

BYKER NEWS

community trust www.bykercommunitytrust.org



FOLLOW US ON FACEBOOK
@BYKERCOMMUNITYTRUST
FOR ALL THE LATEST NEWS.

**BYKER IS
THRIVING!**
SEE PAGES 6 & 7

**WHAT'S ON THIS SUMMER
SEE PAGE 5**

**EXTERNAL ENVIRONMENTAL
IMPROVEMENTS SEE PAGE 11**

Issue 40 - Summer 2023

Part of the **Karbon** family

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

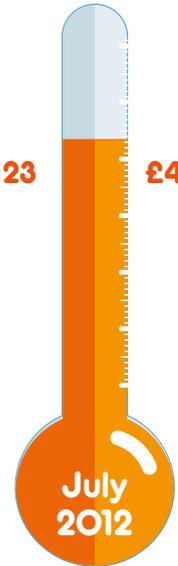
🏠 Option 3 for all housing enquires

☎ Option 4 for all business enquiries



June 23

£43.3m



Since July 2012, BCT has invested £43.3m in improvements!

USEFUL NUMBERS

Concierge Service (Byker Wall residents)

0800 772 0519

Employment & Welfare Benefits

0800 533 5442

Housing Benefit / Council Tax (Switchboard)

0191 278 7878

LANGUAGES

This information is about Byker Community Trust, part of Karbon Homes. If you'd like this in another format, such as translated or audio version, please let us know!

Arabic

هذه المعلومات عن Byker Community Trust، جزء من Karbon Homes. إذا كنت ترغب بها بصيغة أخرى، مثل نسخة مترجمة أو صوتية، فيرجى إعلامنا!

Slovak

Tieto informácie sa týkajú organizácie Byker Community Trust, ktorá je súčasťou spoločnosti Karbon Homes. Ak si želáte obdržať tieto informácie v inom formáte, napríklad v preloženej alebo zvukovej verzii, dajte nám prosím vedieť!

French

Ces informations concernent le Byker Community Trust, qui fait partie de Karbon Homes. Si vous souhaitez obtenir ce document dans un autre format, par exemple traduit ou dans une version audio, faites-le nous savoir !

Czech

Tyto informace se týkají organizace Byker Community Trust, která je součástí společnosti Karbon Homes. Pokud byste chtěli tyto informace v jiném formátu, například v přeložené nebo zvukové verzi, dejte nám prosím vědět!

Polish

Niniejsza informacja dotyczy Byker Community Trust, części Karbon Homes. Jeśli chcieliby Państwo otrzymać tę informację w innym formacie, np. w tłumaczeniu lub w wersji audio, proszę dać nam znać!

Portuguese

Esta informação é sobre Byker Community Trust, parte da Karbon Homes. Se desejar esta informação noutro formato, por exemplo a versão traduzida ou em áudio, por favor informe-nos!

FRONT COVER PHOTO:

Children from Byker enjoying a day out at Adventure Valley during the Easter half term holidays.

Answers to the spot the difference on page 19.



WELCOME TO THE SUMMER EDITION OF THE BYKER COMMUNITY TRUST NEWSLETTER



I can't believe how fast this year is going, it only feels like a few weeks ago I was writing my introduction to the last newsletter. Summer is finally here and I'm hoping you have been able to enjoy some of the glorious weather and sunshine.

As you'll read throughout this newsletter, there is a hive of activity going on, here on the Byker Estate. We've recently published the key outcomes of some projects delivered as part of our Thriving Byker Strategy and we've highlighted some of these on pages 6 & 7.



Linked to this is our Community Partnership Fund and I'm pleased to read how some of this funding has contributed towards some excellent projects and activities for all ages on the estate including the King's Coronation, Easter activities for children and history workshops.

Following customer consultation, our team has been busy finalising plans for the external environmental improvements at Dunn Terrace and also for the proposed development of 24 new affordable homes in Byker. We will make sure we keep you updated on how these projects progress over the coming months.

