



**FREE
ICE
CREAM**
SEE PAGE 6

**BIG BYKER
BAKE-OFF
SEE PAGE 5**

**BYKER COMMUNITY COMES
TOGETHER DURING LOCKDOWN
SEE PAGES 9-12**

Our freephone telephone number
0800 533 5442
 is available for all enquiries and out
 of office hours emergency repairs.

- ☎ Option 1 for repairs (also out of hours emergencies)
- £ Option 2 for all rent enquiries
- 🏠 Option 3 for all housing enquires
- 📞 Option 4 for all business enquiries



Since July 2012,
 BCT has invested
 £35.7m worth of
 improvements!

USEFUL NUMBERS

Concierge Service (Byker Wall residents)

0191 278 8688

Employment & Welfare Benefits

0800 533 5442

Housing Benefit / Council Tax (Switchboard)

0191 278 7878

LANGUAGES

This information is about Byker Community Trust, which owns the Byker Wall Estate in Newcastle upon Tyne. If you would like this information in your own language, we will arrange for an interpreter to help you on freephone 0800 533 5442.

Arabic: "يف باغرت تنك اذا. نيات نوباً لس الكوين يف لور ركياب راقع كملمت يتلا، تسرت ركياب ة عوم حجب تامول عمل ا هذه قل عتت" 244 5335 0080. مقرر فتاه ىل ع كتدع اس عمل مچرت م تامدخ بيترت تب موقن فسوف كتغلب تامول عمل ا هذه ىل ع لوص حل"

České / Czech: Tato informace je o nadaci Byker Community Trust, která vlastní Byker Wall Estate v Newcastle upon Tyne. Pokud si tuto informaci přejete ve vašem vlastním jazyce, zajistíme tlumočníka, který vám pomůže na čísle 0800 533 5442.

Français / French: Ces informations concernent le fonds Byker Community Trust auquel appartient la propriété Byker Wall Estate à Newcastle upon Tyne. Si vous souhaitez recevoir ces informations dans votre langue, nous demanderons à un interprète de vous aider en appelant le 0800 533 5442.

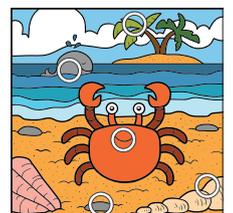
Polonais / Polish: Ta informacja dotyczy funduszu Byker Community Trust będącego właścicielem nieruchomości Byker Wall Estate w Newcastle upon Tyne. Aby otrzymać tę informację w swoim języku, prosimy zadzwonić pod nr 0800 533 5442, a zaaranżujemy tłumacza w celu udzielenia pomocy.

Português / Portuguese: Esta informação é sobre a Byker Community Trust que é proprietária do Byker Wall Estate, em Newcastle upon Tyne. Se desejar esta informação na sua língua, trataremos de organizar um(a) intérprete para o/a ajudar através do 0800 533 5442.

русский / Russian: Здесь представлена информация о Byker Community Trust, которому принадлежит жилой комплекс Byker Wall в Ньюкасл-апон-Тайн. Если Вы хотели бы получить эту информацию на своем языке, мы подберем переводчика, который будет для Вас переводить, по номеру 0800 533 5442.

FRONT COVER PHOTO: Two of our young residents enjoying a free ice cream at last year's BCT summer fun day.

Answers to the spot the difference on page 19.



WELCOME TO THE SUMMER EDITION OF THE BYKER COMMUNITY TRUST NEWSLETTER

The last few months have been extremely challenging for us all. Our normal way of life changed and due to lockdown restrictions, we were separated from our friends and loved ones for a considerable amount of time. Given the continuing impact of Covid-19, there are still many concerns and unanswered questions regarding the future.



At BCT we have undertaken a full risk assessment process for all operational activity and with the help of our staff, we have implemented new safe working procedures. On 6 July, we reopened the BCT office to customers on an appointment only basis and resumed most of our operational functions. It is the intention to resume full office reopening and interviewing facilities to customers and full-service delivery in September.

We have dedicated four pages inside this newsletter highlighting all the great work that has been delivered to support our residents of all ages. And, I am sure there is a lot more good work that has been delivered by all those unsung heroes that we don't even know about.

