

# BYKER NEWS

community trust [www.bykercommunitytrust.org](http://www.bykercommunitytrust.org)



**NEW GROUNDS  
MAINTENANCE AND  
ENVIRONMENTAL  
RESPONSE SERVICE  
LAUNCHES  
SEE PAGE 4 FOR  
MORE DETAILS**

**FORMER MINISTER  
IMPRESSED WITH BYKER  
TRANSFORMATION  
SEE PAGE 7**

**SUMMER FUN ACTIVITIES  
SEE PAGE 18**



# CONTENTS

	Page
Welcome	3
New services for Byker	4
Philip and Mark join BCT and service change	5
New housing office unveiled	6
Pay by Direct Debit	7
Former Minister impressed with Byker transformation	7
Important – Byker Wall residents	7
150 years and always	8
Byker youngsters presented with arts award	8
'Home' is where the art is	9
Chevron receives makeover	9
Green fingered tenants brighten up Byker Wall	10
Children bring touch of Brazil to Byker	11
STAR survey	12
Listening to tenants' views and acting upon them	12
Giving you a voice	12
Veterans' charity handed keys to new mini bus	13
Young volunteers give Avondale House makeover	13
Recognition for Byker	14
Would you like to become a BCT Board Member?	14
Children taught dangers of playing near construction sites	15
New shutters installed at Mount Pleasant and Tom Collins House coffee morning	15
What's On - Summer fun activities	16
Free advice for young people in Byker	17
New café opens its doors and Community Open Day	17
Free events this summer	18
Find out what is happening on your Estate throughout the Summer	18
Prize wordsearch	19
BCT map	20

## WELCOME TO THE SUMMER EDITION OF THE BYKER COMMUNITY TRUST (BCT) NEWSLETTER

It's been a very busy period since the last issue of Byker News as we have been working hard on implementing our new service delivery model, which aims to provide our tenants with the best possible service.

We have already written to you about this and I am delighted to announce that the first phase of service has just been launched on the Estate with the new Grounds Maintenance and Environmental Response Services. This service will be provided as a new partnership called Isos Complete Support (ICS), which is between Byker Community Trust and Isos Housing.

The second phase of service changes includes Tenancy and Estate Management moving in-house to BCT and Repairs and Maintenance being delivered by ICS, which will be launched this October (more information on this is on page 4).

As a result of these changes, you will start noticing improvements being made throughout the Estate. You will also see some new faces on the Estate as part of our new 'Byker Approach' and we will be working closely with you to find out your views on how we can

further improve services as well as making efficiency savings along the way.

Also inside you will read about our new housing office, our new website, a visit to the Estate from a former Cabinet Minister and MP, plus lots of activities that are organised throughout the school summer term. I hope you enjoy reading this issue and if you have any questions about the information inside this newsletter or the new services we are delivering on the Estate, please do not hesitate to contact us.

These changes are one giant step forward to achieving our Vision for Byker and in making it a place where tenants have a key voice and role in helping us to make decisions, which is the reason why your feedback is very important to us. That just leaves me to say I hope you have a wonderful Summer and that the sun is shining for us all.

**Jill Haley**  
Chief Executive



# NEW SERVICES FOR BYKER

**Byker Community Trust has introduced a new service which aims to maintain and improve your neighbourhood.**

The Grounds Maintenance and Environmental Response Team, delivered in partnership with Isos Complete Support, will maintain the Estate all year round. The dedicated Byker team will be delivering a higher level of service across a whole range of long standing environmental challenges.

The team will aim to deal quickly and efficiently with all environmental issues and the service that they will deliver includes:

- Grass cutting of open spaces more frequently
- Tree/hedge maintenance
- Maintenance of shrub beds
- Ivy and street weed removal
- Environmental works i.e. graffiti removal, removal of fly tipping
- Leaf collection during winter season
- Path edging
- Inspection and maintenance of play equipment

If you would like to contact the Grounds Maintenance and Environmental Response Team to report an issue or if require any further information, please contact BCT on Freephone 0800 5335 442.



**BCTs objectives when carrying out this service transition are to achieve;**

- **Control over standards of service delivery with a focus on improvement in quality and cost;**
- **Value for money including excellence in service to customers; and**
- **Completing the stock transfer promises to tenants, including those which highlighted service delivery reviews.**

Over the next few months, BCT will be looking to engage tenants to become Grounds Maintenance Inspectors on the Byker Estate to help us monitor and improve the standard of the environment. If you would like to get involved, please contact David Jones on Freephone 0800 5335 442 or pop into the new BCT office at Raby Cross.

We know that our tenants really valued the work of the Rapid Response Team and we have listened to what you told us about them. As a result, we are delighted that we have been able to retain all of the staff as part of our new team.



The second phase of services that will be transferred in October 2016 will include:

- Tenancy and Estate Management will be transferred from Your Homes Newcastle to BCT;
- Repairs and Maintenance will be transferred to the partnership between BCT and Isos Housing.