Thank you to everyone who gave us their feedback as part of the consultation on our plans – your feedback is very valuable and are being considered as part of the final submission for planning permission and listed building consent.

As always, we want to support our customers as much as we can during these difficult times. Our Tenancy Sustainment Team can help with debts, benefit maximisation and provide advice on household budgeting. Please get in touch and we can support you.

You'll see on page 5 some of the free trips we've planned throughout the summer holidays for our customers. These are always very popular and there is something for all ages. We hope you can join us!

We always welcome your feedback about this newsletter and the services we deliver, please speak to your Neighbourhood Housing Officer or a member of staff within our Customer Services Team.

If you can, give us a follow on Facebook **@bykercommunitytrust** where we post regular updates about what's happening on the estate. Hope you and your families have a wonderful summer.

Michelle Bell
Assistant Director – Byker



WHAT IS IT LIKE TO LIVE IN BYKER OR WALKER?



WE WOULD LIKE TO TALK TO YOU ABOUT THE AREA WHERE YOU LIVE



WHAT IS GOOD ABOUT THE AREA WHERE YOU LIVE?



We are interested in how you access services, for example health, housing and community services. Do you have what you need in your area?

WHAT IS MISSING FROM THE AREA?

Are there gaps in services? We would like you to tell us what is missing from your area.

Do you have to travel far to access services?



HOW DOES IT FEEL TO LIVE IN YOUR PART OF BYKER OR WALKER?



The information we gather will be used to help identify key areas for possible future investment.

If you complete our questionnaire you can be entered into a prize draw for Asda shopping vouchers.



THIS IS HOW YOU CAN TELL US ABOUT YOUR EXPERIENCE

- Complete the online survey: <https://tinyurl.com/37k873yh>
- Email: communitiesteam@newcastle.gov.uk
- Visit: <https://tinyurl.com/3r3n6jc8>



WHAT'S ON

Here's our usual round-up of activities and events planned throughout the summer holidays. For all the latest events and activities, please check the @BykerCommunityTrust page on Facebook.

FREE TRIPS FOR BCT CUSTOMERS THIS SUMMER. TRIPS ARE BASED ON A FIRST-COME FIRST-SERVED BASIS.

All BCT trips are **FREE!**
Packed lunches included*



All ages
WEDNESDAY 2ND AUGUST
Wallington (National Trust – Historic House, gardens & four playparks)



Over 55's
WEDNESDAY 9TH AUGUST
Washington Wetlands



Children and Families
THURSDAY 24TH AUGUST
Hall Hill Farm



Children and Families
THURSDAY 31ST AUGUST
Hall Hill Farm

HOW DO I REGISTER?

Only BCT customers, who have pre-registered for the event, 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 17 Raby Cross. Once the maximum number has been reached, we will put any other applications onto a reserve list. For updates and more information, please visit our website or Facebook page.

Terms and conditions apply: *Only one booking per household. Children under the age of 16 must be accompanied by an adult.

BYKER IS THRIVING!



In 2019, BCT introduced its first Thriving Byker Strategy (TBS) which aimed to deliver projects across the estate focussing on five main themes: Health and Wellbeing; Financial Inclusion; A Safer Byker; Children and Young People and Community Investment.

Following the successful delivery of Stage One of the TBS, 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 with key strategic partners, stakeholders, 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 delivers projects and activities aligned to the following key themes:



Pride and Ownership in the area



A Cleaner and Greener Byker



Hard to Reach Groups



Health, Wellbeing and Mindfulness



A Safe Place to Live



Community Training and Employment



Income Maximisation



Children and Young People



Digital Connectivity



BYKER
community trust

Thriving Byker Strategy
Delivery 2022/23
www.bykercommunitytrust.org



Part of the Karbon family



There have been some amazing outcomes and projects delivered. We've published a supplement which highlights our progress during 2022/23, delivering against our key themes and highlighting some of the fantastic outcomes achieved. Here's a quick snapshot:

Place



25

Community events held



2

Number of hard to reach groups



1,742

BCT customers involved

Customer



124

Customers supported through hardship funds



104

Customers signed up to content insurance



752

Customers signed up to MyKarbon

Homes



679

New bathrooms and shower installations



38

Stairwells improved



184

New kitchens installed



778

Homes received internal door replacements

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

EASTER HALF-TERM FUN!

