



INTRODUCTION

Our strategy for 2025, is to:

- **Make Byker an Estate of Choice**
- **Contribute to a Thriving Byker; and**
- **Ensure that the BCT community ethos is sustained**

The Thriving Byker Strategy (TBS) provides our foundation for strategic partnership working. Its objectives and priorities are based upon what our customers asked for and how they will impact positively on customers in the Byker Estate.

Following the successful delivery of Stage One of the TBS, the BCT Committee approved Stage Two which sets out what we aimed to achieve beyond 2021.

To achieve the TBS priorities and increase community activities, we work in collaboration with key strategic partners, stakeholders, the community and voluntary groups.

Our strategic partners are:

- Newcastle City Council
- Local Ward Councillors
- Northumbria Police
- Tyne and Wear Fire and Rescue
- Local schools in Byker
- Barnardo's

Stage Two of the TBS is widely influenced by the views of customers over the following key themes:



Pride and Ownership in the area



Hard to Reach Groups



Health, Wellbeing and Mindfulness



Community Training and Employment



Income Maximisation



Digital Connectivity



A Cleaner and Greener Byker



A Safe Place to Live



Children and Young People

All projects and initiatives delivered through the TBS Stage Two are subject to an impact assessment to demonstrate the investment is achieving value for money and is having a positive impact delivering the priorities outlined in the strategy.

This supplement highlights our progress during 2022/23, delivering against our key themes and highlighting some of the fantastic outcomes achieved.

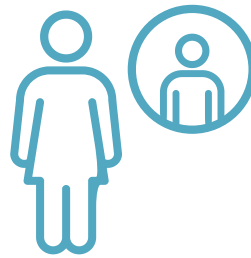
IN SUMMARY (DURING 2022/23)

Place



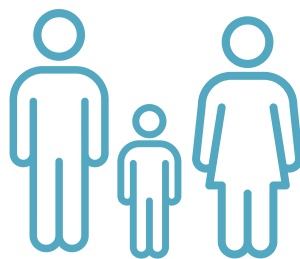
25

Community events held



2

Numbers of hard to reach groups



1,742

BCT customers involved

Homes



679

New bathrooms and shower installations



38

Stairwells improved



184

New kitchens installed



778

Homes received internal door replacements

Customer



124

Customers supported through hardship funds



104

Customers signed up to content insurance



752

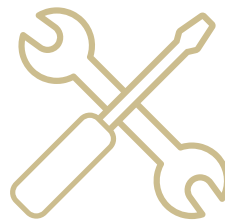
Customers signed up to MyKarbon

Costs



£935,444

Additional money gained for Byker customers



£4.2M

Spent on improvements

£24,800

Secured from Newcastle City Council Hardship Fund



£19,534

Spent on community activities and programmes

PRIDE AND OWNERSHIP IN THE AREA



Empowering and enabling customers and community groups to take responsibility for the estate and be proud of the area.

Community engagement events



Jubilee Party hosted by the Byker Pantry (June 2022).
Funding of **£1,000** awarded and **350** people attended.



Byker in Bloom gardening competition in partnership with Newcastle City Council.



Remembrance Day event in partnership with AF&V Launchpad.
Funding of **£400** awarded with over **60** pupils from Byker Primary School engaged.

Tom Collins House communal garden improvement consultation with **16** of **39** customers.

Bathroom, kitchens and internal doors programme

679

new bathrooms and shower installations



184

new kitchens installed



778

homes received internal door replacements



90.91%

customer satisfaction



RE:GEN Group reappointed to continue delivery of bathrooms in Year 3

RE:GEN
GROUP

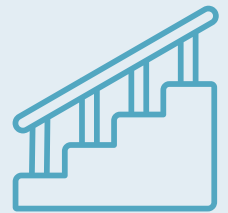
Upgrade of communal stairwells

Communal stairwell upgrade programme complete with **£700K** invested in asbestos removal, new flooring and redecoration.



38

stairwells completed.



“

I would like to say how impressed I have been by the way the work was managed. Everything was dealt with swiftly and in a highly professional manner.

