Protect yourself - Protect your community - Protect our city

• Help prevent more cases - know the symptoms, how to get tested and support when you’re isolating.

• Newcastle’s recovery - redesigning the city, supporting our businesses and restarting services.

• Community spirit - How our vibrant communities came together to support each other.
Cllr Nick Forbes, Leader Newcastle City Council

Our city’s response to the pandemic has been incredible.

We have seen volunteers, residents and communities pulling together and supporting each other through what has been a very difficult time.

While I am proud of how the city has coped, with the vast majority of people behaving responsibly, as lockdown eases there is no room for complacency. The virus has not gone away and we all continue to feel the impact it has on our daily lives.

Alongside our partners, we have a citywide strategy to support both social and economic recovery while having a robust plan to deal with any local spikes in Covid cases.

Our city centre and neighbourhood shopping centres have seen temporary measures implemented to facilitate more walking, cycling and to ensure social distancing can be maintained, while more pavement bars and cafes will pop up to support businesses to be able to trade during these difficult times.

At the heart of our ‘new’ normal is an ambition for an inclusive economy, a low carbon city and tackling inequalities and so we will be consulting with residents to see how many of these changes might become permanent features.

We will be working with schools and parents to support the safe return of pupils to the classroom in September but let’s not forget all our schools have been open throughout the Covid crisis for vulnerable children and those of key workers.

Headteachers and their staff have done an amazing job and I want to thank them for all their efforts.

I also want to say thank you to our NHS and key workers in the city. While we mourn the loss of those taken by this terrible illness, we pay tribute to the dedicated teams in our hospitals and care homes who have done so much to help others back to health while putting their own lives on the line.

Their dedication epitomises the community spirit demonstrated throughout the past few weeks. By us all doing our bit and continuing to pull together, Newcastle and its people can continue to feel the impact it has on our daily lives.

Cllr Nick Forbes, Leader Newcastle City Council

Pat Ritchie, Chief Executive, Newcastle City Council

Over the past few months the city council has had to transform the way it does business to keep the city moving and support our residents.

Both the Council’s and YHN’s frontline services have kept delivering – including care through social services, collecting waste and delivering food and medication through our CityLife line crisis support.

This collective effort by our dedicated staff means we have been able to support our most vulnerable residents and keep vital services operating in a safe way.

More than £6m of the Government’s Council Tax Hardship Fund has been distributed to residents in need, while almost £500m of support grants have been paid out to help businesses through the crisis.

We are working with businesses, the universities, public transport operators, the voluntary sector and others on a citywide response – the short-term focussed on operating in and creating Covid-secure environments while planning ahead for the economic recovery alongside the North of Tyne Combined Authority.

Like everywhere else in the UK, our city has been hit hard by coronavirus and the council has seen a significant increase in costs as well as suffering a huge fall in income and while the Government has provided extra funding it does not cover the whole financial impact.

Throughout this CityLife you will see the steps being taken to ensure the council continues to deliver services and support the city to get back on track.

I would like to thank all staff for the work they have done and all residents for the responsible approach they have taken to enable us to gradually work toward a more normal situation.

Our Covid Control plan sets out how we can minimise further outbreaks. I would urge all residents to familiarise themselves with that plan and play their part in working with us to avoid any further lockdowns.

You have all done a great job so far, but we are going to have to live with this virus for some time to come so it is vital we all remain vigilant and do our bit to protect ourselves and others.

Pat Ritchie, Chief Executive, Newcastle City Council

Prof. Eugene Milne, Director of Public Health for Newcastle

The coronavirus pandemic has impacted our society and communities more than any global incident since the second world war. Its effects have left nobody untouched.

The response of Newcastle fills me with immense pride. The community spirit that this great city has resolved to demonstrate has shone brightly in this darkest of times. Our residents have cared for one another, made the biggest of sacrifices by not seeing loved ones for months on end, and rallied together to help steer the city through the biggest health crisis we have seen in generations.

This collective effort has undoubtedly saved thousands of people. We have protected many of our most vulnerable and we are now seeing the city reopen and lives begin to return to what would be considered normal.

We still, however, have a long way to go.

We must continue to look out for our elderly, for those with underlying health conditions and for pregnant women.

We must continue to protect families, our neighbours and our city.

Together, we have worked too hard to allow this deadly virus to take a hold of us. I urge everyone to continue following best hygiene practices, maintain social distancing and, above all, if you develop symptoms then you must get tested as soon as possible.

Newcastle’s COVID Control Plan, which is detailed in this issue of CityLife, will help our city recover in tandem with the NHS Track and Trace programme. This is how we will prevent further outbreaks of coronavirus and continue saving lives and protecting our city.

If you develop a new or continuous cough, a fever, or experience a change to your taste or smell senses, get a test. And if you are asked to self-isolate then please do your bit to Protect yourself. Protect your community and Protect Newcastle.

Don’t miss out on your right to vote in next year’s local council and police and crime commissioner elections.

