

# South Tyneside NEWS

Updates from South Tyneside Council and Partners • March 2021



South Tyneside Council

## Community priorities for South Tyneside



Jubilee Woods, Jarrow

INSIDE



6

Town centre changes



7

Updates on Hebburn  
Minewater



14

Have your say on our  
cultural strategy



Spread the word!

**THIS IS  
SOUTH  
TYNESIDE**

## WELCOME



Councillor Tracey Dixon, Leader of the Council

**As the new Leader of South Tyneside Council I'm delighted to start a new conversation about what's most important to residents and businesses in South Tyneside. Like many of you, I've lived and worked here all my life and have raised my own family here.**

We have made great progress in regenerating the Borough in recent years, with investment in housing, schools and neighbourhoods, as well as supporting and protecting vulnerable residents of all ages. We still have a lot of challenges, particularly as we emerge from the coronavirus pandemic.

Together, with partners, residents and businesses, I will work to make South Tyneside an even better place, where our people can reach their full potential.

There is much to be excited about and I will ensure that our towns, villages and high streets are well supported and that vital frontline services are protected.

I have a good understanding of the things that matter to you and, as restrictions ease, the Council will work to reach out directly to even more residents to find out the issues that are most important to you.

The Council will shape future services with residents and businesses at the forefront. I know by working closer together, we can make a real difference to this wonderful borough of South Tyneside.

*Tracey Dixon*

# Community Priorities

Residents told us what issues were important and we delivered on our past commitments to:

## Support our young people in need



We protected all sure start and nursery provision right across South Tyneside.

**We will deliver:**

- **a new children's home** for young people in South Tyneside who can't live at home
- **a £300k extension in respite care** for South Tyneside's children with additional needs
- **additional places for pupils with special educational needs and disabilities** at Hedworthfield, Bamburgh and for Epinay, bringing the former South Shields School building back into use and supporting learners up until the age of 25 years

## Support families and older or vulnerable populations

We delivered Extra Care Homes and Independent Supported Living schemes including Whitburn Towers and Seymour Court at Harton.

**We will deliver:**

- **3 new borough-wide schemes to provide homes for older people** who can't live at home
- **800 new affordable homes** for rent or for sale
- **a new partnership team** to tackle incidences of domestic violence
- **continued support** to established Mutual Aid groups and Food Banks across South Tyneside



## Create the conditions for economic recovery and investment



We invested in infrastructure across South Tyneside, including the Arches, Tyne Tunnel Approach Road and Lindisfarne Roundabout.

### We will invest in:

- **an Economic Recovery Plan** to help create future growth and prosperity, delivering 10,000 jobs to South Tyneside over the next five years
- **a bid to secure a post-Brexit Freeport zone**, supporting the Port of Tyne and our wider region
- **support to schools and further education** to equip young people with skills to secure new jobs

## Invest in our natural and built environment



We invested in road and pedestrian bridges in Jarrow, coastal path and steps at Marsden, flood alleviation at Monkton and Cleadon and Borough-wide renewable energy in buildings and streetlights.

### We will invest in:

- **an £8million decarbonisation programme**, benefitting people right across South Tyneside
- **renewable energy**, including Hebburn Minewater Scheme, Jarrow's Viking Energy Network and Holborn, South Shields
- **new recycling initiatives**, whilst tackling litter, fly tipping and dog fouling
- **borough-wide roads** and footpaths on a priority/safety-led approach, including the realignment of the coast road between Whitburn and South Shields to safeguard against natural erosion
- **improvements to our crematorium**, to pay our respects and support bereaved families
- **improvements to Monkton Stadium** in Jarrow to support more people to get active from the mid-Tyne area and beyond
- **3,000 trees planted across South Tyneside per year**, as well as further trees to deliver a new North East Forest

## PRIORITIES

### Support all our town centres, villages, high streets and hospitality



We invested Council funding in Jarrow Focus and Hebburn Central to reinvigorate the privately-owned town centres as well as investment to improve South Shields as a visitor destination.