We organised two free trips to Adventure Valley in Durham and a trip to Seaton Delaval during the Easter half-term holidays. The two trips to Adventure Valley proved to be very popular with over 135 customers joining us and a good day was had by all. Thank you to everyone who attended – here's a selection of photos from the trips.



EASTER ACTIVITIES – NOURISH FOOD

We provided £1,049 to Nourish Food School through our Community Partnership Fund to enable them to run some hands-on practical cookery classes for children during the Easter half term holidays.

The classes were held at The Byker Pantry which saw 20 children making hot cross buns with homemade jam in one class and, as requested by the children themselves, chicken tikka masala in another class.

Joanna Lacey from Nourish Food School, said: "The classes went down a storm, as they always do when we're working in Byker! The best thing is always seeing the children eating what they have cooked, even when at the start of the class they might have been a bit wary of some of the ingredients we were giving them.

"These classes always prove to us that children are so much more likely to try new food when they have had the independence and opportunity to cook it themselves."

"I love coming to cooking classes here because I get to do all the chopping and cooking myself and it is really tasty when I've made it"

"I have never even tried a hot cross bun before and now I have made some all by myself and they are delicious!"



KING'S CORONATION CELEBRATIONS

Despite the disappointing weather, it didn't stop 250 residents from celebrating the King's Coronation.

Byker Community Trust provided funding of £1,000 to The Byker Pantry, through our Community Partnership Fund to hold a street party on Monday 8 May.

Guests were treated to a day of fun and laughter which included fairground games, giant jenga, crafts, food and drinks but the highlight of the day was the climbing wall.



THE BREAD AND BUTTER THING

In the last issue of Byker News, we announced plans to try and bring an affordable food hub called The Bread and Butter Thing to the Byker Estate.

We are continuing to explore a suitable venue where the food can be distributed. We'll hopefully be able to announce something very soon and are aiming to get the project up and running later this year. Look out for details on our website and social media channels.



PLANS SUBMITTED FOR NEW HOMES

Plans have now been submitted to Newcastle City Council for the development of 24 new affordable homes for rent on the estate.

Subject to planning approval, a mix of bungalows, houses and flats will be developed on vacant land next to Harbottle Park, near Bolam Street.

We'll keep you posted on the outcome from planners and a decision is expected later this year.



INTERNAL IMPROVEMENTS

In total we have delivered:



679

New bathrooms with shower installations



778

New internal doors



We've received very positive customer satisfaction about the service and quality of work delivered by RE:GEN.

90.91% of customers said they were satisfied with the internal improvement works to their homes.

REPAIRS TO DISTRICT HEATING SYSTEM COMPLETED

Engineers from Newcastle City Council have now completed the remaining repairs to the District Heating System.

The works included the installation of a new section of primary mains pipework outside the Shipley substation on Conyers Road.

We are pleased to say the work was completed successfully and we'd like to thank all customers living in Shipley Walk and this area of the estate for your patience while works were carried out.



If you received a portable heater and no longer require it, we are starting to collect these back in. If you would like to return yours, you can drop it off at the BCT Office or speak to your Neighbourhood Housing Officer. You are not obliged to return it, however, if you choose to keep it, please note, you will be responsible for any future maintenance it may require, to ensure it is safe to operate.

BYKER NEIGHBOURHOOD EXTERNAL IMPROVEMENTS

Final plans are being prepared for submission following customer consultation and feedback on our proposals for Dunn Terrace.

We held a number of consultation events with customers to present the final plans on our proposals for bin storage areas, fencing, car parking provisions and play areas.