We have written to every residential property about who is registered to vote there, so please get in touch if there is a change in your household or go online to register to vote at www.gov.uk/register-to-vote

Pat Ritchie, Chief Executive, Newcastle City Council

Prof. Eugene Milne, Director of Public Health for Newcastle

The coronavirus pandemic has impacted our society and communities more than any global incident since the second world war. Its effects have left nobody untouched.

The response of Newcastle fills me with immense pride. The community spirit that this great city has resolved to demonstrate has shone brightly in this darkest of times. Our residents have cared for one another, made the biggest of sacrifices by not seeing loved ones for months on end, and rallied together to help steer the city through the biggest health crisis we have seen in generations.

This collective effort has undoubtedly saved thousands of people. We have protected many of our most vulnerable and we are now seeing the city reopen and lives begin to return to what would be considered normal.

We still, however, have a long way to go.

We must continue to look out for our elderly, for those with underlying health conditions and for pregnant women.

We must continue to protect families, our neighbours and our city.

Together, we have worked too hard to allow this deadly virus to take a hold of us. I urge everyone to continue following best hygiene practices, maintain social distancing and, above all, if you develop symptoms then you must get tested as soon as possible.

Newcastle’s COVID Control Plan, which is detailed in this issue of CityLife, will help our city recover in tandem with the NHS Track and Trace programme. This is how we will prevent further outbreaks of coronavirus and continue saving lives and protecting our city.

If you develop a new or continuous cough, a fever, or experience a change to your taste or smell senses, get a test. And if you are asked to self-isolate then please do your bit to Protect yourself. Protect your community and Protect Newcastle.

Don’t miss out on your right to vote in next year’s local council and police and crime commissioner elections.

We have written to every residential property about who is registered to vote there, so please get in touch if there is a change in your household or go online to register to vote at www.gov.uk/register-to-vote

Pat Ritchie, Chief Executive, Newcastle City Council

Prof. Eugene Milne, Director of Public Health for Newcastle

The coronavirus pandemic has impacted our society and communities more than any global incident since the second world war. Its effects have left nobody untouched.

The response of Newcastle fills me with immense pride. The community spirit that this great city has resolved to demonstrate has shone brightly in this darkest of times. Our residents have cared for one another, made the biggest of sacrifices by not seeing loved ones for months on end, and rallied together to help steer the city through the biggest health crisis we have seen in generations.

This collective effort has undoubtedly saved thousands of people. We have protected many of our most vulnerable and we are now seeing the city reopen and lives begin to return to what would be considered normal.

We still, however, have a long way to go.

We must continue to look out for our elderly, for those with underlying health conditions and for pregnant women.

We must continue to protect families, our neighbours and our city.

Together, we have worked too hard to allow this deadly virus to take a hold of us. I urge everyone to continue following best hygiene practices, maintain social distancing and, above all, if you develop symptoms then you must get tested as soon as possible.

Newcastle’s COVID Control Plan, which is detailed in this issue of CityLife, will help our city recover in tandem with the NHS Track and Trace programme. This is how we will prevent further outbreaks of coronavirus and continue saving lives and protecting our city.

If you develop a new or continuous cough, a fever, or experience a change to your taste or smell senses, get a test. And if you are asked to self-isolate then please do your bit to Protect yourself. Protect your community and Protect Newcastle.
Newcastle’s Covid Control Plan

Everyone in Newcastle has a role to play in preventing further spread of COVID-19 in our city. Sticking to social distancing and hygiene guidelines when you are in shops, cafes, restaurants or anywhere in the city and protecting your community if there is an outbreak and you are asked to isolate.

Knowing the symptoms of COVID-19, how to get tested, what an outbreak is and you are asked to isolate.

Everyone in Newcastle has a role to play in preventing further spread of COVID-19 in our city. Sticking to social distancing and hygiene guidelines when you are in shops, cafes, restaurants or everywhere in the city and protecting your community if there is an outbreak and you are asked to isolate.

The public health team are closely monitoring this to keep you and all our city.

Knowing the symptoms of COVID-19, how to get tested, what an outbreak is and you are asked to isolate.

Everyone in Newcastle has a role to play in preventing further spread of COVID-19 in our city. Sticking to social distancing and hygiene guidelines when you are in shops, cafes, restaurants or everywhere in the city and protecting your community if there is an outbreak and you are asked to isolate.

The public health team are closely monitoring this to keep you and all our city.

What are the symptoms?

It is important to remember that having just ONE of these symptoms could be a sign that you have COVID-19.

If you have any one of the symptoms listed below you must stay at home and get a test as soon as you can.

Anyone you live with, or is in your support bubble, must also self-isolate for 14 days and get a test if they develop any one of the symptoms.

To book a test call 119 or visit the NHS Test and Trace website.

There are lots of different ways to get tested, at your home, at a drive-through centre or a mobile testing site so you’ll be able to decide on the best approach for you or your family member.

Currently in Newcastle you can tested at –

• The drive through site at Newcastle’s Great Park – this is called an ‘RTS’ (Rapid Testing Site)
• The walk-in site, there is currently one in Walker/Blyker and we have plans to open more
• Home testing kits will be sent out to anyone unable to access a drive-through or walking option
• A Mobile Testing Unit – this could be at your workplace or in your community

The NHS Test and Trace service will send a text, email alert or call you with your results and instructions on contacting people and places you have visited. This is part of the vital Tracing system.