**We will be communicating with you and keeping you up to date with these changes. If you have any questions, please do not hesitate to contact the Byker Community Trust office on Freephone 0800 5335 442.**

# PHILIP AND MARK JOIN BCT



Mark Berry (left) and Philip Pollard have recently joined the BCT.

## To support us in delivering our new service delivery model, the BCT has made two senior appointments.

Philip Pollard joined the BCT in March 2016 as Director of Operations and is responsible for shaping the new way of delivering services. He will be looking to improve the results and outcomes for the BCT and our tenants.

His initial priorities are to ensure that performance is high and the quality of services are maintained throughout this period of change. Once all services have transferred in October 2016, he will lead a team committed to continuous performance improvement and excellence in service delivery.

Philip holds a BSc (Hons) degree and post graduate Diploma in Housing Policy and Management. He is also a corporate member of the Chartered Institute of Housing (CIH) and is a CIH North East Board Member.

Commenting on his appointment, Philip said, "I am delighted to have joined Byker Community Trust at a very exciting time. We have a great opportunity to work closely with the community of Byker to improve service delivery and really make a difference to people's lives."

Mark Berry has been appointed as Neighbourhood Operations Manager and joined the BCT in June. He is responsible for the operational delivery of Tenancy and Estate Management Services and is currently looking at customer access to services, shaping service

delivery and delivering high quality services to lead to high customer satisfaction.

Mark has a Foundation degree in Housing and is a Chartered Member of the CIH.



The new housing office at 17 Raby Cross is now open during the following times:

**MONDAY TO THURSDAY 9AM - 5PM**

**FRIDAY 9AM - 4:30PM**

You can still contact us on freephone  
**0800 5335 442** during office hours.

## SERVICE CHANGE

As part of the BCT service review, it has been agreed with effect from Friday 1st July, that the NCC Neighbourhood Warden Service, will no longer be provided by BCT.

# NEW HOUSING OFFICE UNVEILED



John Healey MP (centre) cutting the ribbon to open the new BCT office with Nick Forbes, Leader of NCC, Newcastle East MP Nick Brown, Jill Haley, Chief Executive and Jim Coulter, Chair of BCT.

**The Shadow Secretary of State for Housing and Planning, Rt. Hon. John Healey MP visited Byker in March to cut the ribbon to unveil our newly refurbished head office based at Raby Cross.**

The new office includes a reception area with interview rooms, a waiting room and a Board room. Tenants will be able to access a wide range of tenancy and estate services from the new office.

Joining the Shadow Minister to officially open the new office was children from the school choir from nearby Byker Primary School who helped to count down to the cutting of the ribbon and sang songs to mark the occasion.

Jill Haley, Chief Executive of the BCT, said: "This new office will become a central hub for many people living on the Estate. Our aim is to build ever closer relationships with our customers and I hope tenants will benefit from the new services

that will be delivered here. This is another key milestone for the BCT and it's lovely that the school children and the local community joined us for this special occasion."

At the official opening ceremony, John Healey MP, said: "I was very pleased to have the opportunity to see the work that BCT is doing to improve housing for local people. It is important that the needs of tenants are at the heart of regeneration efforts, and BCT's investment programme makes clear that they see this as a priority.

"The improvements being made by the BCT on the Byker Estate are impressive and I was very pleased to be able to support them today."



# PAY YOUR RENT BY DIRECT DEBIT

There are other ways to pay your rent but our preferred method of payment is via Direct Debit.

## Direct Debit



BCT recommend Direct Debit as the best way for you to pay. It saves you time, is safe and reliable, gives you peace of mind and is convenient. You can also pay weekly or monthly via direct debit.

Please contact us on 0800 5335 442 or drop into our office at 17 Raby Cross or the Housing Office on Brinkburn Street and we will help you move to direct debit.

## Swipe card



Use your rent payment card to pay at any Post Office or PayPoint Outlet. There's one at the Raby Cross Convenience Store and the Brinkburn Store.

## Telephone

Use your debit or credit card to make a payment by calling 0191 278 7878.

## QR Code

Scan this code using your smartphone or tablet and you will be directed to the online payments screen.



## Online Banking

If you use online banking you can pay your rent into this account:

Sort code: 30-93-71

Account number: 63352060

If you need help with ways to pay your rent, please contact Your Homes Newcastle on 0191 278 1555 where staff will be pleased to assist you.

# FORMER MINISTER IMPRESSED WITH BYKER TRANSFORMATION

Rt. Hon. Nick Raynsford recently visited the Byker Estate and was very impressed with how much has changed since his last visit fifteen years ago.



The former Minister was visiting the region to speak at a CIH leaders dinner but took time out of his busy diary to have a guided tour of the Estate.

Mr Raynsford has a particular interest in the Byker Estate as he lives at Greenwich Millennium Village in South-East London, which Architect Ralph Erskine designed.

He said, "As former Housing Minister, I have always had an interest in Byker and it is really good to see how the Byker Estate has developed under the ownership of the Byker Community Trust. You can see the many similarities between Byker and Greenwich just by walking around the Estate – including the bright colours and grandeur architectural design which Erskine was famous for."