The work itself was carried out to a satisfactory level and I am grateful for the improvements.

I look forward to having my kitchen renovated and hope very much that the same team will be in charge of this project!

”

Transformation of the Environment



JDDK engaged to develop neighbourhood plans with Dunn Terrace identified as the first neighbourhood to benefit from external environmental improvements.

Customer consultation commenced on pilot bin stores and the introduction of new recycling facilities for Dunn Terrace and Headlam Green.

Consulted with over 50 customers from Dunn Terrace including adults and young children on the plans. Positive feedback received which has been reviewed and incorporated into the final design(s).

Established an engagement group for Dunn Terrace customers to directly influence and have their say on the proposed plans for their area.

9 volunteers have come forward to adopt an area for planting and work will start with them over the summer.



“

As a customer of the Dunn Terrace Community who has lived and been a customer for 33 years, I am excited to see the development of the estate with the new proposed bin areas and play areas for the children such as the field areas and especially the MUGA.

I have attended a number of consultations and have really enjoyed them and feel as though my suggestions and opinions have been taken on board as well as other customers.

I am hoping with the new bin areas this will help prevent fly tipping within our community along with any littering also. The plans for the MUGA and other surrounding areas such as the fields and local “squares” look AMAZING and cannot wait to see the plans put into place.

”

Dunn Terrace customer.

Building new homes to meet the demographic needs of the community



Marketing the estate to attract new customers

All properties are advertised on NewcastleHomes and we have starting using Zoopla to market BCT's hard-to-let properties with customer incentives. We have also installed new signage around the estate.

Hobby Rooms and shops

- In partnership with customers on the estate, discussions are ongoing to convert the old photography studio on Raby Way into a Byker archive and visitor centre.
- 66a on Raby Street to be brought back into use as a community facility.
- Fire risk assessment completed on all hobby rooms.

Site investigations at Bolam Street completed for the proposed plans to develop 24 new affordable homes for rent.

Planning application submitted.

Valued Customer Status



153

tenancies with VCS.

Iris Howell of Grace Street selected as winner of **£500** worth of vouchers in 2022.

Customer Scrutiny Panel

Five customers expressed interest in joining the Customer Scrutiny Panel – two are current BCT Committee members. The panel have reviewed and signed off the Complaints and Compliments Policy, were part of the review for building safety and have recently started a review of the lettings process.

HEALTH, WELLBEING AND MINDFULNESS



Addressing the links between housing and health; both physical and mental. This theme will address food poverty, promote the value of a healthy lifestyle and improved physical and mental wellbeing.

Community engagement events

£2,049

funding comprising two grants was awarded to Nourish Food School to deliver budget-friendly, healthy cooking courses to 140 customers.

- **47 households benefitted from recipe kits.**

281

customers were fed during our free trips over the year.

Three BCT colleagues completed training to become Mental Health Allies.



Winter Warm Spaces were provided at Byker Sands and Byker Fire Station for our customers.



Karbon staff took time out to walk along the Quayside to support mental health at work.



The Byker Pantry estimates **300** BCT customers have accessed their service, saving **£6K** since the beginning of January 2023.



The Bread and Butter Thing (COMING 2023!)

Initial discussions have commenced about launching TBBT project in Byker. Suitable venues are being explored.

Newcastle United Foundation



£20,396

to NUF to deliver programmes and workshops on the estate.

Programmes delivered were:

- Schools Delivery (Byker Primary School) for up to **100 pupils**
- Soccer Schools (Byker Primary School) for up to 60 per cohort x 4 summer 2022 (2 weeks of delivery), Easter and Summer 2023
- Adult workshops for improving sleep and stress
- Youth or Adult Mental First Aid course. Up to 10 sessions during the 18 months which will reach up to **80 children** for youth provision and **20 adults** for sleep and stress workshops
- NUF took **30 children** to NUCASTLE Community Hub and gave them a free pair of football boots/trainers each
- NUF provided **6 tickets** to NUFC home games where Byker customers benefitted

During the year:

568 Byker pupils engaged in the project during the holidays

100 participants engaged in Primary Stars programme at Byker Primary School

40 kids (avg.) participated in the Premier League Kicks programme delivered on Tuesday evenings



For a number of years, the NUFC Foundation Kicks programme, working in partnership with the Michael Carrick Foundation, have made an incredible difference to the lives of the children in our school. They provide both boys and girls with the opportunity to engage in fun, inspiring football activities in a safe and secure space. They open up new opportunities by providing visits to the new NUCASTLE building, they broaden horizons by introducing the children to new people and engaging them in purposeful workshops.