Anyone you live with, or is in your support bubble, must also self-isolate for 14 days and get a test if they develop any one of the symptoms.

To book a test call 119 or visit the NHS Test and Trace website.

There are lots of different ways to get tested, at your home, at a drive-through centre or a mobile testing site so you’ll be able to decide on the best approach for you or your family member.

Currently in Newcastle you can tested at –

• The drive through site at Newcastle’s Great Park – this is called an ‘RTS’ (Rapid Testing Site)
• The walk-in site, there is currently one in Walker/Blyker and we have plans to open more
• Home testing kits will be sent out to anyone unable to access a drive-through or walking option
• A Mobile Testing Unit – this could be at your workplace or in your community

The NHS Test and Trace service will send a text, email alert or call you with your results and instructions on contacting people and places you have visited. This is part of the vital Tracing system.

I have been contacted by NHS Test and Trace because I have been in close contact with someone who has tested positive, what do I do?

The alert will come from NHS Test and Trace – it will usually come by text, email or phone call. You will need to log onto the Test and Trace website or a trained call handler will talk you through the next steps.

You will be asked to begin to self-isolate for 14 days from your last contact with the person who has tested positive. You must do this – even if you don’t feel unwell, you may be infected and could harm other people. If you need support to stay at home because of your circumstances or responsibilities. CityLife will be able to advise and address these needs for you.

Make sure you and your household are keeping up good handwashing habits and social distancing guidelines – if you are not showing symptoms members of your house or bubble do not need to self-isolate.

If you do show any symptoms you must follow the steps we have already mentioned – self-isolate with your family and order a test.

NHS call handlers will never ask you for bank details, payments, PIN numbers, ask you to download anything or ask you to call a premium rate phone number.

If you test positive, what do I do?

If you test positive you must complete your 7-day isolation – you should not leave the house during this period. That includes, not visiting church, faith groups, shops, cafes, community settings, neighbours – anywhere that means you have contact with other people outside your household.

The other members of your household must self-isolate for 14 days – they may be unknowingly carrying the virus and could spread it to other people even if they don’t become unwell.

You will also be told how to share information with the people and places you have visited.

There is support network available through our CityLife Line. This support is available for residents, businesses and communities – full details on this can be found on the next page.

If your test comes back negative, you and your other household members no longer need to self-isolate but should anyone in the household develop symptoms in the future, you should always follow the previous advice to stay and home and book another test.

How to protect yourself, your community and your city

By understanding these steps, you are playing your part to protect our city. If everyone in Newcastle sticks to this guidance our city can protect our vulnerable residents.

You should also –

Keep up those good hygiene habits – washing your hands regularly especially if you have handled something or are in a new building.

Wear face coverings on public transport and in shops.

Stick to social distancing guidance – we have made changes across the city to help you when you are out shopping, visiting cultural venues and in the community.

Most importantly – know the symptoms, book a test if you have any symptoms and self-isolate.
Cllr Karen Kilgour, cabinet member for Health and Social Care

The coronavirus pandemic has been the toughest period many of us have had to endure, but thankfully, we have the most amazing health and social care services in Newcastle and we have taken great pride in expressing our gratitude to the heroes who have continued to deliver services on the frontline.

We will forever be indebted to them for the lives they have undoubtedly saved.

Care homes have endured a torrid time but the resolve they have shown to protect staff and residents has been nothing short of remarkable.

We must also not forget the many carers putting their lives on the line to care for people in their homes, those who continued to support people through rehabilitation and recovery and maintained support networks for residents with additional care needs.

This would scarcely have been possible without the perseverance of so many to source the protective equipment required for these roles to be carried out safely.

There will be worrying times ahead too, especially as shielding comes to an end and we must continue to look out for our most vulnerable residents.

But by working collectively, I know the people of our great city will continue to support one another and help Newcastle recover.

Citylife Line was rapidly set up to help residents in Newcastle access the support they needed as the coronavirus lockdown prevented them from leaving their homes.

The most at risk to serious outcomes from COVID-19 who had to shield from the virus, as well as those who were affected financially or had their support networks impacted, needed assistance to meet their welfare and wellbeing needs. The voluntary and community sector played a critical role in providing a range of support to individuals and families across the city.

Citylife Line made sure those most at risk had the supplies required and allocated requests from residents to voluntary and community sector organisations to coordinate the support to where it was directly needed.

Since March, over 200 voluntary and community organisations have offered to provide a range of support across the city, more than 2600 people have contacted the service to let us know they needed help, and thousands have come forward to volunteer their time to the community.

An online fundraiser has been established to allow individuals and businesses to donate funds to help voluntary and community sector organisations get the resources they need to continue to provide the fantastic level of support they have been providing.

The fundraiser, overseen and distributed by Connected Voice, has seen more than £50,000 donated to date.

As the lockdown and shielding measures have been altered, Citylife Line has remained in place as a resource for people to find out how they can continue to get the support they need if they continue to be affected by coronavirus.