Unfortunately, due to Government restrictions and social distancing measures, we've had to take the difficult decision to cancel our popular family fun day however, we have organised a number of other free events and safe activities, which I hope you will be able to participate in.

Talks are still ongoing with Karbon Homes about expanding our current partnership with them, no decision will be made until we have consulted with our tenants and shareholders. We'll be inviting you to give us your views on the plans in the coming months and will be in touch with more information in September.



Over the page are details about this year's Best Summer Ever and fun activities that I hope you will be able to participate in, such as the Big Byker Bake-off and 'Order and Collect' picnic.

The 2020 'Byker in Bloom', gardening competition is off and running and it would be great to see as many entries as possible. Why not enter yourself or a neighbour or a family member into the competition because you could win a range of shopping vouchers.

It's great to hear the Byker Children and Young People's Partnership has been awarded a development grant of almost £50,000 by the National Lottery Fund. This will enable all partners involved to work together through proactive engagement, to ensure the successful delivery of the Thriving Byker Strategy. You can read more about this on page 16.

It was BCT's eighth anniversary in July and although it's not how we imagined, we still have much to remain positive about in Byker and as we look forward to the future. Hopefully throughout the summer holidays, we'll be able to enjoy some warm weather and sunshine. It would be great to see as many people as possible joining in with the free events and activities that have been organised for you over the summer holidays. Please stay safe and continue to follow the recommended Government guidelines.

Jill Haley
Chief Executive

WHAT'S ON

We have been closely monitoring the evolving situation and guidance published by Government around Covid-19.

The guidelines are changing constantly as lockdown restrictions are eased. At the time of this newsletter going to print, the following events were still scheduled to go ahead with social distancing measures in place.

BEST SUMMER EVER

It's back! After the success of last summer's events and activities, we are pleased to announce a similar programme will be delivered this year.

Last year, more than 1,000 people got involved in free events, activities, sports and healthy eating and we will be repeating the same this summer.

The Byker Children and Young People's Partnership will deliver activities in Byker on Tues – Fri afternoons throughout August.

Covid-19 means there will be some changes, everything will take place outside in smaller groups, and you'll need to book in advance here:

<https://network.streetgames.org/newcastles-best-summer-ever-participant-registration-form>



LUNCH INCLUDED

BCT TENANTS' CONFERENCE 2020

Social distancing measures will be in place and spaces are limited.

When: Wednesday 28th October 2020

Where: Byker Community Centre

Time: 11am – 2pm

For more information or to register for your free place, please call BCT on 0800 533 5442.

'ORDER AND COLLECT' PICNIC



Every household on the Estate is invited to join us for a socially-distanced 'order and collect' picnic. See details below how to collect a picnic for your household. To order, visit bit.ly/bctpicnic or you can call, text or send us a message on Facebook.

Big Byker Bake-off

Collect a stottie making kit. When you have made your stottie, send us a picture on Twitter @BykerTrust or on Facebook @Byker Community Trust or email us at customerservices@bykerct.co.uk. There will be a £50 prize voucher for the best stottie picture. The closing date for entries is **12pm Friday 4 September**. The winner will be announced on Facebook at 4pm.

Picnics and baking kits must be pre-ordered. The closing date for orders is 4pm Friday 14 August.

Order and Collect Picnic & Stottie Kits - Thurs 20 - Tues 25 August

Craig Cross's Area Thurs 20 August 12pm-2pm

Location 1	12pm - 12.25pm	Northumberland / Dunn Terrace
Location 2	12.30pm - 12.55pm	Dalton Crescent
Location 3	1pm - 1.25pm	Dalton Crescent
Location 4	1.30pm - 2pm	Shipleigh Walk

Emma Foulis's Area Fri 21 August 12pm-2pm

Location 1	12pm - 12.25pm	Avondale Rise near the field
Location 2	12.30pm - 12.55pm	Bottom of Raby Street
Location 3	1.00pm - 1.25pm	Priory Green
Location 4	1.30pm - 2pm	Dibley Street and Brock Street

Rebecca Pegg's Area Mon 24 August 12pm-2pm

Location 1	12pm - 12.25pm	Next to Chirton Wynd
Location 2	12.30pm - 12.55pm	Car Park Chirton Wynd / Harriet St
Location 3	1.00pm - 1.25pm	The Brow
Location 4	1.30pm - 2pm	Whickham Gds / Bolam Coyne

Jennifer Elliott's Area Tues 25 August 12pm-2pm

Location 1	12pm - 12.25pm	Byker Community Centre
Location 2	12.30pm - 12.55pm	Winship Terrace
Location 3	1.00pm - 1.25pm	Carville Rise / Cheviot Mount
Location 4	1.30pm - 2pm	Carville Rise / Cheviot Mount

'BYKER IN BLOOM' GARDENING COMPETITION IS BACK!