"The Boot Room events allow children access to free football boots which make a huge difference to some of our pupils. Since starting this project, the school has seen a significant increase in both boys and girls playing football, supporting Newcastle United and most importantly, developing essential life skills through the power of football!"

**Joe Danquah, PE teacher
Byker Primary School**

INCOME MAXIMISATION



Providing opportunities for customers to access training and employment as well as increasing the range of financial products and services available, which will improve the economic activity of customers and the community.

Community engagement events

124

customers supported through hardship funds.



£24,800

secured from Newcastle City Council Hardship Fund.

Karbon's Foundation for Life Team organised events on the estate – one BCT customer is now **£168.81** per month better off.



“

I was elated I got the help that I did not know I could get and needed. I would not have known about this as no one tells you anything at the Job Centre!

”

BCT started working with a customer who had long term health issues. We carried out a full benefit check and identified additional benefit entitlement. We helped the customer to claim extra money of Universal Credit and applied for the hardship payment of £200. They said:

“

The Trust is great. I've never known a housing association with such fantastic services available to customers. You get free advice, it's accessible, friendly, and professional. I feel very settled and have never been with a housing association for such a long time. The hardship support payment came in the right time, when I struggled a lot with the costs of living crisis and poor health. It helped with food and other essentials.

Aneta helped me with the Universal Credit, I got additional benefit entitlement. It means a lot; it means I can take care of myself. She has encouraged me to apply for some other benefits, that may hopefully support my extra disability living costs. I could not recommend the Trust enough. Everyone is lovely and helpful; they take care of you and have lots of patience.

”

Customers Content Insurance



104

customers signed up to Karbon's scheme.



Additional Karbon support to maximise income collection

88

Food provision

3

Money Matters to NCC

164

Grant applications

25

Foundation for Life (FFL)