Citylife Line has also evolved into providing a range of support services including business grants and support to small and medium size businesses.

We will continue to support our residents welfare and wellbeing needs by directing people to a range of services; signposting to our voluntary and community sector organisations across the city, referrals into Early Help services, household budgeting and financial advice, providing crisis support funding to those in hardship, or volunteering matching for befriending services.

Citylife Line continues to provide a range of services and support to help individuals, families and businesses who find themselves impacted by the coronavirus.

We recognise that lockdown and household isolations have been hard on everyone in different ways and therefore will continue to work alongside the incredible resources available throughout the city to help everyone in their time of need in order to stay at home when they need to and protect their communities from further outbreaks of the virus.

Don’t forget your seasonal jabs! Flu jabs and other immunisations will give you much needed protection from other illnesses. Visit www.nhs.uk/conditions/vaccinations for further information.

Advice for people who have been Shielding

From 1 August, the government advice to people who have been shielding will be relaxed. This is because the latest scientific evidence shows that the chance of encountering coronavirus in the community is reducing.

What does this mean for you?

If you have been shielding, the change in guidance means you will no longer need to shield. You will be able to leave your home to visit shops and places of worship, spend time with family and friends, and if your workplace is COVID-Secure, return to work.

What do I need to do?

It is very important that you continue to take care in order to minimise the risk from coronavirus.

This means that you should stay at home as much as possible. If you do go out, you should maintain strict social distancing and minimise contact with people outside your household and support bubble.

You should also continue to follow a robust hygiene routine, including good frequent handwashing. Remember that you must wear a face covering when visiting shops and using public transport.

What about the support I have been receiving?

From 1 August, some of the support provided by government will stop. This includes the weekly delivery of food boxes, and free delivery of prescription medications.

If you are registered for support from the national shielding service, you will still be able to get access to priority delivery slots from most major supermarkets after 1 August and you should use this service if you can.

NHCS Volunteer Responders will also continue to offer support to those who need it, including collecting and delivering food and medicines, and regular, friendly calls from volunteers or other people who have been shielding. You can arrange this support by calling 0800 9695655 between 8am to 8pm or visiting the NHS Responders website.

CityLife Line will also continue to operate, offering volunteer support. Visit the Council’s website to find out more.

Further useful information about where to get help in the city is available at www.informationnow.org.uk
Easy ways to get moving

If you’re feeling like you want to move more, the good news is that you don’t need any special skills or equipment to get active – you can make a difference just by moving more each day. Take the stairs, chase your children round the garden, take a walk around your nearest park or cycle to the shops.

Active Newcastle is keen to keep you motivated and moving. By moving you can have fun and socialise with your children, family or friends, experience new things, nature and the environment. When was the last time you had a family picnic in your local park or went for a walk with friends along the River Tyne? Don’t forget doing something relaxing and enjoyable does wonders for your mental wellbeing.

How can I become more active?

Start small - take baby steps.

If you are completely new, start with 30 seconds of activity and gradually work your way up to 1, 5, 10 minutes and so on.

Did you know - you can break down your activity times into smaller chunks (e.g. 10 minutes) and it still counts toward “being active”?

It can be anything - try out different activities until you find one you like and that works for you. Moving more with members of your household can help when motivation dips and listening to music while getting active can also make it more enjoyable.

Focusing on what you want to do a bit more of, or less of, each day to music while getting active can also make it more enjoyable.

Try out different activities until you find one you like and that works for you. Moving more with members of your household can help when motivation dips and listening to music while getting active can also make it more enjoyable.

Looking after your wellbeing

Ultimately, Active Newcastle want to help you to be more active and take care of your overall wellbeing. There are 5 steps you can take to improve your overall wellbeing why not check these out and if you want more information watch Active Newcastle’s video.

Start slowly and build up gradually

Pace yourself and listen to your body

Build new habits

Set Goals

Stay hydrated

Take a look below at the Active Newcastle hints and tips to get you moving more.

We want to hear from you

How has COVID affected your physical and mental wellbeing?

Newcastle City Council is committed to improving the health and wellbeing of those who live and work in Newcastle. We are interested to understand the impact that COVID has had on your physical and mental wellbeing. By completing our survey you will be helping us to plan for the City’s COVID recovery and develop physical and wellbeing activity offers.

The survey should take about 10 minutes and your responses are completely anonymous. As a thank you to anyone who has fully completed the survey you have an option to enter a prize draw to win one of three healthy food boxes from Newcastle’s famous Grainger Market (to the value of £50 each).

Please complete the survey by clicking on this link: https://bit.ly/PhysicalActivitySurveyAN

Contact us to find out more: activenewcastlemovement@newcastle.gov.uk or visit the website: www.activenewcastle.co.uk

Stay in and Work Out

Active Newcastle has a host of live activity sessions on our Facebook page to keep you moving in your home or garden.

All sessions are suitable for a range of abilities. If you are looking to move a little more, get back into activity, or just want some headspace and relax. These sessions are great and you can join in from your own front room with no special equipment or clothing needed.

The sessions are live on the Active Newcastle Facebook page daily, and the weekly schedule is posted and pinned to the top of the page each week.