# IMPORTANT-BYKER WALL RESIDENTS

Now that the refurbishment works to the Byker Wall have been completed, officers from Your Homes Newcastle need to gain access to your property to complete and official handover inspection. The inspection will take no longer than 10 minutes and is to ensure that the works have been completed to a high satisfaction.

Thank you to all residents who have given us permission to carry out the inspection on your home. If you have not had an inspection and have received a card or letter requesting permission, please contact your housing officer or call 0191 278 1555. Thank you for your co-operation.

# 150 YEARS AND ALWAYS

**Barnardo's, which helps to transform the lives of vulnerable children across the UK, is celebrating its 150th anniversary this year with a campaign called 150 and always.**

The Charity is part of Sure Start East's Community Family Hub operating from the Byker Sands Family Centre at Raby Cross. They offer free baby and toddler groups for parents/carers and their under 5's.

To celebrate this landmark event, they held a special party and invited local families they have worked with over the years. There were lots of activities for the children including balloon animal making and raffles and cakes for the adults. As part of the celebrations, some lucky members of staff, volunteers and parents received a golden ticket to have afternoon tea at Buckingham Palace.

**For more information and to find out how you can get involved, please call 0191 275 9636, e-mail [sure.start.east@barnardos.org.uk](mailto:sure.start.east@barnardos.org.uk) or visit [www.surestartnewcastle.co.uk](http://www.surestartnewcastle.co.uk)**



Byker staff from Barnardo's with parents outside of Buckingham Palace.

## BYKER YOUNGSTERS PRESENTED WITH ARTS AWARD



Mark Berry from the BCT pictured with some of the young award winners.

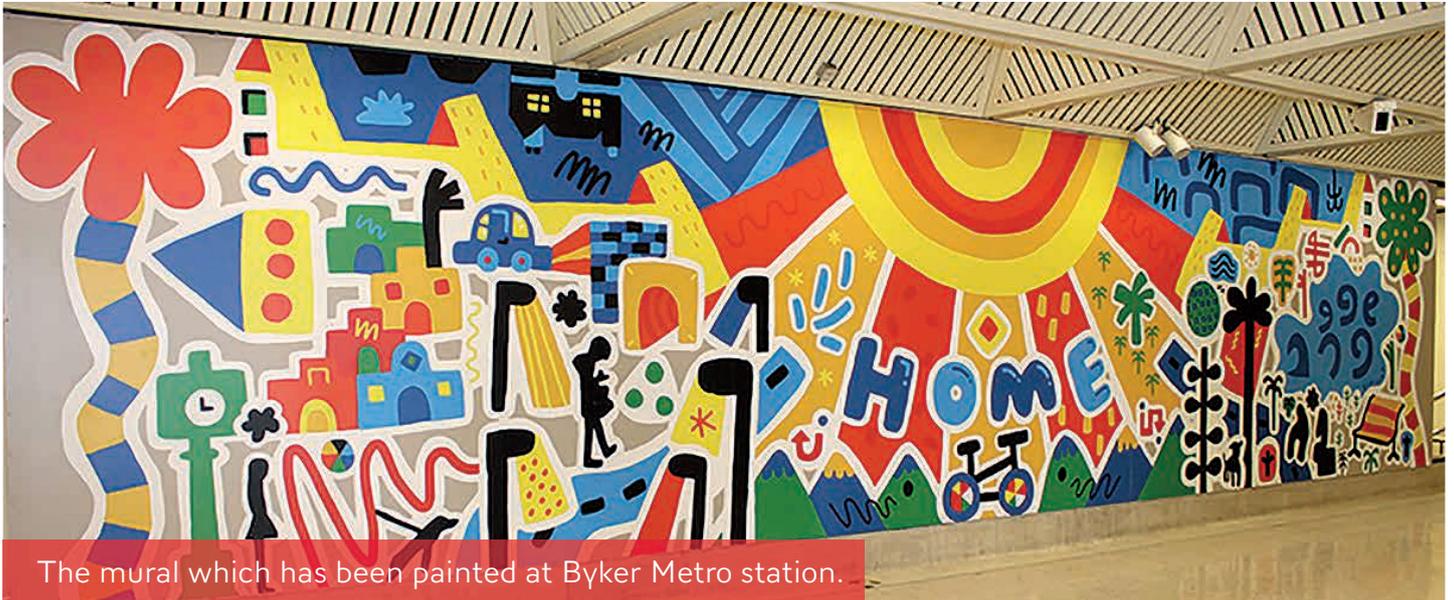
**A Northern Cultural Arts project that was part-funded by the Byker Community Trust's Participatory Budget has been hailed a success.**

The project organised arts and photography activities for young children aged 8-14 which taught them about the history of Byker and what it was like to live on the Estate.

Young Byker History Detectives were presented with certificates and their work has been exhibited at St. Michael's Church and Eldon Gardens.