149

Pre-tenancy checks



Maximising benefits

£957,042.13

Total gains this year

Customer case study: Ryan Dodds

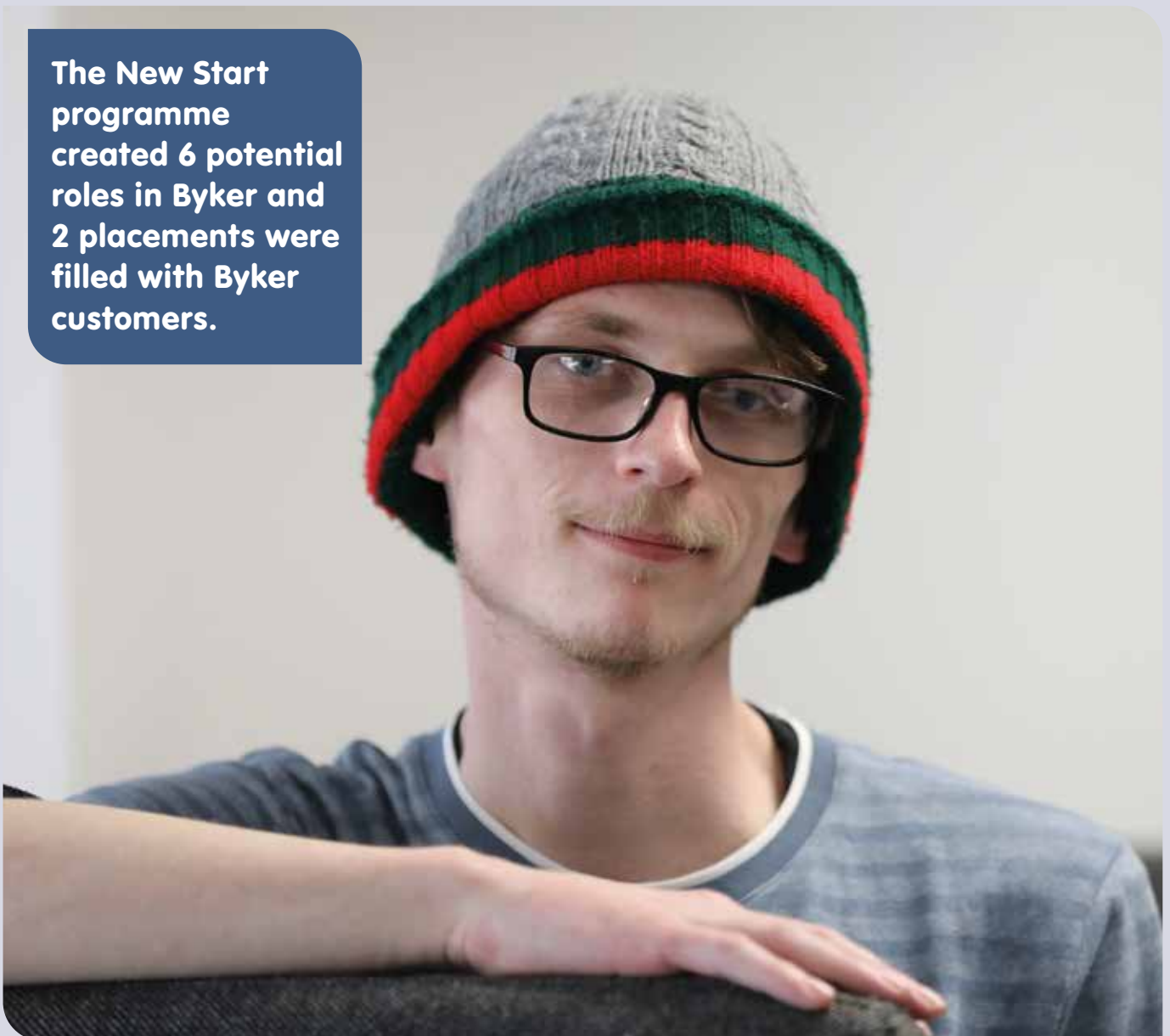
Ryan Dodds has been a carer for a number of years for a family member, but was really keen to get back into the workplace. He was referred as part of our New Start programme.

Employment Advisor Jenn supported him to discuss his goals and skills; and create a CV and look more closely at the New Start roles available. He received a Better Off Calculation which showed he would be more than £200 better off per week in a New Start role, and it would not have any negative impact on his mothers UC claim; a benefit check was offered to his mother as well to ensure this was the case.

He received support developing his cover letter application for the New Start Grounds Maintenance role, and he attended an Interview Prep workshop.

He was successful in gaining one of the Grounds Maintenance New Start roles and he's really enjoying it! As part of the programme, he continues to get support from our FFL team to flourish in his role, and gain additional qualifications to help ensure the follow on progression into longer term sustainable employment.

The New Start programme created 6 potential roles in Byker and 2 placements were filled with Byker customers.



A CLEANER AND GREENER BYKER



Educating and enabling customers to take responsibility and support waste management improvements to ensure the results are meaningful and have a lasting impact.



Provision of skips

Skips provided quarterly across the estate to help customers dispose of their waste and bulky items responsibly.



Partnership working

Monthly litter picks initiative launched with customers.



£500 awarded to Northern Culture Projects to transform a piece of land to encourage customers to grow healthy food.

Grounds Maintenance Team remove offensive graffiti across the Byker Estate.

Estate Walkabouts

New promotional material to encourage more customers to take part and have their say being implemented.

Grounds Maintenance Inspectors (GMI's)



88.07%

customer satisfaction of service.

14

customers are GMI's.

“

It only takes 5 minutes and nice to help out and provide feedback, the guys are lovely, great team.