If you cannot make the live sessions, all videos are added to the Active Newcastle YouTube Channel so you can participate whenever is suitable for you.

Visit the Active Newcastle Facebook page to keep moving in your home or garden.

#JoinTheMovement

Summer of Change brings food, fun and hope to Newcastle

Families in Newcastle can look forward to a supportive summer of food and activities thanks to the return of a major summer holiday program.

Newcastle’s Best Summer Ever was first launched last year and successfully provided food and fun physical activities for more than 7,000 children and young people across the city. This year, with our city still living under lockdown restrictions, the program is back and adapting to the ‘new normal’ with Newcastle’s Summer of Change.

Due to lockdown and social distancing rules, the play-schemes and youth clubs that played such a big role last summer simply can’t run in the same way. Instead, families will be getting direct support with home deliveries of food and activity kits, while some outdoor activity will take place with the support of schools or community spaces.

The plan is to drop off activity kits and food parcels at family homes, in many cases these will be delivered in partnership with local community groups.

Some activities will be provided online. Families without internet access should let us know as we are sourcing the set-up of local Wi-Fi access systems.

Where there are activities in parks and other outdoor venues, social distancing rules will be strictly adhered to.

You can find more information about the programme and sign up by visiting the Newcastle’s Best Summer Ever Facebook page or by going to: https://network.streetgames.org/newcastles-best-summer-ever-participant-registration-form

If you are not able to access the form, please contact your child’s school which might be able to help. OR text us on 07520 631 540
Reshaping our great city

Over the past few weeks we’ve been putting in place a number of schemes to help get our city centre moving again.

Enabling people to travel safely and with social distancing is an important part of the city’s economic recovery as it supports businesses as they begin to welcome back their staff and customers.

There have been lots of changes – particularly around shopping areas – and it’s fantastic that so many of you are sticking to the social distancing requirements that are in place to help keep us all safe.

We know that for many people, getting used to the new one-way and queuing systems on our shopping streets is difficult and we are keeping the measures under review and making changes where needed to ensure they are working effectively.

Our team of city hosts have been out and about to give help and advice to those returning to the city centre and they have been thrilled at the positive response and support they’ve had from so many of you.

And while we know that the city centre feels very different at the moment, we also know that some of the changes we have made have had a positive impact.

More of you are benefiting from being active by walking and cycling more and there have been fewer car journeys. So we are all benefiting from cleaner air.

We’ve introduced measures to make it easier and safer for people to cycle – including new temporary cycle lanes on Queen Victoria Road. This is a key city centre route to the Royal Victoria Infirmary and has been well-used by the increased numbers of hospital staff who have been choosing to cycle to work.

We’re putting in a new protected cycle lane on Grey Street too – where we are also making more space for people to walk and creating areas for bars, restaurants and cafes to put outdoor seating for their customers.

Many of these temporary changes fit in with our longer-term vision for our city’s future.

Help us to keep our passengers and staff safe if you’re using Metro. Please wear a face covering, follow social distancing guidelines and avoid peak times if you can.

For more information on what we’re doing to make your journey safer, go to: nexus.org.uk/covid-secure

Metro. Part of everyday life.
Helping you to shop local and improving your local area

We’re encouraging people to shop local when they can. To help this, we’re introducing social distancing measures into busy local shopping centres.

At the same time, we will install better walking and cycling facilities in neighbourhoods to meet rising demand, reduce levels of traffic using quiet streets by closing small bridges, as well as making improvements to public transport routes.

These are part of our plans to support local high streets, as well as meeting our ambitions for safer, cleaner and greener neighbourhoods.

Shop safe and shop local

Support your local high street by shopping local when you can. We’re making it safer and easier for people to shop local by introducing one-way pedestrian systems and markings on the ground for queuing in five busy local shopping centres. This is the first part of our programme, with plans for other busy high streets in development.

The first shopping centres are:

• West Road in Elswick
• Shields Road in Byker
• Adelaide Terrace in Elswick
• Chillingham Road in Heaton; and
• Gosforth High Street in Gosforth

While each area has different changes, our plans are to temporarily widen all pavements to four metres where we can, to help people maintain social distancing. In order to do this, some lanes of traffic or parking spaces may need to be removed in certain areas. Where space is available, and it safe to do, cycle lanes will be put in place.

Bus priority measures such as bus lanes will also be installed to improve public transport across the city. This is important to help buses run on time and reduce queuing at bus stops. Initially temporary materials such as cones and barriers will be used, with the view to more permanent materials potentially being installed following input from local councillors, residents, businesses and community groups.

Each of the schemes will be reviewed three weeks after they are installed, giving local businesses and people time to get used to changes, and to consider whether further changes are needed.

To keep up to date with our plans, please go to www.newcastle.gov.uk/ournewcastlerecovery

Reducing traffic in your local area by closing small bridges

As part of our plans to reduce traffic in local areas, so it is safer and easier for people to walk and cycle more, we’ve identified five bridges that we plan to close to traffic.