The events were very well attended with over 50 customers providing valuable feedback.

Customer feedback was also acknowledged from the Place Changers website and officers carried out door-to-door surveys of customers living in the Byker Wall area of Dunn Terrace, to discuss waste management and recycling proposals.

Specific events were also held with children and families living in the Dunn Terrace neighbourhood to help shape plans around play provision and communal areas.

Thank you to everyone who came along to our events and provided feedback.



KEEPING YOUR ESTATE CLEAN AND TIDY

Skip days were held during April across four locations encouraging residents to keep their estate clean and tidy. Residents also joined staff on monthly litter picks. These are held on the first Tuesday of each month.

Tues 1 Aug

Tues 5 Sept

Tues 3 Oct

Check our Facebook page for updates or call Bijoli Deypurkaystha, Community Engagement Officer on **0800 533 5442** or email **bijoli.deypurkaystha@bykerct.co.uk**



FLY TIPPING IS ILLEGAL, WE NEED YOU TO REPORT IT



STEP 1

take a photo or video and note the date and time



STEP 2

call Envirocall on 0191 278 7878 to report it



STEP 3

make a statement with all the details

To report anti-social behaviour, please contact Craig or Elizabeth on **0800 533 5442**.

ANT NUISANCE · FLY TIPPING - A CONSTANT NUISANCE · FLY TIPPING - A CON

LORD MAYOR OF NEWCASTLE



Byker Councillor Veronica Dunn has been named as Newcastle's new Lord Mayor.

Veronica has been a Councillor for the Byker Ward since 2007 and is a member of BCT Committee. Commenting on her appointment, she said: "This is a fabulous City. I am proud of it and hope it will be proud of me. I have spent many hours, days, and weeks away, but Newcastle has always been home."

Congratulations on your new role from all staff and customers of Byker Community Trust.

LOCAL COUNCILLOR SURGERIES

Councillor surgeries will be held on the **third Wednesday of every month** between 1pm-2pm at BCT's offices at 17 Raby Cross.

No appointment is necessary and you can speak to your local councillor about any issues that concern you.

NEW START FOR RYAN

BCT customer Ryan secured employment thanks to Karbon's New Start project.

You may recall seeing roles advertised exclusively for Byker customers and Ryan received support with his application and secured work with our Grounds Maintenance Team.

As part of the programme, he continues to get support from Karbon's Foundations for Life Team to help him flourish in his role, and gain additional qualifications to help ensure the follow-on progression into longer-term sustainable employment is achieved. Well done Ryan!



BCT SCORES PARTNERSHIP WITH NEWCASTLE UNITED FOUNDATION

Our partnership with Newcastle United Foundation (NUF) has been successful. Here's a snapshot of what the partnership has delivered over the last 12 months:



- Delivery in Byker Primary School for up to **100 pupils**
- Soccer School at Byker Primary School for up to **60 pupils** during summer 2022 and Easter and summer 2023



- Adult workshops for improving sleep and stress



- Youth or Adult Mental First Aid course. Up to 10 sessions to support 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



“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



Photos courtesy of Newcastle United Foundation.

HELP US IMPROVE THE SAFETY OF YOUR BUILDING

Do you live in one of our high-rise buildings such as Tom Collins House or the Byker Wall?

Would you like to become a building safety champion and have an active role in ensuring the building you live in is safe for you and your neighbours?

Could you spare an hour of your time to give us your feedback and views?

That's exactly what three Byker customers have done and are now valuable members of our Customer Safety Panel. By joining them, you will be able to influence the way Karbon reviews building safety issues in our blocks and flats.

All we ask is that you attend five meetings throughout the year and you'll also be able to meet other Karbon customers and staff. We'll also cover your travel expenses or arrange taxis to get you to and from meetings.