### We will support our economy to recover from the Coronavirus pandemic:

- **create a new town centre, villages and high street recovery** and improvement team
- **extend free, family-friendly cultural activities** right across the Borough
- **consolidate business support advice** and funding administration through a business 'hub'
- **invest in South Shields Riverside**, including new homes, 'Glassworks' office space supporting 1500 jobs and further town centre improvements for residents and visitors alike

## SURVEY

We will conduct a resident survey to understand what is important in the longer-term, to help us shape services for the future.

# Meet the new Cabinet

Following a reorganisation in November 2020, the Council has a new Leader and Deputy Leader. In this edition we introduce half of the Cabinet Team and in the next edition we will bring you information about our other Cabinet Members.



**Councillor Tracey Dixon**  
**Leader**

Elected in 2002 Whitburn and Marsden ward

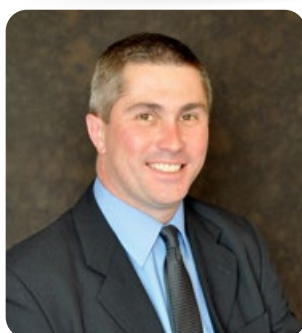
Cllr Dixon previously served as Deputy Leader of South Tyneside Council and has an impressive track record of delivery leading both 'people' and 'place' priorities, through her roles as Lead Member for Culture and Wellbeing, Area Management & Community Safety and Independence & Wellbeing. Cllr Dixon is keen to support the economic recovery of all businesses, town centres, villages and high streets as we emerge from the coronavirus pandemic. She is a lifelong resident of South Tyneside.



**Councillor Joan Atkinson**  
**Deputy Leader**

Elected in 2011 Cleadon and East Boldon ward

Cllr Atkinson brings a range of experience to the position of Deputy Leader, having previously served as Lead Member for Children, Young People & Families and Area Management & Community Safety. As part of her current role, she champions Culture and Wellbeing and is a member of Arts Council England's North East Local Authority Forum.



**Councillor Mark Walsh**  
**Lead Member Housing and Transport**

Elected in 2011 Horsley Hill ward

Cllr Walsh has over 16 years of experience and has served as Lead Member for Housing and Transport since 2018. He has overseen significant investment in transport and housing. He is a Director at Centaurea Homes, an unpaid position in a wholly-owned Council company, which reinvests profits into building new homes in South Tyneside.



**Councillor Joanne Bell**  
**Lead Member Resources and Innovation**

Elected in 1996 Boldon Colliery ward

Cllr Bell brings 25 years of dedication to public office. She previously served in the Council's Cabinet with a portfolio of Safer and Stronger Communities. As a serving member of the Council's Human Resources Committee, she has also proactively shaped the Council's workforce, encouraging the voice of employees and their Trade Unions.

# CARER

# RECRUITMENT

## RECRUITMENT



living better lives

### Could you earn a living by helping care for someone who needs extra support due to age, illness or disability?

Being a Carer is very rewarding. We are seeking new carers who are able to support individuals on a short or long-term basis.

Our Carers come from all walks of life. You don't need any qualifications or experience - you just need to be willing to make a real difference to someone's life.

Our team will provide you with full training and support to ensure everyone has the help they need.

#### To be a carer you need to:

- have the motivation and commitment to develop a long-term caring relationship
- offer time, encouragement and support while being aware of the person you are caring for and their needs
- provide support in managing finances and safekeeping of medication
- support care reviews and attend meetings for, or with, the person

#### For more information

✉ | [calltoaction@southtyneside.gov.uk](mailto:calltoaction@southtyneside.gov.uk)

# PERSONAL ASSISTANCE

### Do you live in South Tyneside?

### Have you ever thought about becoming a Carer?

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

A Personal Assistant (PA) is someone who can support an older or disabled person to give them more independence and live their life more fully. PAs need to be good listeners, with a willingness to learn and respond.