It's that time of year again when we praise and reward some of the bright, colourful gardens and balconies on the Estate. Once again, we have teamed up with Newcastle City Council for this year's 'Byker in Bloom' gardening competition.



It's free to enter so why not nominate yourself or a friend, neighbour or family member.

This year's winning categories include:

- Prettiest Balcony
- Most Creative Back Yard
- Best Newcomer
- Innovation in a Front Garden
- Young Person's Wildcard (under 25)
- Nominate a Neighbour
- 'Lockdown Project'



Enter now for your chance to win a range of shopping vouchers, with prizes for bronze, silver and gold in each category.

How to enter:

You can complete the online entry form at <https://bit.ly/bykerbloom20>, on Facebook @BykerCommunityTrust via the event page 'Byker in Bloom 2020' or by post. For postal entries, please contact us and we can send you an entry form.

The deadline for submissions is **Monday 17 August 2020**.

Judging will take place **Wednesday 19 August** and winners being announced on **Wednesday 2 September 2020**.

Good luck!

FREE ICE-CREAM ANYONE?



We're giving away free ice-creams! Simply cut out the token below and bring it with you to redeem your ice cream (all children must be accompanied by an adult). Locations and times are listed opposite.

Name: _____
 Address: _____
 Contact number: _____
 Number in household: _____

ICE CREAM VOUCHER



This voucher entitles the bearer to one free ice cream. Valid Thurs 27 & Fri 28 August only at locations and times shown.



Ice-Cream Van - Thurs 27 & Fri 28 August

Craig Cross's Area Thurs 27 August 1-3pm

Location 1	1pm - 1.30pm	Northumberland / Dunn Tce
Location 2	1.30pm - 2pm	Dalton Crescent
Location 3	2pm - 2.30pm	Dalton Crescent
Location 4	2.30pm - 3pm	Shipleigh Walk

Emma Foulis's Area Thurs 27 August 3-5pm

Location 1	3pm - 3.30pm	Avondale Rise near the field
Location 2	3.30pm - 4pm	Bottom of Raby Street
Location 3	4pm - 4.30pm	Priory Green
Location 4	4.30pm - 5pm	Dibley Street & Brock St

Rebecca Pegg's Area Fri 28 August 1-3pm

Location 1	1pm - 1.30pm	Next to Chirton Wynd
Location 2	1.30pm - 2pm	Car Park Chirton Wynd / Harriet St
Location 3	2pm - 2.30pm	The Brow
Location 4	2.30pm - 3pm	Whickham Gds / Bolam Coyne

Jennifer Elliott's Area Friday 28 August 3-5pm

Location 1	3pm - 3.30pm	Byker Community Centre
Location 2	3.30pm - 4pm	Winship Terrace
Location 3	4pm - 4.30pm	Carville Rise / Cheviot Mount
Location 4	4.30pm - 5pm	Carville Rise / Cheviot Mount

THE FUTURE - MAKING BYKER AN ESTATE OF CHOICE



In the last issue of Byker News (Spring 2020), we outlined some of the key priorities you told us you would like us to deliver to align with our vision of... **'MAKING BYKER AN ESTATE OF CHOICE.'**

Here's a quick recap of what you told us your priorities are:

-  **New bathrooms with showers**
-  **New kitchens**
-  **Transformational improvements across the environment including waste management, trees, green open space, play areas, new fencing etc.**
-  **New homes to match the changing demographic needs of the community**
-  **Continue with an office on the Estate where you can talk face-to-face with staff**

To achieve our objectives for Byker and give you, our tenants what you are asking for, we told you we would explore the expansion of our current partnership with Karbon Homes.