The bridges include:

• Salters Bridge, Parklands ward
• Castle Farm Road, Dene and South Gosforth
• Haldane Bridge, South Jesmond
• Argyle Street Bridge, Ouseburn
• Stoneyhurst Bridge, Dene and South Gosforth

We are using Experimental Traffic Regulation Orders for closing the bridges. We have started the statutory consultation and we expect to close the bridges in early August.

Public consultation will take place in the first six months of the closure. Comments from the public will be considered, before a final decision is made on whether to make the changes permanent.

By using experimental legal orders, this means people can experience the changes for several months before deciding their views.

To keep up to date with our plans, please go to www.newcastle.gov.uk/ournewcastlerecovery

Our Newcastle.
TRANSFORMING THE CITY CENTRE

We are a unique city that is home to a unique set of people. There is nowhere like Newcastle and there has never been a more important time to reinvest in it to help generate more business, income and jobs for the city and its people.

We therefore have a long-term ambition to transform the city centre and unlock its potential. This is fundamental if we are to have a city with a strong and sustainable economy. We want to create somewhere that is inclusive, active, clean and green with a re-invigorated heart. A safe and healthy place where people are put first and where they want to spend time with family and friends.

As Newcastle continues to recover from the pandemic, we will work with partners to achieve our ambition of a vibrant city centre and a brighter future for our city.

WORKING IN PARTNERSHIP WITH NE1

Our partner NE1, the city’s Business Improvement District supports businesses and the wider community in the city centre. They play a crucial role in creating a community spirit by organising events and creating space where these can take place. They also play an essential role in lobbying the Government on behalf of local businesses to ensure they get the help and support they need.

NE1 supporting the city centre to recover

Street Rangers:
Even though the city centre may be a little quieter, these visible and dedicated teams are still very active helping businesses and people get the best out of the city. And as people return to the city centre, their presence is invaluable, providing information and working with partners such as the police to keep the city centre clean and safe.

Reopening Newcastle:
NE1 has produced a very useful document outlining government guidance. NE1’s activities, and business support, to help businesses navigate the reopening process.

Supporting the licensed trade

The hospitality industry is part of the lifeblood of our city and has an important role in its economic recovery. The council and partners are therefore doing all we can to support pubs, restaurants and cafes to reopen safely.

For many of these businesses, particularly in the city centre, this means moving a lot of their seating onto the street and creating new or extended pavement cafes. Although safety remains the priority, we are cutting red tape as best we can and making it as easy as possible for them to welcome back customers and create safe environments for staff.

Pavement cafe applications are being fast tracked and we are also encouraging publicans, restauranteurs and café owners to let us and police know what their reopening plans are, so we can support them.

Visit www.newcastle.gov.uk/services/licences-and-permits for more information about licensing.

KICKSTARTING STEPHENSON QUARTER

Newcastle City Council has announced a joint venture company with private sector developer PPF-igloo to complete the rebirth of the Stephenson Quarter – one of the most high-profile development sites in the UK.

Stephenson Works LLP will lead on the regeneration of 4.3 acres of brownfield land behind Central Station creating an estimated 2,000 jobs.

Phase one of the development saw the creation of the Crowne Plaza Hotel, Rocket Offices, the Boiler Shop, a multi-storey car park and a University Technology College creating 3,000 jobs.

The second and final phase will see the remainder of the sustainable historic buildings brought back to life, creating a vibrant new quarter for the city which will attract residents, businesses and thousands of visitors.

An estimated £50m of investment will transform six plots, all council owned land which will be developed by the new partnership over a seven-year period.

HOW BUSY IS TOON?

Social distancing is still important for all of us and we want to help you stay safe when you come into the city centre. To help with this there is now a new website – www.howbusystoont.com.

This uses real time information about the number of people on Northumberland Street and a traffic light system so you can check how easy it is to social distance at a certain time. There’s also detail on how busy city centre car parks are.

All you need to do is click on www.howbusystoont.com and check the number of pedestrians shown on the left-hand side. Green shows that footfall is low with sufficient space to safely social distance, amber means its average, and red signifies it’s high and you may want to delay or postpone your visit.

www.howbusystoont.com is a partnership between Newcastle City Council, NE1 and the National Innovation Centre for Data, and uses data from the Urban Observatory.
Helping our local businesses stay in business has been the key focus of our business support team. Around £60m has been paid out in grants to help Newcastle businesses get through the coronavirus pandemic. Grants worth £5,000, £10,000 and £25,000 have been paid to 5,000 businesses to provide vital cash injections to small and medium enterprises (SMEs) including market traders, digital start-ups, hairdressers and your local corner shop.

Getting vital cash to local businesses

One of the businesses to benefit is award-winning hairdressers Y Salon, based in the city centre since 1984.

Business owner Angel Olivia Lowery said: “We’ve been in business for over 37 years and we’ve made it through three recessions. However, Covid-19 came from nowhere and hit us sideways and we weren’t prepared for that and we had to stop trade overnight.

“The anxiety and the stress and the worry that came from that was unbelievable. But the government were really quick to act and stepped in, throwing us a lifeline by providing us with a grant. Without it, I believe we probably would have not survived.