”

**David Forest
Grounds Maintenance Inspector**

Estate activity tracker

Tracker implemented and Neighbourhood Housing Officers use Total Mobile during their quarterly walkabouts. This is enabling accurate recording and actioning of environmental matters raised by the team or our customers.

BEIS Heat Network Decarbonisation Feasibility Programme (COMING 2023!)

Working with Newcastle City Council to identify improvements in terms of energy generation and supply of heating and hot water through the Byker District Heating System.

Byker Wall cleaning inspectors

77.23%

customer satisfaction of service over the year.

2

inspectors across the estate.

“

I do it because it helps and I like to contribute to the place being nice and clean.

”

**Sonia Codling
Cleaning Inspector**

Taking action against fly tipping perpetrators

Working in partnership with Newcastle City Council to take action against perpetrators. One perpetrator was caught fly tipping and issued with a fine and two fixed penalty notices were issued, awaiting legal proceedings.



A SAFE PLACE TO LIVE



Working with customers, the Police and partners to tackle crime and the fear of crime within Byker. BCT will take a preventative approach to Anti-Social Behaviour (ASB) working in partnership through education, diversion and empowerment.

Transformation of the Environment



New litter bins have been provided across the estate to help 'Keep Byker Tidy'.



JDDK Architects were appointed to complete the designs for pilot bin stores at Dunn Terrace.

Working in partnership with the Police for CCTV and to tackle ASB across the estate.

Working with the Fire Service on vehicle access to the estate.

Fire safety information within the Wall



All customers issued with fire safety information leaflets about the evacuation strategy for their home.

Actions recommended by Karbon's Customer Scrutiny Bank on fire safety improvements are being delivered.

Drug Reduction Outreach workshop

Installation of temporary CCTV cameras to deter drug use in areas users frequent.

Temporary CCTV units have successfully deterred drug use in two of the three locations they were installed.

Secure door fitted at Mount Pleasant sheltered scheme to prevent people entering the building.

Partnership working with Northumbria Police



Monthly meetings take place with the Police and bi-monthly meetings with wider partner agencies to discuss ASB.

Last year, the following were put in place following ASB activity:

6

Acceptable Behaviour Agreements (ABA's)

2

ABA breach meetings

1

Community Protection Warnings and Notices

0

Injunctions

1

Closure Order

0

Criminal Behaviour Orders

6

Notices Seeking Possession

3

ASB related evictions

Reducing Youth ASB



Safer Communities Officers attend the Community Partnership Group and the Byker Children and Young People's Partnership. The officers are actively referring and signposting families to services to divert young persons from ASB. This has included signposting a family to the multi-sports sessions run by Hatrick on Tuesday evenings at the MUGA in Dalton Crescent.

“

My daughter has attended one of the multi-sports sessions at the MUGA. She thought it was alright and she'll be going down again.

”

Provided **£4,260** funding to Foundation Futures to extend a youth ASB project which provides diversionary activities including trips, gaming and cooking activities. 10-15 young people are included per session.

CHILDREN AND YOUNG PEOPLE



Working with partners to ensure that the children and young people of Byker have the best opportunities to improve educational attainment and raise aspirations, creating meaningful experiences which will enhance their outlook on life and encourage them to be the best they can be.

Community engagement events

We provided **6 free** trips to customers throughout the year. Places visited included Whitehouse Farm, Gibside, Beamish Museum, Northumberland Zoo, Belsay Hall and Alnwick Gardens.



“

We have enjoyed all the trips, even the National Trust ones which I never thought we would like, the kids loved it, it gets people together, get families out of the estate and creates friendships between families. I've made new friends from the trips.

”





Glenkemp planted wildflower seeds at Byker Primary School and St. Lawrence Primary School for the children to take care of as they grow.

£1,000 funding was provided to Children North East Forest School to provide outdoor activities over the summer holidays. 24 children aged 5-13 attended.

14 children attended a theatre school at Byker Primary School, delivered by Mendez Management in partnership with RE:GEN Group.