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

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

The duties of a Personal Assistant vary widely and depend on your client - what kinds of support they need and when. We currently have vacancies working with children and young people and adults offering a range of social time only posts or mixed care packages including personal care and social time.

#### For more information

🔍 | [www.southtyneside.gov.uk/article/58566/Social-Care-Personal-Assistant-jobs](http://www.southtyneside.gov.uk/article/58566/Social-Care-Personal-Assistant-jobs)

# North Marine Park renovation

An iconic stone staircase is now reinstated as part of the restoration of an historic South Tyneside park.

The Grand Promenade Staircase is a key feature in the National Lottery funded £3.2million project to transform North Marine Park, at South Shields seafront, back to how it was when it first opened in 1890.

Restoration has included a reconstruction of the park's original grotto feature, the refurbishment of the bowling clubhouse and green, park pavilion and the Pier Parade and Beacon entrances and decorative new balustrades and stone copings.

New public art installations include a Word Beacon in recognition of the area's maritime and shipping heritage, as well as a low-level performance backdrop.

A new Roman-themed children's play area and adult fitness trim trail is undergoing final checks, while new historical plaques and information boards are being sited throughout the park.

The project, supported with £2.4million from The National Lottery Heritage Fund, is a partnership between South Tyneside Council, Esh Construction, Southern Green landscape architects and the Friends of North and South Marine Parks.



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



We are replacing self-seeded trees with trees that will enhance the park for generations to come.

## news in brief



### Riddicks

Following structural repairs and refurbishment, the former Riddicks property in South Shields town centre is being advertised as to let, with options for use as food/beverage, leisure, retail and/or residential.



We're also planning to include green spaces in the heart of the town and will bring you news of our plans soon.



### JobCentre Plus

Construction of the new purpose-built JobCentre Plus building on Mile End Road is ongoing. JobCentre Plus is being relocated from Barrington Street, as part of the South Shields regeneration masterplan, being delivered by South Tyneside Council and Muse Developments. Work is expected to be complete and the new Job Centre open by the end of 2021.



### Glassworks

£3million North East LEP funding has been secured and a planning application has been validated for an environmentally sustainable, striking glass-fronted riverside office building in South Shields. Construction work is due to start in late summer/early autumn 2021 and will take around 12 months to complete.



Hoarding Plan

# Hebburn Minewater

The Hebburn mine water project will provide renewable heat to public sector buildings in Hebburn by collecting mine water from Hebburn Colliery.

## Update

The design for the Energy Centre and District Heating Network at Mid-Tyne is progressing well, with most site survey works now complete. Ground investigation (GI) works were carried out week starting 25 January. This involved digging trial pits and taking core samples at the proposed location. We are waiting for the laboratory test results and report on the ground condition.

Drilling of the boreholes are scheduled to start in March 2021 (subject to all approvals being received). Site works are expected to be complete in Autumn 2021 and the project is due to be completed in June 2023.

Site works are expected to be complete in Autumn 2021 and the project is due to be completed in June 2023.



Extracting energy from minewater is a sustainable energy solution that will lower costs and protect our environment.

## Contact

If you have any questions about this scheme, please get in touch:

✉ [hebburnminewater@southtyneside.gov.uk](mailto:hebburnminewater@southtyneside.gov.uk) ☎ | 0191 427 7000

## ENVIRONMENT

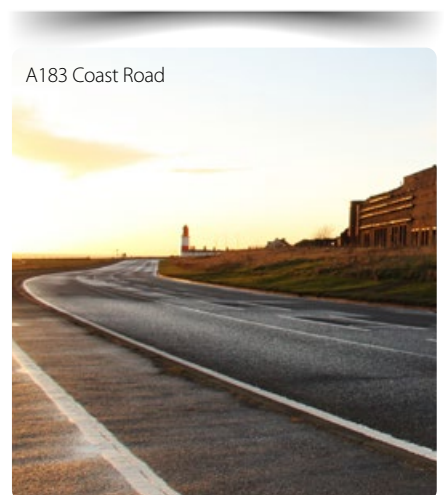
# A183 Coast Road

We have commissioned a study which shows that ongoing natural erosion of the cliff face and the creation of cave formations will, at some point in the future, compromise a section of the A183 Coast Road.