BCT and Karbon Homes have been successfully working together since July 2016, delivering services such as repairs and maintenance, grounds maintenance, income management, sheltered housing and some central resource functions such as IT, HR and finance.

Staff from both organisations have been attending meetings to discuss and explore how the two organisations could work in partnership to deliver better value for money and the priorities which you have outlined to BCT.

In July, a partnership briefing was held with the Customer Scrutiny Committee and BCT

Shareholders where we outlined some initial plans.

There is still a great deal of work to do to develop a business case and before a final decision is made, including listening to what you have to say.

Your views are important to us and we are keen to hear your opinions about the business case and proposals and to give you a chance to ask any questions that you may have.

We will be writing to you to outline our proposals and, subject to Government guidelines and social distancing measures, invite you to attend information events where you can speak to staff and discuss the transformational investment plans in more detail. It is our intention to do this in late September and early October.

Streetwise



PARTNER PROFILE

On this page, we highlight the work of Streetwise who provide free information, advice, counselling, support, community activities and sexual health services to young people aged 11 – 25 years.



Streetwise has been working in Byker for many years providing detached street work to children and young people through group work activities and youth hubs. They usually work on the Estate every Thursday.

Detached workers are looking to engage with 11-19 year olds in the Byker area on Thursday evenings, promoting a safety and safeguarding agenda.

During the summer, Streetwise workers will be running street activities in Byker on Thursday's 3.30pm-5pm.

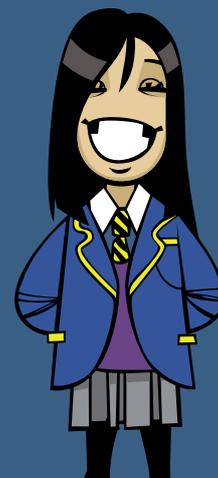
Also, on Friday afternoons, Streetwise workers will be running open-air Disco Bingo sessions in the

Byker area. Every session will provide young people with their own PPE.

For more information, you can follow Streetwise on social media, visit their website www.streetwisenorth.org.uk or contact their admin team via email admin@streetwisenorth.org.uk

You can also contact their lead workers:

- **Janice (East End Lead):**
07951 289 014
- **Quinn (Junior Lead):**
07803 405 702



LIFE IN BYKER DURING LOCKDOWN



No one could ever have predicated how this year would turn out. In March, when the country went into lockdown, our normal way of life changed and became incredibly challenging for everyone.

Separation from family, friends and work was difficult and at times worrying for us all. We know it has been a very difficult time. Some residents have coped better than others but times have been, and still are difficult.

We want to assure you that we are doing everything we can to support you during these times.

During lockdown, BCT worked in partnership with lots of different organisations and providers to reduce isolation and support you. We contacted tenants to check on their welfare and provided advice for those who were worried about paying their rent, jobs and income, accessing benefits and foodbanks.

During lockdown (Mar – Jun), BCT:



Carried out **2,914** welfare calls to tenants (including vulnerable tenants aged 60+ and those with health conditions)



Supported **362** tenants with advice on money and benefits



Helped **139** tenants who needed rent advice

BCT and our partners delivered:



500 food parcels to tenants on the Estate



Served **18,000** meal portions



10 tonnes (£10,000) worth of food



Over 100 activity packs including 50 "dear neighbour" letter writing packs, 25 woodwork packs and 25 baking packs

BIG RIVER BAKERY



Big River Bakery is a social enterprise and small batch bakery specialising in handmade breads, made with organic flours and real fresh ingredients.

The team worked with Byker Community Trust, Kids Kabin, Northern Stage and other partners to distribute baking kits to tenants on the Estate. Every Friday during lockdown, the team made up food parcels.

See page 5 for more details about the Big Byker Bake-off and your chance to bake a traditional Geordie Stottie!



!!! STOP PRESS !!!

Starting this September, Big River Bakery are delivering a two-year employability programme which is funded through ESIF and Life Chances.

The programme, which is called 'One Loaf at a Time' will focus on food-based training for long-term unemployed people to learn new skills and experience of working in a commercial bakery, and as a barista and front of house (shop/café).