# 'HOME' IS WHERE THE ART IS

Metro passengers travelling to and from Byker Metro Station would have noticed an 11-metre long mural which has been painted inside the station.



The mural which has been painted at Byker Metro station.

The vibrant splash of colour is the work of artist Alex Godwin who created 'Home' through engagement with passengers at the station and on trains passing through the area.

She said: "When I asked local people at Byker what makes them smile in the morning many people told me the sun. This was a good starting point and I wanted to create an artwork that encapsulated the strong sense of pride I felt from most people.

"The shapes, colours and symbols in the artwork are directly influenced by the things

I have seen and the conversations I have had during my residency at Byker. I hope to have brightened up a place that many people call 'home!'"

The project is the final commission in the Next Stop Byker programme supported by Newcastle City Council, Arts Council England and Nexus. This has seen seven new works appear at the station since 2012, created by artists working with different community groups.

## CHEVRON RECEIVES MAKEOVER

**The Chevron on Gordon Road has received a new look thanks to the BCT and Bell Group.**

After consulting with local community groups and the Gordon Road Tenants' and Residents' Association (TARA), the community room has had a new lease of life. The building's wall and doors are a lot lighter and brighter and the paintwork incorporates some of the Byker colours that you see elsewhere on the Estate.

A huge thank you to Bell Group for volunteering their time and resources and for achieving such a great result.



# GREEN FINGERED TENANTS BRIGHTEN UP BYKER WALL



Officers from BCT, Keepmoat and Your Homes Newcastle helped residents on the Byker Wall to plant up their planters.

**Green fingered tenants living in the Byker Wall have added the finishing touches to the refurbishment works by planting plants, shrubs and vegetable plugs in planters outside of their homes.**

Contractor Keepmoat, who was responsible carrying out the Byker Wall refurbishment works, donated 2,000 plants as part of their social investment commitment throughout the duration of the two-year project.

The planters were part of the original design for the Byker Wall but were replaced during the refurbishment programme due to the removal of asbestos. Now, new planters have been installed outside of the south-facing flats and maisonettes and in communal areas, which have been very well received by residents.



Officers from the BCT, Keepmoat, Your Homes Newcastle, Avondale House and young volunteers from the Prince's Trust helped residents to plant up the displays. Byker Wall resident, Tommy Beattie of Rabygate, said: "The plants have cheered the place up. It was great to work with my neighbours to do this which has helped to create a sense of community."

# CHILDREN BRING TOUCH OF BRAZIL TO BYKER



School children turned the streets of Byker yellow, green and blue by participating in a Brazilian-style carnival.



**HAT-TRICK**  
love sport for change

The event, which was organised by the Newcastle charity, Hat-Trick helped to raise awareness of this year's Olympic games and gave children the opportunity to participate in sporting activities.

The charity aims to change children's lives through the power of football and sport and has been working in partnership with Byker Community Trust for the last three years to engage young people of all abilities to improve their fitness as well as teaching them about healthy eating and positive thinking.

Staff from Hat-Trick have been working with children from Byker Primary School, Welbeck Primary School and St. Lawrence's RC Primary School, teaching them Brazilian culture and traditions, history, language and food as well as the 2016 Rio Olympic Games, which will be held this August.

As part of their preparations for the carnival, the youngsters made instruments and flags

which they used to parade through the Estate to Brazilian music.

The parade started at St. Lawrence's RC Primary School on Headlam Street finishing at Priory Green where they participated in a range of mixed activities such as football, tag-rugby, basketball and tennis and there was also a special guest appearance from Newcastle Eagles boss Fab Flournoy.



# STAR SURVEY

Thank you to all tenants who completed and returned their Survey of Tenants and Residents (STAR) survey.

The aim of the survey was to find out your views on the services we deliver and what you think of our neighbourhood.

We are still analysing the results and hope to report on these in the next issue of Byker News and on our website. The information you gave us will help us to develop an action plan to improve the services we deliver.



## LISTENING TO TENANTS' VIEWS AND ACTING UPON THEM

The BCT Scrutiny Panel was established in 2014 to enable tenants to scrutinise the services the BCT provides.



The Panel started its first service review and designed their own questionnaire which they used to capture tenants' views at the BCT Fun Day and ACANE Fun Day. The Panel produced its first report, which was presented to the BCT Board in January 2016.

The Board supported the development of an action plan following nine recommendations from the Tenant Scrutiny Panel.

A copy of the report, 'Listening to views and acting upon them' and action plan is available to view and download from the BCT website at [www.bykercommunitytrust.org](http://www.bykercommunitytrust.org)

If you do not have access to our website, please contact David Jones on Freephone 0800 5335 442 or email [david.jones@bykerct.co.uk](mailto:david.jones@bykerct.co.uk)

## GIVING YOU A VOICE

There are two Tenants' and Residents' Associations (TARA) established on the Byker Wall Estate who work with the BCT and our partners to deal with local issues and look at ways they can improve the areas they live in.