South Tyneside Council is therefore proactively addressing this. We have appointed consulting firm, Capita, to design a local realignment of the A183 Coast Road. A planning application will be submitted by summer 2021 and, if successful we will complete the remaining design and procure a contractor to construct the realignment of the road in 2022.

## For more information

- ☎ | 0191 427 7000
- ✉ | [coastroadteam@southtyneside.gov.uk](mailto:coastroadteam@southtyneside.gov.uk)
- 🔍 | [www.southtyneside.gov.uk/coastroad](http://www.southtyneside.gov.uk/coastroad)



## Thank you South Tyneside for following the guidance and helping to reduce our number of cases.

We understand it's hard not to see family and friends or stay home with children. The brighter weather is on the horizon and the vaccine programme is going very well in the North East. Please continue to follow government regulations and help protect our NHS.

For the latest Government information, including any announcements visit: [www.gov.uk/coronavirus](https://www.gov.uk/coronavirus)

## Need support?

There have been a number of support services set up to help support the people of South Tyneside.

[www.southtyneside.gov.uk/coronavirus](https://www.southtyneside.gov.uk/coronavirus)

Covid-19 Community Support Hub **0800 028 2955**  
(Mon-Fri, 9am – 5pm).

Hardship fund/isolation payments: **0800 028 4186**  
(Mon-Thur, 9am – 5pm, Fri, 9am – 4:30pm)

## Test and Trace Support Payment

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

You may be able to get it if you:

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



### You can apply at:

[www.southtyneside.gov.uk/testandtracesupport](https://www.southtyneside.gov.uk/testandtracesupport)

## Travel

Follow the government safer travel guidance for passengers

[www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers](https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers)

The Nexus website also has guidance for passengers on how to stay safe on metros, buses and the Shields Ferry

[www.nexus.org.uk/covid-secure](https://www.nexus.org.uk/covid-secure)

## Latest data

Visit the government website for data on COVID-19, including numbers of positive test results, deaths, hospital admissions and tests. For local information, enter your postcode or use the interactive map

[www.coronavirus.data.gov.uk](https://www.coronavirus.data.gov.uk)

## Need to self-isolate?

Check now that you have everything you need including the latest guidance.

[www.southtyneside.gov.uk/article/70750](https://www.southtyneside.gov.uk/article/70750)

Don't forget you can pay housing rent, Council invoices and Council Tax online at [www.southtyneside.gov.uk](https://www.southtyneside.gov.uk)





**SHOP SAFE / LOCAL**



We have a fantastic range of local businesses throughout South Tyneside, including in our town centres and villages.

Due to the lockdown restrictions at the time of print, non-essential stores are closed to in-person shopping.

There are still ways you can continue to support local businesses, including:

- Checking if your local stores are selling goods online, over the phone, or by post for delivery or collection
- Support independent businesses on social media – follow, share and like their posts
- Tell your family and friends about your favourite local stores

- Leave reviews online to encourage others to shop there
- Where possible, buy from local traders

Local businesses are a vital part of our communities, who need our support more than ever.

By shopping local where you can, you are doing your bit to support South Tyneside businesses and maintain local jobs.



Shopping local can help reduce carbon emissions, so is a great way to help protect the environment.



Please make sure you follow social distancing and other safety measures when you are shopping.

**More information**

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



**DINE at HOME**  
SOUTH TYNESIDE

We are encouraging the people of South Tyneside to #DineAtHomeST and support our local food community.

Many of our restaurants, cafes and pubs are now offering takeaway food for either collection or delivery so you can still enjoy your favourite dishes from home. South Tyneside's food community is bustling with a superb array of restaurants, cafes and pubs and plays an integral role in our economy and people's everyday lives.  
[www.visitsouthtyneside.co.uk/eatanddrink](http://www.visitsouthtyneside.co.uk/eatanddrink)



**#DINEATHOMEST**

and help to support our local food community during these difficult times.