The team is recruiting NOW so if you are interested, please contact **Gail on 07817 769 174**. More information is available on their website at: **www.bigriverbakery.com**

KIDS KABIN

Kids Kabin distributed 25 woodwork creativity kits across Byker to children and young people referred through Byker Community Trust, Byker Primary School and Community Family Hub East.

These packs are on top of 120 home activity packs that are being delivered to children and young people each week. We hope the young children enjoyed using the kits and were able to make something creative.



NORTHERN STAGE

During lockdown, the Northern Stage team delivered food parcels and activity packs working in partnership with BCT and Vineyard Church.

Here is a photo of Louie Ingham from Northern Stage (centre), pictured with Mehrban Sadiq and Richie Reah from Tyne and Wear Fire and Rescue Service and Byker volunteer Stephen Sheraton while delivering the food parcels and activity packs.

BARNARDO'S COMMUNITY FAMILY HUB EAST

The team based at Byker Sands packaged and distributed food parcels and essential items during the lockdown period. They supported 151 families and distributed:

- | | |
|--|--------------------------------------|
| 91 baby and toddler essentials | 24 recipe books/ideas |
| 238 food banks delivered / collected with Vineyard Church | 108 toiletries |
| 61 period products | 31 toys/footballs |
| | 195 children's activity packs |



SEVEN STORIES

Seven Stories has been shortlisted for a national Kids in Museums Family Friendly Museum Award From Home for its lockdown activities.

Alongside partners, it delivered children's book inspired activities as part of its Something to Smile About campaign aimed at supporting children and their families in Byker during the crisis. This included online storytimes as well as the delivery of packs including books, craft materials and activity ideas directly into family homes.

FOOD NATION

Food Nation and Harissa provided over 9,000 meals for people most in need including those who have had to shield due to Covid-19.

The team at Food Nation will continue to provide reheatable meals for those who need them and will support people to transition back into being able to cook for themselves.

Each week, recipe kits are being dropped off on doorsteps. The results have been fantastic and people who have never cooked before are finding their love for cooking. One of the biggest impacts is that it is creating time and activity for the whole family.



BYKER COVID-19 MUTUAL AID



The Byker Covid-19 Mutual Aid group delivered emergency food, books, clothes and toys, helped with everyday jobs like picking up prescriptions or taking dogs for a walk, and signposted people to support services.

A recent plant and seed giveaway proved popular with local residents and twice a week, volunteers deliver meals, all home cooked to sheltered housing residents.

For more information, please visit their Facebook page or e-mail bykercovid19@outlook.com You can also call 07715 412 788 (please leave a message).



WE'RE STILL HERE FOR YOU!

Even as lockdown eases, it will still take a while before we can resume our everyday life. We just want you to know that we are still here for you.

If there is anything we can support you with or if there is something you need, please get in touch.

Do you know any unsung heroes on the Estate who have helped you, your family or friends during lockdown and think they deserve praise, then please let us know. We'd love to hear from you and we may even feature them in the next issue of Byker News! Please contact Emma Leggott, Community Engagement Officer on 0800 5335 442.

INVESTMENT UPDATE

Following Government advice, all investment works across the Estate were temporarily suspended in March 2020 due to Covid-19.

BCT are pleased to advise that investment work has now resumed in accordance with Government safety guidelines. There will be unavoidable delays to BCT's investment programme, but we are working closely with our contractors to minimise the impact of this.



• Reroofing programme

The re-roofing programme has now entered its final phase with re-roofing of the metal roofs south of the Estate expected to be completed by Esh Property Services in October 2020. Customer satisfaction surveys are being issued to all tenants included in the project to obtain feedback.

• District Heating internal improvements

The district heating internal upgrade works recommence on 3 August 2020, to all properties connected to the district heating system.

H. Malone & Sons will be contacting all residents who are awaiting the internal upgrade of their heating system to arrange for this work to be carried out and to explain how the work will be carried out safely in their homes.

Apologies for any inconvenience the delays may have caused as a result of Covid-19. If you have any queries in the meantime, please contact Krystian Szpunar, Investment Programme Manager at BCT by emailing customerservices@bykerct.co.uk or telephone 0800 533 5442 (Option 3).

INVESTMENT CONTINUED...