For more information or an informal chat, please contact Lewis Rimington our Customer Engagement Specialist at Karbon Homes on **07930 842 197** or email lewis.rimington@karbonhomes.co.uk



FALSE ALARMS CAN COST LIVES

The motto of the Fire Service is that we are always on-hand to keep you safe from harm, and long may this continue.

But sometimes our crews are dispatched to emergency calls that don't actually require our services.

These false alarms mean that our firefighters can't be in two places at once, and could ultimately cost a person their life.

Between 1st January 2022 and 31st December 2022, the Fire Service received 1,259 false alarms from domestic properties across Newcastle.

These calls can create unnecessary risk to the public when our appliances are responding to false alarms.



Please don't misuse 999 emergency calls or the fire alarms in your communal properties as you never know when you might need this vital service yourself.

BYKER HISTORY WORKSHOPS

Pupils from Byker Primary School and St. Lawrence's RC Primary School participated in some workshops in May to learn about the history of the Byker Estate and to produce artwork for a very special visitor.

The workshops were organised and delivered by Silvie Fisch from Northern Cultural Projects who taught them the history of the estate and what makes it so special. They were then invited to draw pictures and take photographs of places or buildings in Byker they personally like.

The drawings were then presented to Vernon Gracie who was one of Ralph Erskine's main architects in Byker, who designed Tom Collins House.

Vernon visited the estate on 22 May to celebrate his 90th birthday and was joined by some of his former colleagues from the Byker office, including Arne Nilsson, Bengt Ahlqvist, Per Hederus, Ann-Sofi Högborg and Hans Tengryd from Sweden.

BCT provided Northern Cultural Projects with funding of £500 from our Community Partnership Fund to contribute towards the costs of materials for the workshops and treats for the children.

The workshops proved to be very successful and Northern Cultural Projects are hoping to deliver further history workshops in schools in the future.



TURNING FEEDBACK INTO ACTION

The Government has introduced a new system so that all social housing landlords can be assessed on how well they are doing.

The aim is to make the performance of social housing landlords visible and easy to access for customers. By seeing how your landlord is doing, you can hold us to account properly.