RECYCLE

# RECYCLING VILLAGE

The Recycling Village at Middlefields will continue to operate on the odd date = odd plate, even date = even plate. Vans can visit with a permit between 9.30am-11am.

The Recycling Village is currently open Mon - Sun, 9am - 6pm

## Recycle Right

Help us recycle right in South Tyneside by **NOT** placing these items in your blue recycling bins.



Nappies



Food waste



Plastic bags/sacks



Clothes and shoes



Textiles (curtains, blankets etc)



Batteries

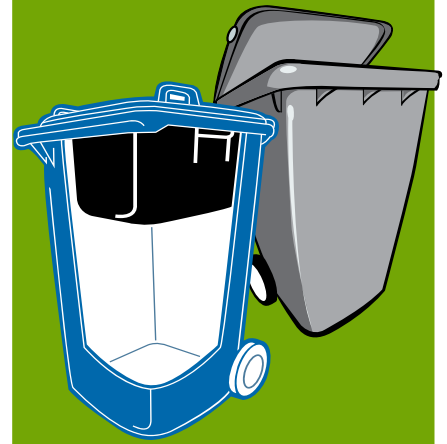


A full list of recycling items can be found at [www.southtyneside.gov.uk/recycle](http://www.southtyneside.gov.uk/recycle)



Some of our top tips for helping to recycle for South Tyneside

- Rinse and squash recyclable plastic and bottles
- Rinse glass bottles and tins
- Remove cling film/lid covers from plastic trays as these cannot be recycled in your bin



## EASTER BIN COLLECTIONS

Normal collection Day  
**Friday 2 April**

Revised collection day  
**Saturday 3 April**

If the Easter Bunny is planning to hop into your home this Easter then there'll be plenty of packaging to contend with.

Foil is best placed in your household bin but we can certainly help with the cardboard from Easter eggs!

Any leftover food from Easter must go in your household bin.



## Garden waste

For £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 or fill your household bin. Subscriptions are open now until August.

**Subscribe now:**

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





# EU Transition

## Are you prepared?

We know how difficult things are at the moment for South Tyneside businesses with the continuing impact of the pandemic and are here to help and support.

On EU Transition, there are actions that local companies can take now to ensure you can continue to import or export goods (and are aware of the implications around Rules of Origin, VAT, the phasing in of import controls and other requirements), employ non-UK nationals or hold IP rights. Below are a range of useful links offering businesses specific information and advice.



### EU Settlement Scheme

The deadline for European citizens to register for the EU Settlement Scheme and secure their rights under UK law is 30 June 2021.

If any residents, families or employees need to register visit [www.gov.uk/staying-uk-eu-citizen](http://www.gov.uk/staying-uk-eu-citizen)



### New Government videos

The Department for Business has launched a series of new, on demand videos to help businesses familiarise themselves with the new rules and the actions they should take. There are 18 topics, including on Rules of Origin, data, online operations, Horizon 2020, professional qualifications, audit and accounting.

[www.workcast.com/register?cpak=1070296099921910](http://www.workcast.com/register?cpak=1070296099921910)



### Business Support Helpline

The Government's Business Support helpline can help with many of the issues highlighted above and anything related to EU Exit.

The number to call is **0800 998 1098**.



## £20 million SME Brexit Support Fund

- The £20 million SME Brexit Support Fund will help small businesses with changes to trade rules with the EU.
- Traders will be able to apply for a grant of up to £2,000 to pay for practical support for importing and exporting;
- Fund will help businesses to prepare for the implementation of import controls which come into force from April and July.