“Also providing us with a rate-free year is hugely supportive as I have a business that has given me the freedom to work on my business, to be ready to re-open and in a position to be able to hire people for work looking for work. If you need help, the council are there to support you. They want to support your business and keep your business in business. Head over to the website, they are there to help.

Another business that benefited, was software company Nebula Labs, also based in the city centre. Dylan McKee, co-founder said: “We recently received the government’s small business rates relief Covid-19 relief grant from Newcastle City Council.

“And having the grant processed so quickly, within five to ten days, has been beneficial and allowed us to pay our suppliers and our city centre rent on time. And early on in many occasions to our suppliers which is good as many of our suppliers are regional SMEs themselves, freelancers and it’s good to keep their cash flow going.

“And also it’s been great to be able to spend some of the grant on being able to afford further business development time so we come up with a plan to be able to get through these tough times and look ahead and work out how our business can change over the next few months to be more compatible with the new normal that we now live in; with distributed working, working remotely and working from home. “So, thanks to the council team for really great work on efficient processing of the grant money.”

Getting businesses fast access to grants is just one of the ways our business support team are helping support economic recovery in the city and wider region including awarding £1.8m in business rates relief for 2,162 businesses in the retail sector.

Other work includes working with council teams across the region to ensure that local authorities are working together to provide a package of support that helps people. communities and businesses across the North East. Please go to www.newcastle.gov.uk/covidbusinesssupport for the latest advice and information.

Getting businesses fast access to grants

Help for the unemployed

Have you lost your job as a result of the pandemic or at risk of redundancy? Well help is available.

Since its launch four years ago the Skills Hub in the City Library has helped hundreds of people into work, training and education, and even those wanting to start a business.

Although the pandemic has halted face-to-face contact for now, the service is still available via the phone, video calls and online visit https://www.skillshubnewcastle.co.uk/our-partners/

As part of the council’s response to Covid-19, we’re also launching a new online portal, Jobs@SkillsHub, which can be found on our website www.skillshubnewcastle.co.uk. This offers a job matching service for those looking for work and information on events, work experience, apprenticeships and training. Once registered you’ll receive information on vacancies and other opportunities.

For those considering setting up their own business we can put you in touch with people who can offer you help to explore your business ideas, develop the skills you need to succeed in self-employment and consider wider options.

For more information about the Skills Hub or Jobs@SkillsHub email skils hub@newcastle.gov.uk or give us a call on 0191 580 6603.

If you are an employer with vacancies to fill, we can help find the right people for your business. Jobs@SkillsHub provides a free vacancy advertising and handling service for local employers. We can also offer support to your employees through our partners should you be considering redundancies.

For more information visit www.skillshubnewcastle.co.uk email geraldine.cunningham@newcastle.gov.uk or call 0191 580 6603.

Coronavirus Business support

Keep up to date with grants and support for business.

This includes information on round 2 of the Discretionary Fund, which is intended for businesses who fall outside the scope of previous government grants.

www.newcastle.gov.uk/covidbusinesssupport

Calling all business owners

Want to save money on your business and reduce your carbon footprint? We can help.

Free, simple, impartial support from your local council.

Find out more at www.best-ne.co.uk

Citylife Business Support – a lifeline or SMEs

Loss of income, less customers, forced closure, collapse of supply chains, redundancies, debts, and investment plans being put on hold are just some of the concerns facing Newcastle businesses.

Now, more than ever, businesses need our support to keep people in jobs and keep our local economy going, which is why we developed our Citylife Business Support service – funded by the North of Tyne Combined Authority’s Covid-19 Capacity Fund.

Based at the city’s flagship Business & IP Centre (BIPOC) in the City Library, this will act as a central hub for advice and support for SMEs. Business experts will provide tailored advice to SMEs to help them adapt to new challenges and opportunities in the current economic climate, as well as provide free webinars, advice and events.

Businesses can have up to eight hours free support and learn from the experience of more than 20 experts who can guide them through how they can adapt their business and get cash flow going again. Advice available ranges from going digital and getting online, business finance and cash flow, access to new contracts and market opportunities, employment law, continuity planning and re-developing business operations to fit in with the new normal, created by the pandemic.

What makes this service different is that it is flexible and based on feedback from SMEs.

The new service could see up to 450 businesses supported and safeguard 700 jobs.

Don’t miss out on this opportunity to get expert advice and help for your business. To sign up and for more information go to www.newcastle.gov.uk/citylifebusinesssupport.

Citylife Business Support is developed in partnership with Newcastle City Council, Business & IP Centre and NewcastleGateshead Initiative.

Business support in times of crisis
Supporting the cultural sector

Much has been said in national media about the plight of the Culture Sector following the devastating impact Covid 19 has had on our Cultural venues, organisations and freelance community.

Newcastle has reacted well and by using various Government schemes it has helped the sector where we can.

Support already given to the sector includes at least £20 awards of between £10,000 and £25,000 from the Small Business Grants Fund, worth about £1.2 million.

Beneficiaries have included workspace providers like Hoult’s Yard, 36 Lime Street, Cobalt, Baltic 39, The Mushroom Works and The Brickworks; their tenants; some theatres, small music and dance providers, film companies and cinemas, and visual arts organisations.