**The Byker Village TARA** meet at Spires Lane Hobby Room opposite St. Lawrence's Primary School and their next meetings will be held on 20 September, 25 October and 29 November from 5.30pm.

**The Gordon Road TARA** meet at the Chevron on Gordon Road between 1.30pm and 3.00pm. Their next meetings will be held on 8 August, 12 September, 10 October, 14 November and 12 December.

Please note these dates may be subject to change.

If you would like more information on these TARA's, please contact the numbers on page 2 of this newsletter under Useful Contacts or visit our website.

# VETERANS' CHARITY HANDED KEYS TO NEW MINI BUS

The Armed Forces' & Veterans (AF&V) Launchpad, which runs Avondale House on the Byker Estate has received the keys to a brand new 9-seater mini bus.

The grant was awarded by the Armed Forces Covenant Fund and will be used to transport veterans to a variety of locations to take part in development, sporting and social events as well as training and job interviews.

The grant is one of 174 Armed Forces projects across the country which have accessed the £10m fund to support schemes under the Armed Forces Covenant.



Lofty Rames, Facilities Manager at Avondale House (left) pictured with Army veteran and Avondale House resident, John Hands.

# YOUNG VOLUNTEERS GIVE AVONDALE HOUSE MAKEOVER

A group of volunteers, who are all unemployed and aged between 16 and 25, helped the veterans living at Avondale House by tidying up the garden and planting flowers and plants. They also volunteered to give the laundry room a makeover by painting the walls.



Some of the young volunteers who helped to tidy up the garden at Avondale House and give the laundry room a new makeover.

The youngsters were part of a 12-week personal development programme, run by Consett & District YMCA on behalf of Stockton Riverside College which engages young people in projects and challenges within the community.

They raised £500 by organising a sponsored bike ride from Byker to St. Mary's Lighthouse and also carried out bag packing in their local B&M store. They then used that money to buy flowers, plants, ornaments and paint to carry out the work at Avondale House, which is managed by the veterans' charity, Launchpad and owned by the BCT.

# RECOGNITION FOR BYKER

Byker is a special place to live and work and it's important we shout about our achievements and put Byker well and truly on the map.



Following the successful completion of a number of key projects such as the refurbishment of the Byker Wall and Chirton House, we wanted to highlight this success by entering these two projects in a number of high profile regional and national awards.

We are pleased to say that we have been shortlisted in a number of awards and we will keep you posted if we win an award. In the meantime, here is a list of awards we have been shortlisted for.

AWARD	CATEGORIES	OUTCOME
<b>Royal Institute of Chartered Surveyors (RICS) North East Renaissance Awards</b>	All Byker Wall <ul style="list-style-type: none"> <li>• Regeneration</li> <li>• Residential</li> <li>• Community Benefit</li> <li>• Building Conservation</li> </ul>	Shortlisted in all four categories and received a 'highly commended' in Building Conservation
<b>Constructing Excellence in the North East Awards</b>	<ul style="list-style-type: none"> <li>• Heritage Award – Byker Wall</li> </ul>	Shortlisted
<b>Tenant Participation Advisory Service (TPAS) Northern Awards</b>	<ul style="list-style-type: none"> <li>• Excellence in Contractor Engagement (Byker Wall)</li> </ul>	Shortlisted
<b>Local Authority Building Control Awards</b>	<ul style="list-style-type: none"> <li>• Best change of use of an existing building or conversion – Chirton House</li> </ul>	Shortlisted
<b>National Housing Awards</b>	<ul style="list-style-type: none"> <li>• Best Small Development – Chirton House</li> </ul>	Shortlisted – finals held on 8 September.

## WOULD YOU LIKE TO BECOME A BCT BOARD MEMBER?

We are seeking to appoint a Tenant Board member who is motivated to help create a better future for the Estate and its residents'.

### Our Board has 12 members:

- Five tenants elected by tenant shareholders/members of the Trust;
- Five independent members appointed by the Board;
- Two Council nominees appointed by Newcastle City Council.

The Board meets eight times a year and has open sessions where anyone is able to observe. Commercially sensitive and other confidential business is conducted in private session.

Could you add experience, expertise and value to strategies that will ensure the long-term viability and sustainability of the BCT?

Will you be able to ensure that the views and interests of all our stakeholders are represented when business decisions are made?

Are you able to act as an ambassador for BCT?

### Interested?

If you can answer yes to these questions, then we would like to hear from you.

The full role description, person specification and application form are available from the Byker Community Trust website at [www.bykercommunitytrust.org/job-opportunities](http://www.bykercommunitytrust.org/job-opportunities) or you can collect a pack at our offices at 17 Raby Cross.

**If you require any further information, please contact Philip Ambrose, Company Secretary on 0800 5335 442.**

### Application Deadline

5pm on Friday, 12 August 2016

The appointment will be made at the BCT Annual General Meeting on 14 September 2016.

# CHILDREN TAUGHT DANGERS OF PLAYING NEAR CONSTRUCTION SITES



School children from Byker Primary School and St. Lawrence's Primary School have been learning about the dangers of playing around the excavations on the Estate, which have been created as part of the upgrades to the District Heating System.