• Dunn Terrace External Upgrade

Esh Construction are progressing well with works to externally upgrade the Dunn Terrace section of the Byker Wall from Wolseley House to Salisbury House, including Graham House. Large sections of cladding replacements and concrete repairs have been completed and works are continuing with the full external redecoration of the blocks. The replacement of pigeon netting to balconies will commence shortly. Communal cupboard doors and some flat doors across the whole of the Byker Wall are being replaced as

part of the scheme depending on their current condition. All works are expected to complete in March 2021.

• Lift replacement programme

Classic lifts have resumed works to the lift replacements across the Estate. They have completed 10 lifts with the final three in progress at:

- Byker Crescent – entrance 3
- Shipley Walk – entrance 18
- Kendal House – entrance 9

All works are expected to complete in October 2020.

• Kitchen & bathroom replacements

Following the stock condition surveys completed in 2016, 272 kitchens and 354 bathrooms across the Estate have been identified for replacement before 2025. Elvet Construction Consultants Ltd have been appointed to help support BCT with this contract. All tenants receiving a kitchen and/or bathroom replacement will be contacted to arrange a survey, ahead of works commencing in 2021.

Repairs Service update

You can now report new non-essential repairs. Please note: due to a national shortage in the supply of plaster, tenants are unable to book appointments for plastering work for the time being. We will update you when supplies are back in stock and appointments can be arranged.

Health and safety risk assessments have been carried out to ensure it is safe for you and our staff when carrying out repairs in your home. When booking a repair, you will be asked whether you or any member of your household is shielding or is confirmed to have or be displaying symptoms of Covid-19. If this is the case, an appointment will be booked for after the isolation period.



There are new working procedures in place requiring operatives to ask questions prior to entering a property. Depending on the type of repair, staff may wear personal protective equipment (PPE) for example masks or gloves and will ensure a 2m social distance at all times. You may also be advised of other measures to keep you safe, such as waiting in another room while the repair is carried out.

CUSTOMER GROUP EMBRACE TECHNOLOGY



The Customer Scrutiny Committee have been using Zoom to conduct meetings.

The Committee is made up of tenants, leaseholders and freeholders from the Estate who receive performance updates from our Executive Team, review our services and are kept up to date with our plans for working more closely in partnership with Karbon Homes.

If you are interested in finding out more about the CSC, please contact Emma Leggott on 0800 533 5442.



SMOKE ALARMS SAVE LIVES

All BCT homes come with a fitted smoke alarm. Smoke alarms require very little maintenance:

- Test the alarm every month, by pressing the test button on the alarm.
- If the ceiling is high, use a stepladder to reach it or use a broom handle or walking stick to push the button.
- Never use candles, cigarettes, matches or other naked flames to test smoke alarms. If you drop them they could actually cause a fire.

If you have any questions about smoke alarms, please contact us on freephone 0800 533 5442.

- If the alarm begins to beep once in a while replace the battery.
- Once a year gently vacuum clean the smoke alarm.
- BCT will replace your smoke alarms every 10 years. It is extremely important that access is provided for this essential work to be carried out.



Considering selling your home?

If you are an owner occupier and are thinking about selling your home, please contact us as we may be interested in buying it. You can contact us on 0800 533 5442 (Option 3).

BYKER PARTNERSHIP WINS NEW FUNDING



Byker residents and partners during one of last year's Best Summer Ever events.

The Byker Children and Young People's Partnership (BCYPP) has been awarded almost £50,000 by The National Lottery Community Fund.

The BCYPP is a network of almost 50 organisations that have worked for and with young people in Byker to provide activities.

Last summer, the network delivered a programme of free activities every day throughout the six-week school holidays, which resulted in a reported reduction of 79% in youth anti-social behaviour on the

Estate. Young support workers from the Byker community were recruited to support the delivery of the programme.

This new grant will be used to develop and strengthen the partnership so that future community activity is coordinated and sustainable.

DOMESTIC ABUSE IS EVERYONE'S BUSINESS

A campaign has been launched urging family and friends to make domestic abuse everyone's business by setting out how they can help those at risk.

"It's just because...they drink a lot."

If you're worried, don't make excuses, act.

Domestic abuse is everyone's business

You might think it's none of your business, or worry you'll say the wrong thing, but now more than ever, we need to keep each other safe.

