Shields Market is held every Friday and Saturday.

Enjoy browsing a variety of stalls in a friendly and bustling atmosphere at one of the oldest open-air markets in the North East.

- Friday and Flea Market – Every Friday, 9am-3pm
- Traditional Market – Every Saturday, 9am-3pm

[www.southshieldsmarket.co.uk](http://www.southshieldsmarket.co.uk)



## Festive Fairs

### SOUTH SHIELDS FESTIVE MARKET

Sat 30 Nov & Sat 7 Dec, 9am -3pm

Offering a great opportunity to shop for unique Christmas gifts from a variety of stalls, showcasing some of the many talented craftspeople and traders from around the region.

Market Place, South Shields

*continued on page 28...*



For more activities and events this festive season visit

[www.southtyneside.gov.uk/christmas](http://www.southtyneside.gov.uk/christmas)

# SOUTH TYNESIDE WINTER PARADE

Friday 6 Dec, from 5.30pm – 7pm

Delivered in conjunction with The Cultural Spring, the team behind the Summer Parade, South Tyneside Winter Parade will be an unforgettable evening of joy and festive spirit!

The parade will make its way along Ocean Road towards the seafront at 5.30pm where people lining the street will be entertained by fantastic parade performers. The parade will end with a performance in Bents Park.



...continued

## CHRISTMAS FAIR AT JARROW HALL

Saturday 30 Nov – Sun 1 Dec,  
10am- 4pm

The fabulous festive Christmas Fair is BACK! Browse stalls of quality handmade gifts and treats, including cakes, jewellery, bath bombs and decorations. [www.jarrowhall.com](http://www.jarrowhall.com)

## CHRISTMAS CRAFT FAIR AT SOUTER LIGHTHOUSE

Saturday 30 Nov and Sunday 1 Dec,  
10am- 4pm

Our ever popular Christmas craft fair is back, offering visitors a more relaxed way of shopping. Browse locally hand made crafts, gifts, cards and jewellery. Free entry. For more information visit [www.nationaltrust.org.uk](http://www.nationaltrust.org.uk)

## BOLDON CA CHRISTMAS FESTIVAL

Friday 29 Nov, 6pm- 8.45pm

Boldon CA is hosting a fantastic community festival including market stalls and entertainment.

Find out more at [www.boldonca.co.uk](http://www.boldonca.co.uk)



# Get your skates on!

## OCEAN BEACH PLEASURE PARK

Back for the 4th year, South Shields' Ocean Beach Pleasure Park will be opening its rink on Friday, 6 Dec and will remain open until the New Year on Sunday, 5 Jan.

One hour sessions can be booked online [www.oceanbeach.co.uk/ice-skating](http://www.oceanbeach.co.uk/ice-skating)

Exclusive use offers available

The arcades and quasar laser will remain open throughout the season.

## Pantomime fun

The Customs House, South Shields

## MOTHER GOOSE 2024

Thursday 21 Nov - Sunday 5 Jan

We've HATCHed a plan...

The EGG-cellent fairy tale of Mother Goose gets a CRACKING Cooksonville remake for 2024. Packed with song, dance and lots of laughter, the YOLKS are guaranteed to CRACK you up. Get your tickets now.

More information and tickets are available at The Customs House [www.customshouse.co.uk](http://www.customshouse.co.uk)

Brinkburn CIO, South Shields

## DICK WHITTINGTON

Wednesday 18 Dec – Saturday 21 Dec

Purrfect family fun! Join us for a magical pantomime adventure with 'Dick Whittington'!

£8.50 per ticket. More information and tickets available at [www.st-amp.co.uk](http://www.st-amp.co.uk) or call 0191 580 1959

South Shields Museum & Art Gallery

## SANTA AT JINGLE BELL SQUARE

Saturday 7, 14, 21 and Monday 23 Dec  
(various times available)

A very jolly Santa Claus and his favourite elf will be making a special visit to the museum's Jingle Bell Square.

For more information and to book tickets visit [www.southshieldsmuseum.org.uk](http://www.southshieldsmuseum.org.uk)



Local community libraries, associations and centres offer a range of events and activities throughout the year.

Many are hosting festive events for their local community. Pop to your nearest centre and find out What's On.





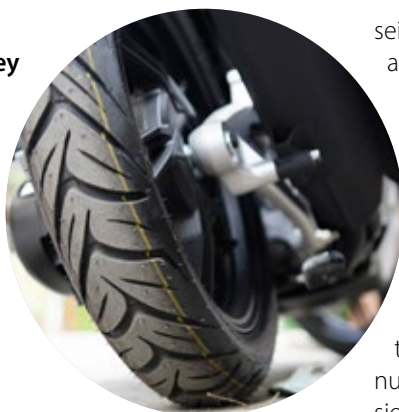
CLlr Tracey Dixon, Leader of the Council, meeting the new Area Commander for South Tyneside. Chief Superintendent Aelfwynn Sampson will lead policing in the Borough.

# Driving Down Crime and Disorder

The Community Safety Partnership is made up of the Council, Northumbria Police, Probation Service and other organisations.

The Partnership's Plan for 2024-2027 identified five key priorities:

- reducing crime
- addressing domestic and sexual abuse
- putting victims first
- addressing anti-social behaviour (ASB)
- delivering community confidence.



seized a council property in South Shields after gaining a possession order.

The work of the environmental enforcement team, which tackles issues including fly tipping, littering and dog fouling, resulted in **25 fines being issued over a three-month period and three people taken to court**, with one flytipper jailed for eight weeks.