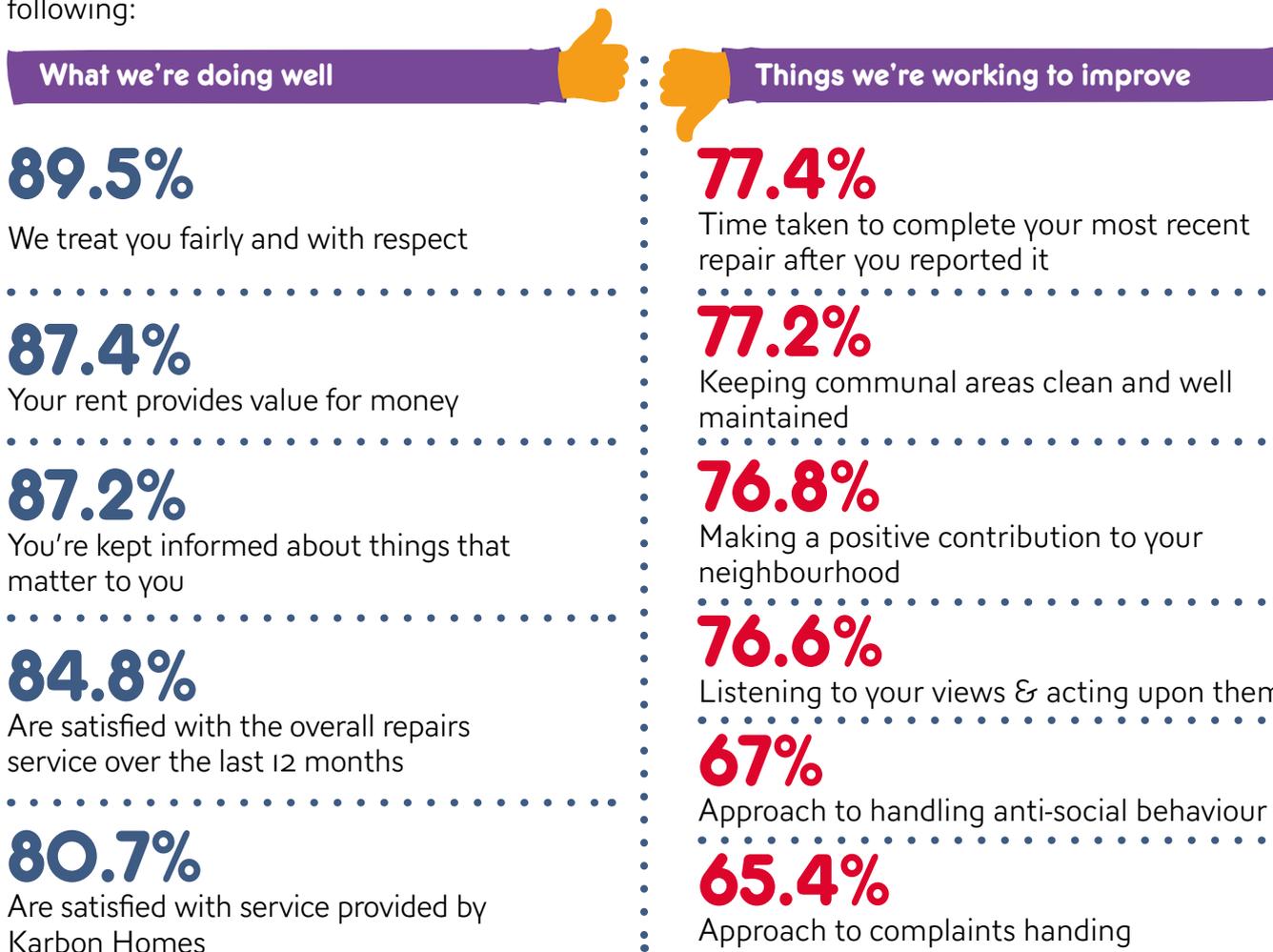
There are 22 tenant satisfaction measures, covering five themes:



Ten of these will be measured by landlords directly, and 12 will be measured by landlords carrying out tenant perception surveys.

What we know already

Here's what you told us when we asked you for your satisfaction levels in 2022/23 on the following:



Your chance to tell us how we are doing

Independent research specialists Acuity are helping us to gather impartial feedback from customers via telephone surveys. If you get a call from the team, please consider spending time answering their questions. The survey should take about 12 minutes and will play an important part in helping us understand what's important to you. **Your views are very important to us!**

ESTATE WALKABOUTS

The team is dedicated to working closely with customers to find out what your views are on how we can further improve our services to you. The 'Byker Approach' means our officers will visit you in your home.



We thought it would be useful to remind you of their roles and responsibilities.



Emma Foulis
07808 850 498
emma.foulis@bykerct.co.uk



Yoyo Chow
07719 960 449
yoyo.chow@bykerct.co.uk



Elizabeth Smith
07736 948 051
elizabeth.smith@karbonhomes.co.uk



Gary Greer
07808 850 521
gary.greer@bykerct.co.uk



Jennifer Carson
07808 850 515
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Craig Cross
07736 948 005
craig.cross@bykerct.co.uk

Neighbourhood Housing Officers

- Estate Management • Allocations and Repairs
- Neighbour Complaints • Untidy Gardens
- General Tenancy Management
- Environmental Issues • Low Level ASB

Safer Communities Officers

- Serious and high risk Anti-Social Behaviour
- Domestic Abuse

If you would like to speak to your Neighbourhood Housing Officer or to Craig and Elizabeth to report issues of Anti-Social Behaviour, please contact them on their mobile or email above or call us on:

Call: **0800 533 5442** E-mail: **enquiries@bykerct.co.uk**

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

(January to March 2023)

Our aim is to give you the service you expect all day, every day, 365 days a year. We try hard to avoid problems, but sometimes we do make mistakes. If you receive a poor service, then please tell us about it so we have the opportunity to put things right.