Officers from BCT, Your Homes Newcastle and H. Malones & Sons gave pupils a guided tour of the district heating plant, to show them where the heat comes from and to see one of the excavations.

The pupils were then set a task of designing a site safety poster warning people about the dangers of playing near the open sites. The standard of their artwork was extremely high and the winning posters have been put up on the fences around the excavations.

Well done to everybody who took part, and make sure you keep an eye out for your posters.

## NEW SHUTTERS INSTALLED AT MOUNT PLEASANT

**Contractor Keepmoat has installed an internal electronic shutter to the dining / serving area of Mount Pleasant House.**

The shutter has been installed as part of Keepmoat's social investment programme and was requested by tenants living in the building.



Tenants at Mount Pleasant House enjoying their Tuesday coffee morning.

# WHAT'S ON

## Summer fun activities

Please refer to our events calendar on our website for more events this summer

### LOCAL HEROES IS BACK!

Hat-Trick are running free football sessions for youngsters aged 8+ in Byker this summer.

The sessions will be held weekly:

- **Wednesday's** (weekly on 27th Jul, 3rd Aug, 10th Aug, 17th Aug, 24th Aug, 31st Aug) @ Priory Green, NE6 2DW, 12pm-4pm (Ages 8+, FREE)
- **Thursday's** (weekly on 28th Jul, 4th Aug, 11th Aug, 18th Aug, 25th Aug, 1st Sept) @ Priory Green, NE6 2DW, 5.30pm-7pm (Ages 8+, FREE)
- **Friday's** (weekly on 29th Jul, 5th Aug, 12th Aug, 19th Aug, 26th Aug, 2nd Sept) @ St. Lawrence pitch, NE6 2JX, 5.30pm-6.30pm (Ages 8+, FREE)

For more information, please contact Kate or Dwayne 0191 406 0291.

**HAT-TRICK**  
love sport for change



### FREE FOOD COURSES

Food Nation are holding free Teen Jamie's Ministry of Food courses on the last Saturday of every month between 1.00pm and 2.30pm. These will be held on:

**Saturday 30th July**

**Saturday 27th August**

**Saturday 24th September**

To book your place, please call 0191 276 0595 or just pop in to the shop at 28 Heaton Road.

Jamie's  
**MINISTRY OF FOOD**  
NORTH EAST



### YOUNG PERSON'S MUSIC FESTIVAL

Streetwise are looking for young people aged 13-25 to showcase their talents.

They need solo artists, bands, DJ's, dancers and MC's to perform at Summerblast.

**When:** Sunday 14th August 2016

**Time:** 3.30pm-7.30pm

**Where:** Bandstand, Exhibition Park

To be part of the line up to perform at the event or for more information, please contact Streetwise on 0191 230 5400 or email [sarahdm@streetwisenorth.org.uk](mailto:sarahdm@streetwisenorth.org.uk)

**Streetwise**  
→

### STEPNEY BANK STABLES

If you are aged 8-18 and would like to work with horses, please contact the stables on 0191 261 5544 or click on the volunteer tab of their website at [www.stepneybank.co.uk](http://www.stepneybank.co.uk)

Volunteers can visit all day every day during the school summer holidays and there will be lots of activities going on including trips to horse shows, visit to Centre of Life, cookery courses, dance lessons and lots more.



# FREE ADVICE FOR YOUNG PEOPLE IN BYKER

A regional charity which provides young people with free information, advice, counselling, support, community activities and sexual health services has started in Byker.

Two youth workers from Streetwise will be based at Byker Community Centre on Headlam Street every Wednesday between 2pm and 6pm.

Sarah Lou and Janice (pictured) will offer young people aged between 13 & 25 the opportunity to drop-in and get information and advice on C-Card, sexual health, drugs and alcohol, mental health and any other issues.

**No appointment is required – just drop in or call 0191 230 5400.**



**Streetwise** →

# NEW CAFÉ OPENS ITS DOORS

**The Cross Café at St. Michael's Church Centre on Raby Cross has opened its doors to the public.**

The café is open every Tuesday, Wednesday and Thursday between 1pm-4pm serving delicious, healthy affordable food and drink.

The café receives donations of fruit and bread from Tesco and the Youth Café is held every Wednesday evening between 6.30pm and 7.30pm.