[www.gov.uk/guidance/grants-to-help-small-and-medium-sized-businesses-new-to-importing-or-exporting](http://www.gov.uk/guidance/grants-to-help-small-and-medium-sized-businesses-new-to-importing-or-exporting)



# New model of fostering launched in South Tyneside

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

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

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



**FOSTER**  
SOUTH TYNESIDE COUNCIL

**contact**

-  | 0191 423 8500
-  | [fostering@southtyneside.gov.uk](mailto:fostering@southtyneside.gov.uk)
-  | [www.southtyneside.gov.uk/fostering](http://www.southtyneside.gov.uk/fostering)
-  | [www.facebook.com/groups/stcfostering](https://www.facebook.com/groups/stcfostering)

## What does it mean to be linked to the hub?

The support provided through the hub home includes:

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

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



## Quick tips for safer sleep for babies



Marking the recent **National Safer Sleep Week**, the Safeguarding Partnership is working with multi-agency practitioners on safety advice about safer sleep for babies.

Some of the advice includes always placing your baby on their back to sleep and never sleeping in the same bed as your baby.

**For more advice speak to your Health Visitor/GP.**

**For further details visit:**  
[www.southtyneside.gov.uk/safeguarding](http://www.southtyneside.gov.uk/safeguarding)

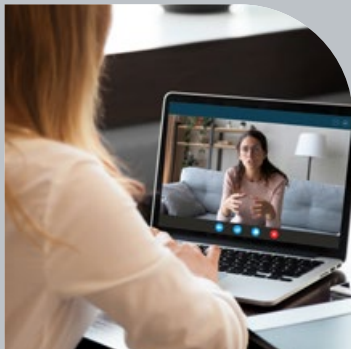


South Tyneside  
Safeguarding Children  
and Adults Partnership

# Skills South Tyneside Your Link to Employment

**For those who have recently re-entered the jobs market and not sure where their next steps are heading, explore your skills and potential careers with the Skills South Tyneside Career Coach online course.**

Using the bespoke careers tool to identify strengths and transferable skills, learners are supported to explore suitable opportunities within the labour market or further training pathways



Whether you're taking the first steps on your career path or getting back to work after a break of learning, one of the 250+ courses will be suitable for you.

All courses are delivered with the support of tutors online or in a COVID-19 secure classroom. Courses range from engineering and manufacturing to health and social care as well as business administration, retail and customer service. Courses will also help you develop your English, maths and digital skills.

Chad Burnett, 24, from South Shields, accessed support from Skills South Tyneside during the pandemic:

"After completing the Find Your Future course I worked as a Christmas Temp at Argos, which I wouldn't have secured without the support from Skills South Tyneside. When I started looking for work again recently, I knew the help on offer through their Career Links courses would mean I'd be back into work pretty quickly."

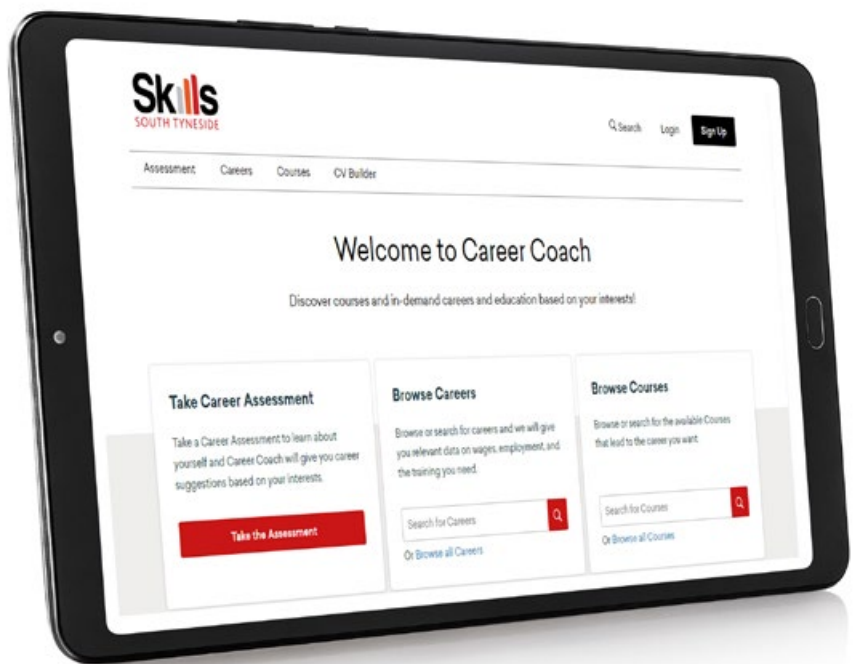
Each of the Career Links units can be completed as a standalone course but learners will so more benefit by working