We greatly appreciate your time and view any feedback as an opportunity to improve our services. We're always listening and ready to work hard to resolve your concerns straight away. We received 6 complaints in Q4 (1st January – 31st March 2023).

Number, Nature, Outcome



COMPLIMENTS



COMPLAINTS (4 Stage 1 & 2 Stage 2)

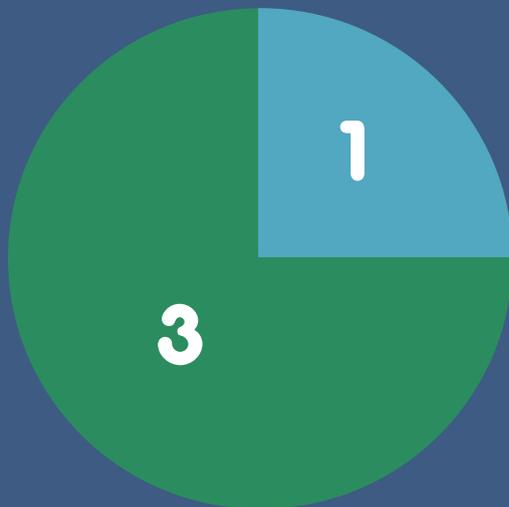
Stage 1



Rents/
Income Team



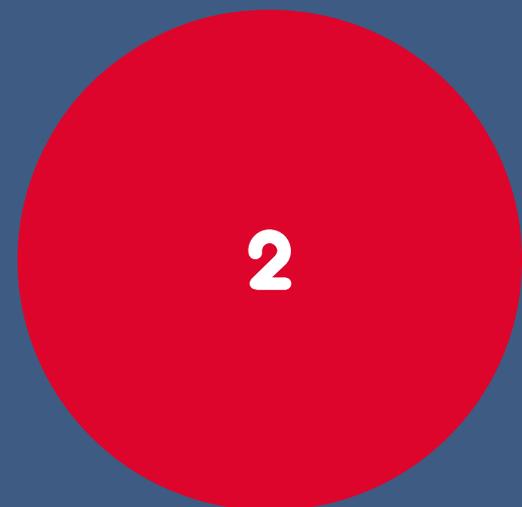
Housing
Management



Stage 2



Repairs and
Maintenance



Ways to contact us:

- Face-to-face with any member of staff, including contractors working on BCT's behalf.
- Call our Customer Service Team on **0800 533 5442 (option 3)** 9am-5pm Monday to Thursday and 9am-4.30pm Fridays.
- Email our Customer Services Team at: enquiries@bykerct.co.uk
- Write to our local office address: Byker Community Trust 17 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF.
- BCT website and social media via Facebook and Twitter.
- Via a Councillor, MP or other third party.

£25 PRIZE WORDSEARCH

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

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

Thriving	Coronation	Foundation
Byker	Investment	Walkabouts
Summer	Improvements	
Sunshine	Fly Tipping	

Congratulations to **Rachel Burgess** from The Brow who won the last wordsearch competition!

Name:	Address:
Postcode:	Daytime telephone number:

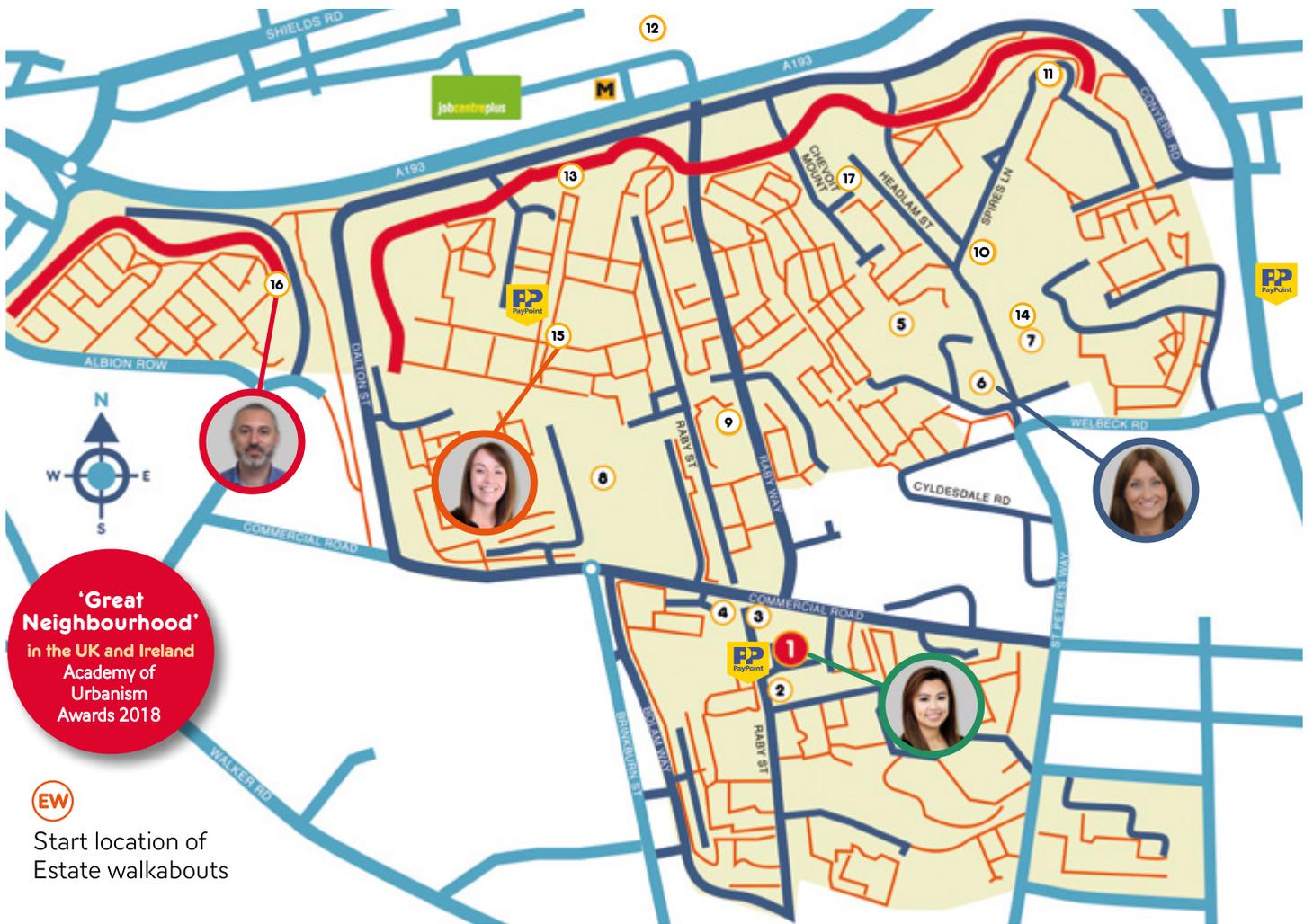
Send your completed wordsearch along with your name, address and a daytime telephone number to: **Byker Community Trust News Competition, Byker Community Trust, 17 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF. Closing date is Friday 8 September 2023.**

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

JUST FOR FUN

Spot the difference - Can you spot 10 differences!





'Great Neighbourhood'
in the UK and Ireland
Academy of
Urbanism
Awards 2018

EW

Start location of
Estate walkabouts

- | | | |
|----|----------------------------------------|-------------------------|
| 1 | Byker Community Trust office | 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 | Former Byker Community Centre | |
| 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:

- 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

- ✉ enquiries@bykerct.co.uk
- 💻 www.bykercommunitytrust.org
- 📘 bykercommunitytrust
- 🐦 @bykertrust



Part of the **Karbon** family