We know that tackling crime and anti-social behaviour is top of our residents' priorities. Teams are working hard to continue to address issues like motorcycle disorder, nuisance tenants and youth disorder - which has also seen a significant decrease on last year.

These are problems that can really impact people's quality of life, and we will continue working as a partnership to identify further areas for improvement.

## Falling Levels of Crime and Anti-social Behaviour

Figures show that **overall levels of crime were down by 5%**, and **ASB decreased by 11% during April to August**, compared to the same period last year

There was a **41% reduction in vehicle crime** and a dedicated taskforce was set up to tackle motorcycle disorder which has resulted in nearly **100 bikes seized since the start of this year**.

## Tackling Crime and Anti-social Behaviour

The Council and its partners have also been cracking down on nuisance tenants this year, securing four closure orders to shut down problem homes and two civil injunctions banning anti-social neighbours from certain areas. In the last month teams



In an emergency call **999**

In a non emergency call **101**

Report asb at [www.southtyneside.gov.uk/reportit](http://www.southtyneside.gov.uk/reportit)

You can also report ASB by:

Email [asb@southtynesidehomes.org.uk](mailto:asb@southtynesidehomes.org.uk)

Text ASB and your message to **07786 200 802**

Call our customer contact centre on **0191 427 7000**



# #LoveSouthTyneside Awards 2024

The annual #LoveSouthTyneside Awards recognised and celebrated the civic pride and community spirit across South Tyneside.

The night was a massive success and what makes it truly special is that these amazing winners were nominated by our community. You told us about these fantastic people who volunteer their time to help others. Hearing the stories of residents highlighted how special South Tyneside is.

| Category                          | Winner                             |
|-----------------------------------|------------------------------------|
| Supporting Others                 | One For All                        |
| Environment                       | Friends of Readhead Park           |
| Above and Beyond                  | Elizabeth Sunduzwayo               |
| Business Supporting the Community | Siobhan Duggan of Station Boutique |
| Team of the Year                  | Billy's Lifeline                   |
| Inspiring Talent                  | Joseph Larkin                      |
| Heart of the Community            | Nicola Robertson                   |
| Uniformed Services                | NAAFI break                        |
| #LoveSouthTyneside                | Friends of Hebburn Cemetery        |
| Judges Special Award              | WHIST                              |



Joe Larkin, Winner of Inspiring Talent, Sponsored by ITC Service.



NAAFI Break, Winner of Uniformed Services, Sponsored by Kelly's Wharf Hebburn Riverside.



WHIST, Winner of Judges Special Award, Sponsored by Red Sky Foundation.



Billy's Lifeline, Winner of Team of the Year, Sponsored by Total Resources UK.



All winners from the 2024 #LoveSouthTyneside Awards.





Ocean Road Mela taking part in the South Tyneside Festival Parade.



Peter Darrant, from Out North East at South Tyneside Festival.

# South Tyneside is a place of inclusion and belonging

**We are proud of our Borough's warm, diverse, inclusive and welcoming community.**

We continue to work together with agencies across our Borough to keep people safe, listen to concerns, strengthen partnerships, and support communities to have the confidence to go about their daily lives without fear.

If any of our residents do feel unsafe, we would urge you to contact Northumbria Police by direct message on social media or via the live chat function on Northumbria Police website: [www.northumbria.police.uk](http://www.northumbria.police.uk). If you are unable to use these channels call 101.



The Mayor, Cllr Fay Cunningham and Leader Cllr Tracey Dixon, alongside Lead Members welcoming Mr Gay World contestants to South Tyneside.



# WINTER ROAD MAINTENANCE

When South Tyneside's roads are in the icy grip of winter weather our winter maintenance team is out at all hours aiming to keep roads safe and ice-free.

The team maintains four priority routes which cover South Tyneside's road network. We prioritise major roads, bus routes, steep banks, priority pavements in shopping areas, around schools, and on steps and footbridges. Pre-gritting takes place on priority routes as and when the temperature drops. Gritting the Borough's 311km of priority routes takes around 2.5 hours to complete.

[www.southtyneside.gov.uk/gritting](http://www.southtyneside.gov.uk/gritting)



ONLINE



## Council services and payments



Online forms are available 24/7. They are a quick and easy way to make a request or enquiry, provide feedback or report a problem.

Our online forms are easy to complete and you can even set up an e-account online to help manage transactions. Our forms can help you pay housing rent or even make a Welfare Support enquiry.

Find out more at: [www.southtyneside.gov.uk](http://www.southtyneside.gov.uk)

## CHRISTMAS CLOSURES

Visit [www.southtyneside.gov.uk](http://www.southtyneside.gov.uk) for a full list of Council opening and closing times over the Christmas period.

Emergency numbers will be in operation.

If you are a leisure member visit [www.southtyneside.gov.uk/leisure](http://www.southtyneside.gov.uk/leisure) or check out the leisure app.

If you have a child in a STANLEY or access a children's centre - please check with the venue.

[www.southtyneside.gov.uk](http://www.southtyneside.gov.uk)

If you know someone who lives in South Tyneside who has not received the newsletter by 11 November 2024, or if you would like to provide feedback or comments, call 0191 427 7000 or email [communciations@southtyneside.gov.uk](mailto:communciations@southtyneside.gov.uk)

If you would like the newsletter in a different format or language we can arrange this for you.

If you would like to receive e-newsletters from South Tyneside Council visit [www.southtyneside.gov.uk/enewsletter](http://www.southtyneside.gov.uk/enewsletter)