through the full suite as this will build knowledge, further develop skills and help job seekers stand out from the crowd when meeting employers.

There are five units which take around two days to complete each:

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

To find out more about this course and others on offer from Skills South Tyneside contact us.



Eligible learners will be fully funded and have nothing to pay towards the cost of the course.

### contact

📞 0800 073 1772

✉️ [skills.learningenquiries@southtyneside.gov.uk](mailto:skills.learningenquiries@southtyneside.gov.uk)

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

📱 @SkillsSouthTyneside



## SOUTH TYNESIDE

# Community Champions

### Join the South Tyneside Covid Community Champions

Anyone living or working in South Tyneside can become a champion. Join our network of local people to help share information during the COVID-19 pandemic.

### Get live updates on Covid-19

Receive regular emails with the latest information about vaccination in our area and how to stay safe and healthy.

### Share information

We'll equip you with accurate information to share with your network of family, friends, colleagues and the wider community.

### Help us stop the virus

Keeping people well informed will help stop the spread of infection and protect our loved ones.

*South Tyneside*

## COMMUNITY CHAMPIONS

### Join & sign up today with an email address

✉ | [covidchamps@southtyneside.gov.uk](mailto:covidchamps@southtyneside.gov.uk)

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



## Cultural Strategy

South Tyneside Council is undertaking a programme of consultation to inform the development of a new cultural strategy for South Tyneside.

We would love to hear your thoughts on the local attractions, venues and experiences.

### Complete the survey

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

Or call us to make an appointment so we can phone you to do the survey by phone. The closing date is 31 March 2021.

☎ | 0191 424 7971

## Active Through Football

With £10m available nationally, South Tyneside aims to be one of the 15 successful authorities to tackle inactivity through football, aimed at people aged over 16 years. To do this we need to know your thoughts. Take part in our survey and to say, 'Thank You', the first 100 respondents can claim a new Nike football to kick things off.

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



## Hospitality & HOPE

We are offering free and confidential information and advice for those attending our foodbank.



If something is worrying you please get in touch, we can help:

- Claim benefits you are entitled to
- Maximise your income and deal with debt
- Make a blue badge application
- Keep your home warm (energy comparison/ help to switch/ installing free energy efficiency measures)
- Discuss housing options and applications
- Discuss care options and make arrangements

### Contact

Make a request for support via our self-referral form please visit our website 🔍 | [www.hospitalityandhope.org.uk](http://www.hospitalityandhope.org.uk)

# #LoveSouthTyneside

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



South Tyneside Council's Housing Company

# Apprentice Joseph clinches top prize



**Plumbing apprentice Joseph Little is celebrating after clinching a prestigious regional award.**

The 20-year-old was crowned Advanced Apprentice of the Year winner at the Regional Apprenticeship Awards.

Joseph (above) joined South Tyneside Homes in September 2017 and has completed the Level 2 Diploma in Plumbing and Heating. He is now doing a Level 3 Gas and Appliance NVQ.

He said: "I didn't expect to be nominated for the award, much less to be shortlisted and then go on to win!

"I really enjoy my role at work, getting to try lots of different aspects and feel that I get a lot of support from the company."

Joseph is also an Apprentice Ambassador and helps to promote apprenticeships by attending events and sharing his experience with others.

## Paying your rent



Signing up online is another way to reduce your carbon footprint by reducing paper bills and correspondence.