If you're worried about someone:

- **Be safe:** remember - social media, phone and emails might be monitored. Don't confront the abuser.
- **Be kind:** listen, make suggestions, not demands.
- **Be there:** be understanding and available.

- **Get help:** contact organisations overleaf for support and information.
- **Call 101** if you are concerned about a friend or loved one, or that someone's behaviour is abusive.
- **Call 999** if you think there's an immediate danger.

If you or someone you know is experiencing domestic abuse, then these organisations overleaf can help.

"It's just because...they wind each other up all the time."

If you're worried, don't make excuses, act.

Domestic abuse is everyone's business

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- **Call 999:** if you think there's an immediate danger.

If you or someone you know is experiencing domestic abuse, then these organisations overleaf can help.

The campaign encourages people not to make excuses for abuse, but take action by following a series of safe steps.

Across the region, help groups said they are braced for a big demand in services following lockdown.

While some services reported an immediate increase in demand, many noticed a fall in calls and pleas for help as people trapped at home with their abuser struggled to reach out.

The new campaign sets out how friends and family of those suffering domestic abuse can support loved ones and help them escape the abuse.

If you are concerned or need to speak to someone in confidence, please contact the National Domestic Abuse helpline on 0808 2000247.

COVID-19 UPDATE

BCT is closely following official Government guidance as it is released and will react quickly to this to plan and deliver our response. With guidance changing daily, please keep checking our website for the latest updates.

Office and face-to-face appointments

Our office at 17 Raby Cross is now open Monday's, Wednesday's and Friday's 10.00am – 4.00pm on a **strict appointment only basis**.

Resident's wishing to attend the office will be offered an appointment, only if the circumstances are exceptional. We will continue, where possible to provide services by telephone and email.

Rent

If you are having any difficulties paying your rent, we would advise you speak to a member of staff as soon as possible so that we can discuss how we can help you. **Please call 0800 533 5442, selecting Option '2' for Rent.**

Sheltered Schemes (Tom Collins House and Mount Pleasant)

We are continuing to make contact through intercoms or mobile phones. Residents can still contact us for help and support in the same way. To protect some of our most vulnerable residents, we have stopped unnecessary visits to our schemes.

Neighbourhood and Estate Management

Cleaning and security services continue as normal with necessary precautions.

Our Grounds Maintenance Team have been back on the Estate carrying out grounds maintenance work in accordance with Government safety guidelines.

Our Neighbourhood Housing Officers are not carrying out any home visits although they can still be contacted by telephone, email or through our social media channels.



Lettings and Allocations

Our housing allocations service has resumed with strict new procedures and measures in place:

- Available properties can be viewed weekly via Tyne and Wear Homes, residents are encouraged to view properties virtually and only physically visit if necessary. Restrictions will apply.

Additional Support

We have been contacting residents over the age of 60 or who fall into vulnerable groups. We will continue to do this regularly to provide as much advice and support as we possibly can.



£25 PRIZE WORDSEARCH

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

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

Bakery	Bloom	Repairs
Summer	Picnic	Investment
Lockdown	Ice Cream	BYCPP
Gardening	Streetwise	Community

Due to Covid-19, the deadline for the last competition (spring 2020), has been extended to Friday 21 August. Thank you for your co-operation.