**Tenants at Tom Collins House enjoying their Friday coffee morning.**

# FREE EVENTS THIS SUMMER

Throughout the Summer, BCT has arranged a number of free events for tenants and their children, including;

## Blue Reef Aquarium

**When:** Wednesday 27th July 2016

**Where:** Blue Reef Aquarium, Tynemouth

**Who:** Under 16's, who will be required to have a responsible adult with them.

**Includes free transport and free entry. You will need to pre-register for this event and it is limited to 100 people only.**



## Giants Den Indoor Play

**When:** Monday 1st August 2016

**Where:** Team Valley, Gateshead

**Who:** Under 10's - who will be required to have a responsible adult with them

**Includes free transport and free entry. You will need to pre-register for this event and it is limited to 100 people only.**

## Tea Dance

**When:** Monday 8th August 2016

**Where:** Byker Community Centre

**Who:** Over 50's

**Afternoon tea, music will be provided by a live band and there will also be bingo. Free entry. You will need to pre-register for this event and it is limited to 100 people only.**

## HOW DO I REGISTER?

Only BCT tenants and their children, who have pre-registered for the event(s), will be able to attend. To pre-register, you will need to complete an application form which can be collected from the BCT reception at Raby Cross. Please note that places are limited however once the maximum number has been reached we will put any other applications onto a reserve list.

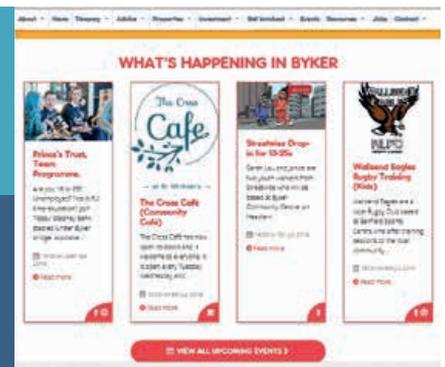
## FIND OUT WHAT IS HAPPENING ON YOUR ESTATE THROUGHOUT THE SUMMER

As reported in the last issue of Byker News, we announced the launch of our new website at [www.bykercommunitytrust.org](http://www.bykercommunitytrust.org). We hope you have had time to visit the new site and we welcome any feedback you may have.

The purpose of the website is not just to publish news and information about the Byker Community Trust but to promote all the excellent work that goes on in our community. We have created a Community Events Calendar to promote and make it easier for you to find out what is happening in your area. There are lots of activities organised and the calendar is a great way for you to find out what is happening, when and where.

We also want to hear about events you may be organising on the Estate that will benefit all residents so if you have an event you would like to promote, please send us the details. You can do this online by submitting to us your own events and we'll try and publish this on our website for you.

**If you have any questions or do not have access to our website, please contact David Jones on Freephone 0800 5335 442 or email [david.jones@bykerct.co.uk](mailto:david.jones@bykerct.co.uk) with your events and any suggestions.**



# £25 PRIZE WORDSEARCH

Complete the wordsearch to win a £25 Eldon Square voucher to spend on whatever you fancy!

P Z E W M R A I R Q C P E M G J K X  
 Y U N A E Y L O X H T S C I U N J W  
 U H V T V B Q U E L R F N N J I B G  
 Z K I D G K S V Y L E K A I E S G D  
 I Q R Q R P R I I J B C N S M R P E  
 G S O S F O E Z T D M J E T W R P F  
 R I N N N Z A E Z E E N T E O Y B F  
 V F M I M R D L S O M K N R G L V M  
 W M E L B N F E P O D X I X Z S B B  
 W D N W P M V F O F R Z A O P X T E  
 G L T P V G L C G F A T M W G V I O  
 L W A L S E N J E I O E S O G U U N  
 Y Z L H X K T F F C B P D Q A E E J  
 E T L W Y Y R E T E L T N K Y K T U  
 Y N I T U R C S R A Y F U B T P B N  
 X U V M G H S Y N A U E O B C B G A  
 T R W F L G V T R H N D R U A T J R  
 A Y L N D S S M P S E S G Z O T K J

ENVIRONMENTAL  
 GROUNDS  
 MAINTENANCE  
 OFFICE  
 MINISTER  
 WEBSITE  
 CHEVRON  
 BRAZIL  
 PLANTS  
 VETERANS  
 SCRUTINY  
 BOARD MEMBER

Name:

Address:

Postcode:

Daytime telephone number:

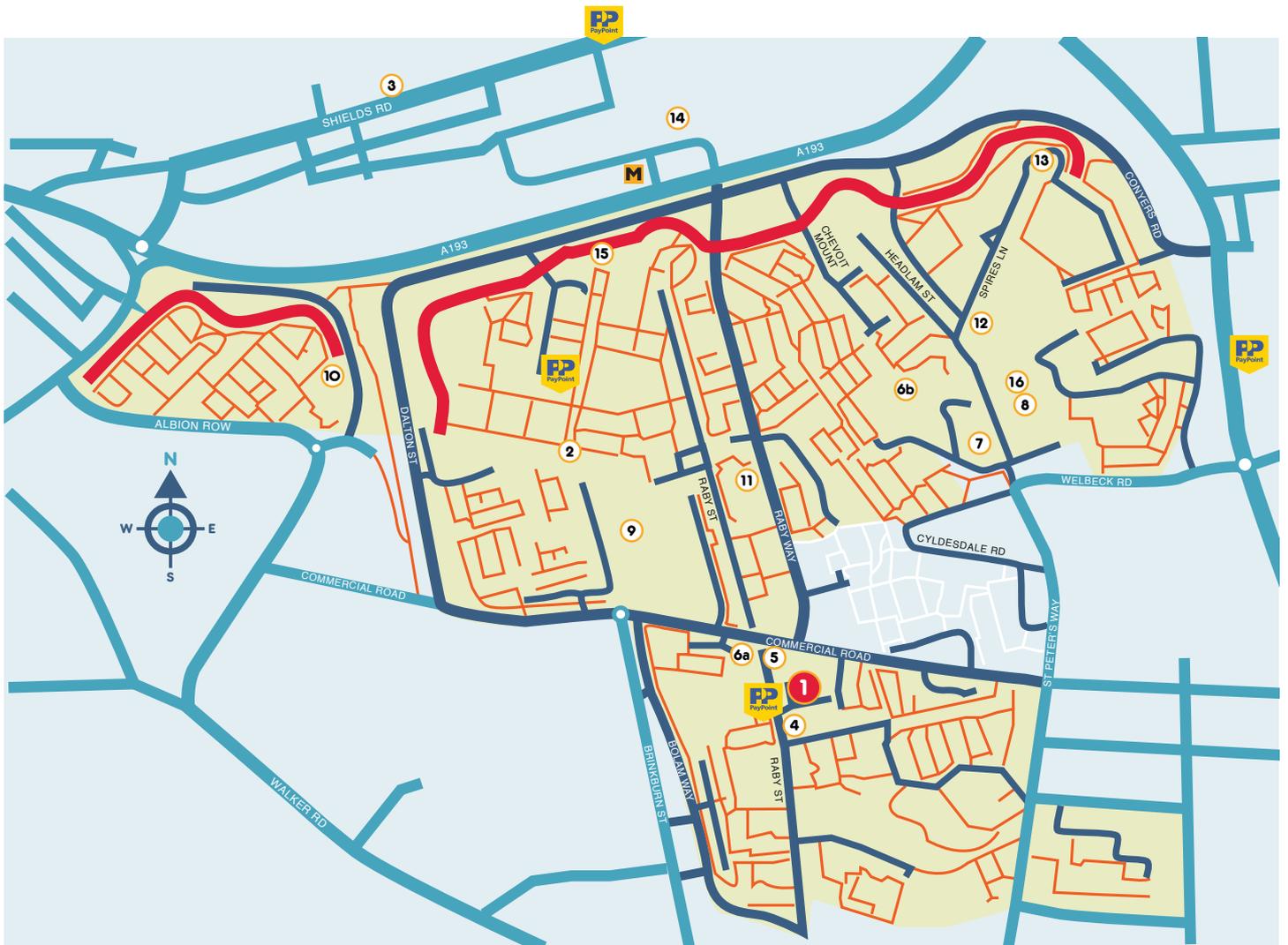
Send your completed puzzle along with your name, address and a daytime telephone number to:

**Byker Community Trust News Competition,  
 Byker Community Trust,  
 17 Raby Cross,  
 Byker, Newcastle upon Tyne,  
 NE6 2FF  
 by Friday 19th August 2016.**

Please note: Competitions are only open to residents with no rent arrears.



Congratulations to Agnieszka Powlak of Felton Walk who won the last wordsearch competition. Her voucher was presented to her sister, Ewelina Powlak by Philip Pollard (pictured above).



- |   |   |
|---|---|
| <b>1</b> Byker Community Trust Offices BCT            | <b>9</b> Byker Primary School                                   |
| <b>2</b> Byker Community Housing Office YHN           | <b>10</b> Byker YMCA Neighbourhood Youth Project (Dunn Terrace) |
| <b>3</b> East End Customer Service Centre NCC and YHN | <b>11</b> Avondale House (Veterans' Support)                    |
| <b>4</b> Sure Start East Family Sands Centre          | <b>12</b> St Lawrence's Primary School                          |
| <b>5</b> ACANE  | <b>13</b> St Lawrence's Church                                  |
| <b>6a</b> St Michael's Church Centre Raby Cross       | <b>14</b> East End Library and Pool                             |
| <b>6b</b> St Michael's Church Headlam Street          | <b>15</b> Climb Newcastle                                       |
| <b>7</b> Byker Community Centre                       | <b>16</b> Chirton House   |
| <b>8</b> Byker Village Bowling Green                  |   |

Please remember that we'd love to include more stories from our community so don't hesitate to contact us if there's anything you'd like us to highlight!

If you'd like more information on anything in this newsletter or have any feedback or comments regarding this newsletter, please get in touch with the team at the Byker Community Trust.

**Tel: Freephone 0800 5335 442**  
**email: [enquiries@bykerct.co.uk](mailto:enquiries@bykerct.co.uk)**  
**[www.bykercommunitytrust.org](http://www.bykercommunitytrust.org)**



**f** [www.facebook.com/bykercommunitytrust](https://www.facebook.com/bykercommunitytrust)

**@bykertrust**

**BYKER**  
**community trust**

**17 Raby Cross**  
**Byker**  
**Newcastle upon Tyne**  
**NE6 2FF**