**We know this is a difficult and worrying time for many of our customers. We're here to help. We will assess your situation and get you the information, advice and support you need.**

We can help you by:

- ✓ reducing or delaying arrears repayments
- ✓ supporting you to maximise your income
- ✓ getting you help for any debts or household bills you are concerned about
- ✓ helping you into work or training to prepare you for work

Rent is a priority debt and failure to maintain your rent payments could result in the loss of your home. Contact us for immediate help and advice.

**Help protect your home** – sign up to pay your rent by Direct Debit in one quick and easy call on **0300 123 6633**.

### Help & support

📞 0300 123 6633 | ✉ [Income.Team@southtynesidehomes.org.uk](mailto:Income.Team@southtynesidehomes.org.uk)



Have an online conversation (Live Chat) with a Customer Service Adviser at [www.southtynesidehomes.org.uk](http://www.southtynesidehomes.org.uk)

### Discretionary Housing Payments

You can make a claim for this if you are claiming Housing Benefit or Universal Credit and the payment you receive does not cover your rent costs. For more information and to make a claim go to [www.southtyneside.gov.uk/dhp](http://www.southtyneside.gov.uk/dhp)

### Manage your benefits online

You can now manage your Council Tax and Housing Benefit/Council Tax Support in one place using the online portal. Register today using your account details. To sign up visit: [www.southtyneside.gov.uk/counciltaxandbenefits](http://www.southtyneside.gov.uk/counciltaxandbenefits)

### Welfare Support Service

The Welfare Support Service can help you with: • Welfare benefit advice and support • Debt (including helping with Council Tax arrears)

📞 0191 424 6040 | ✉ [welfaresupport@southtynesidehomes.org.uk](mailto:welfaresupport@southtynesidehomes.org.uk)

# YOUR FUTURE YOUR VOTE YOUR CHOICE



## LOCAL GOVERNMENT AND POLICE & CRIME COMMISSIONER ELECTIONS

**THURSDAY 6 MAY 2021**

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

### **Make sure you can vote**

If you have moved to a new house recently or think you may not be registered to vote, for any reason, you can apply to register online at [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote). The deadline to apply to register to vote is **Monday 19 April 2021**.

If you don't have access to a computer, tablet or smart phone you can call the Customer Contact Centre on **0191 427 7000** to provide your information or request a registration form (open Mon-Fri 8am to 6.30pm).

### **Postal voting**

In the current circumstances we would encourage electors to vote by post in May. Applying for a postal vote will give you the confidence of being able to take part in the 2021 elections, no matter what the situation is with regards to coronavirus.

The deadline to apply to vote by post is **5pm on Tuesday 20 April 2021**. However, anyone who wants to vote by post should apply as soon as possible, to make sure their application is processed early, and to allow us to send the postal votes out more quickly once the candidates for the elections are confirmed.

Your ballot paper will be delivered to you by Royal Mail allowing you to cast your vote at home before posting it back to us.

If you would like a postal vote application form go to [www.southtyneside.gov.uk/elections](http://www.southtyneside.gov.uk/elections) or call our Customer Contact Centre on **0191 427 7000**.

**YOUR VOTE MATTERS**

**DON'T LOSE IT**



### **Voting in a polling station**

Whilst we encourage people to register to vote by post, we will be making some changes to the normal voting procedure to make voting in a polling station as safe as possible and to prevent the spread of coronavirus; such as:

- Providing hand sanitising areas in all stations
- Cleaning the equipment after every voter
- Providing single use pencils for voters and encouraging people to use their own pen or pencil
- Ensuring all staff and voters wear a face covering whilst in the polling station (unless exempt)
- Providing screens between the polling staff and voters
- Increased signage to remind people to keep their distance
- Enforcing a one-in-one-out policy in smaller stations, such as portable polling stations



**South Tyneside Council**

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 March 26 2021, or if you would like to provide feedback or comments, please call **0191 427 1717** or email [marketing@southtyneside.gov.uk](mailto: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](http://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](http://www.southtynesidehomes.org.uk)