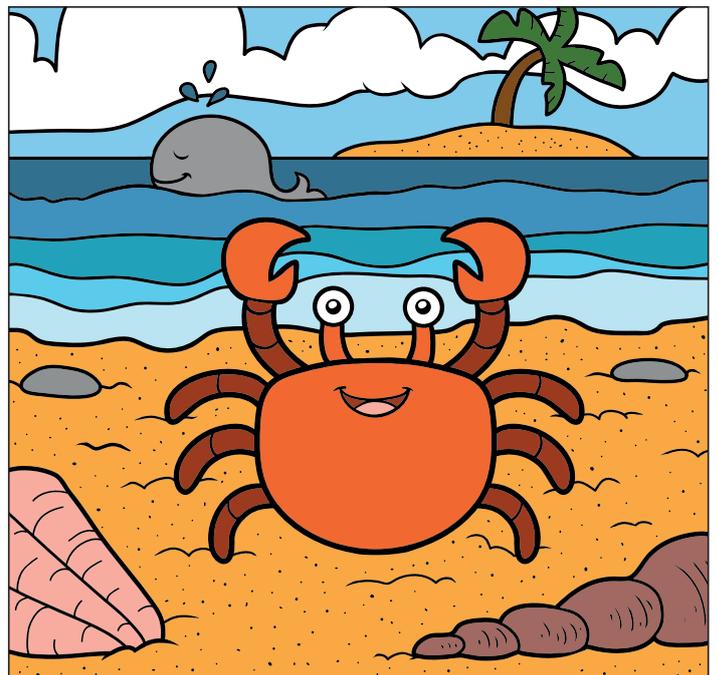
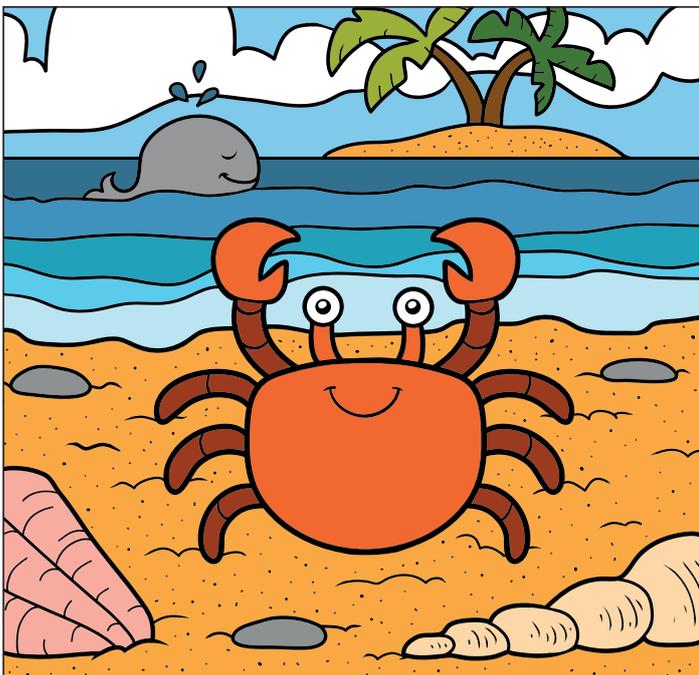
Name:	Address:
Postcode:	Daytime telephone number:

Send your completed wordsearch 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. Closing date is Friday 11th September 2020.**

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

JUST FOR FUN Spot the difference

Can you spot 5 differences!



You can find the answers on page 2.



- | | | |
|---|--|-------------------------|
| ① | Byker Community Trust Offices BCT | Freephone 0800 533 5442 |
| ② | Sure Start East Family Sands Centre | Call 0191 275 9636 |
| ③ | ACANE Community Centre | Call 0191 265 8110 |
| ④ | St. Michael's Church Centre Raby Cross | |
| ⑤ | St. Michael's Church Headlam Street | |
| ⑥ | Byker Community Centre | Call 0191 265 5777 |
| ⑦ | Byker Village Bowling Green | |
| ⑧ | Byker Primary School | Call 0191 265 6906 |
| ⑨ | Avondale House (Veterans' Support) | |
| ⑩ | St. Lawrence's Primary School | Call 0191 265 9881 |
| ⑪ | St. Lawrence's Church | |
| ⑫ | East End Library and Pool | Call 0191 277 4100 |
| ⑬ | Climb Newcastle | |
| ⑭ | Chirton House | |
| ⑮ | Ralph Erskine House | |
| ⑯ | Tom Collins House | |
| ⑰ | Mount Pleasant | |

How to contact Byker Community Trust 9am-5pm - Monday to Thursday, 9am-4.30pm Friday

- ☎ Call: **0800 533 5442**
- 📞 Option 1: Repairs
(also for out of hours emergencies)
- £ Option 2: Rent Enquiries
- 🏠 Option 3: Housing Enquiries
- 🏢 Option 4: Business Enquiries

- ✉ customerservices@bykerct.co.uk
- 🌐 www.bykercommunitytrust.org
- 📘 bykercommunitytrust
- 🐦 @bykertrust



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