20 children attended sessions by Northern Cultural Projects delivering singing and song writing - <https://youtu.be/kmvzd7VhT5U>

Kids Kabin workshops delivered creative arts, crafts, pottery, woodwork and cookery classes for young people. **10 customers** attended.

Annual BCT Christmas Card competition with children from Byker Primary School.



Byker Sands hosted an art exhibition created by young people and families from the estate.

Funding of **£1,415** awarded to projects to support holiday hunger:

- Foundations Futures – 100 food bags provided to BCT customers
- Byker Mutual Aid – **500** warm meals provided to young people and their families
- ACANE – **140** meals provided to children attending activities during school holidays
- Hat Trick – **15** customer attended a two-hour session.



HARD TO REACH GROUPS



To understand our community and the people within in it by identifying and working with underrepresented groups ensuring that the voice of the wider community is heard.

Community engagement events



We undertook a review of all the languages spoken on the estate and identified the top seven which includes English, Arabic, Slovak, French, Czech, Polish and Portuguese. We then arranged for the languages panel to be updated and applied to all communication material.

Community partnership funding approved for the provision of a greenhouse and accessories for the communal gardens at Mount Pleasant sheltered scheme.

15

people attended a free trip to Alnwick Gardens for over 55's.



£500

funding awarded to ACANE to purchase a Smart TV.

£249

funding awarded to Tom Collins House for a new TV.

Wider engagement

The Elders Council are working with BCT to grow the customer engagement framework.

Older people told The Elders Council what they think would make their neighbourhood more age friendly. Examples included:



“

Pavements are not lowered at St. Peters Road and middle of Commercial Road

”

“

Good neighbours looking out for each other

”

“

Advocacy is available face to face and telephone – not everyone has the internet

”

Customer Care Visits relaunched to encourage engagement through Cleaning Inspectors, Grounds Maintenance Inspectors and Customer Scrutiny Panel members.

Lots of interest in Grounds Maintenance Inspectors and five new members joined the Customer Scrutiny Panel.

Consultation events

Meetings held with customers living in Dunn Terrace on wider external environmental improvement plans.

Dunn Terrace focus group leading the way on the external neighbourhood redesign.



COMMUNITY TRAINING AND EMPLOYMENT



Working with our contractors and partners to maximise opportunities for customers and their families to access meaningful training and employment support.

Employment and educational opportunities



Three BCT customers successfully applied for grounds maintenance apprenticeships to Karbon's New Start programme.

Foundation Futures started 12-week pilot to support young people into employment and training.

Referrals to Karbon's Foundations for Life project



72

referrals for employability advice and of those, 11 customers were supported back into work, 7 completed training courses, 7 received mental health support from our Senior Support Worker and 1 commenced volunteering.

DIGITAL CONNECTIVITY



Working with partners to improve digital access to enable the community to get affordable online access to digital services.



Explore fibre connectivity to the Byker Estate (Coming 2023!)

Meetings held and discussions ongoing with Openreach to explore digital connectivity.

Digital Poverty and increase digital connectivity

WiFi workshops held with customers living in sheltered schemes.

752

customers access the MyKarbon portal to report repairs and make payments.



Next steps in delivering the Thriving Byker Strategy

As part of our Karbon's refreshed approach to Placeshaping, outlined in their recently launched Fair Foundations report, Byker will become a pilot Karbon Impact Area where we'll work in partnership with local government, health, education, community organisations and major employers to understand how we can best support and embrace a place-shaped approach to this local community offering long-term growth and prosperity.

The next steps identified are:

- Mapping with Newcastle City Council to identify gaps and need linked to commercial and community assets.

- Work with Newcastle City Council to progress the High Street Project.
- Work with public and third sector organisations to consider proposals for key assets like Byker Community Centre and other empty buildings across the Byker Estate.
- Progress the detailed designs for the 11 neighbourhoods in the external improvements project.
- Continue to work with community and voluntary partners to deliver projects and initiatives aligned to the TBS.
- Refresh the Thriving Byker Strategy to incorporate the Fair Foundations Mission.





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BYKER
community trust

Part of the **Karbon** family