The Discretionary Grants Fund has seen £52 pay outs, worth £50,000, for individuals and organisations who rent space but do not pay business rates; and over £87,000 has been made available for 38 organisations and £267,500 for 115 individuals from Arts Council England (ACE) emergency funds.

Most recently, hundreds of artists and small creative businesses have seen their studios saved thanks to grants for workshops in Newcastle. £79,000 in funding, which covers Commercial Union House and Bamburgh House on East Pilgrim Street that are ineligible for other grant schemes, comes as councillors continue to lobby ministers to ensure Newcastle receives its fair share of the Government’s £1.2 billion support package for culture, arts and heritage.

Tyneside museums and galleries planning to reopen

Tyne & Wear Archives and Museums (TWAM) have announced a staged reopening of eight of their ten venues following consultation with members of the public who are keen to return to local museums and galleries. The most important things visitors asked for when they return are extra cleaning stations, social distancing measures in place and small numbers of people being admitted. The team at TWAM have listened and put in place extra cleaning plans, one-way routes, ticketed time slots to control visitor numbers and contactless payments.

The dedicated TWAM staff and volunteers will be on hand to help visitors adjust to the know way of visiting.

The opening dates for venues in Newcastle are –

• Segedumum Roman Fort, Wallsend - 27 July 2020 – Tickets available online.
• Laing Art Gallery, Newcastle - 10 August 2020 - The William and Evelyn De Morgan: Two of the Rarest Spirits of the Age exhibition will be open and tickets available online.
• Discovery Museum - 1 September 2020.
• Great North Museum Hancock - 1 September 2020.

Other TWAM venues across the region will be reopening in the coming months - visitors are asked to check out the individual venue websites for more information.

UK Pride 2021

Northern Pride have announced that the UK Pride celebrations will stay in Newcastle in 2021 after the landmark 2020 event was postponed.

UK Pride will be held on 24 and 25 July 2021 with events across the city, including a festival in Exhibition Park. Thousands of people will head to Newcastle to celebrate diversity, sexuality and the LGBTQ+ community. The annual Pride celebrations are always some of the most colourful, vibrant and exciting on Newcastle’s events calendar – the 2021 celebrations are sure to be amazing!

Due to COVID-19 many of the bright, loud and colourful events planned to take over the city this Summer have been sadly postponed. Newcastle’s reputation as a city that can put on a show has not gone away and there are plans for a series of high-profile events to return to Newcastle in 2021, including:

‘This Is Tomorrow’ presents ‘This is for the NHS’

The North East’s biggest music festival will return to Exhibition Park on Friday 28 May 2021 with a line up including rock heavyweights Royal Blood, Scottish indie legend Gerry Cinnamon and the North East’s own Sam Fender! On Monday May 31 a special thank you to the NHS event will entertain the families of key workers and NHS staff and care workers who can apply for free tickets for the star-studded event. The organisers of this family friendly event are promising household names across music and comedy on the line up!

Since launching in 2016 This is Tomorrow has become one of the region’s largest music festivals and is a feature on the UK’s festival calendar. Head over to thisistomorrow.co.uk for more information and tickets.

Rugby League World Cup 2021

Newcastle will kick off the Rugby League World Cup 2021 with an opening ceremony and England’s first tournament game at St James Park.

The action doesn’t stop there as three games will be played at Newcastle’s Kingston Park stadium – bringing hard hitting, international sport to two venues in the city!

The fixtures in Newcastle are -

England vs Samoa – St James’ Park – 23 October 2021
Scotland vs Italy – Kingston Park – 24 October 2021
Fiji vs Italy – Kingston Park – 30 October 2021
Scotland vs Fiji – Kingston Park – 6 November 2021

The Rugby League World Cup will be a celebration of inclusive sport and hopes to create a rugby league legacy in Newcastle. For more information – including how to get tickets – visit www.rlwc2021.com.

A new chapter on libraries

The City Library has now re-opened and is offering a limited number of services.

Visitors to levels 1 and 2 can get access to PCs, council enquiries and the new Select and Collect service which allows you to pre-order books for collection.

With the emphasis on public safety a range of social distancing measures are in place including one-way systems, screens and enhanced cleaning throughout.

Computer bookings are limited to one hour and users are required to wear a face covering while using them.

We are working on plans to reopen the other floors of City Library and the rest of our other 12 community hubs and libraries. Please check our Facebook page and Twitter feed for regular updates.

The City Library is open Monday-Friday 10am-5pm.

Citizens Advice Newcastle will reopen on August 3.
A welcome return of Britain’s Favourite Market

Newcastle’s historic Grainger Market, earlier this year named Britain’s favourite market, is playing a huge role in the city’s response to Covid-19. And we are pleased to say the market is now fully and safely open.

During lock-down the market and many of its traders kept the city fed with a steady flow of fresh produce. They also established the much relied on delivery service which brought this fresh produce straight to people’s doors. This service is still in place and still very popular.

More entrances to the market have now been opened as customers and traders have become more accustomed to social distancing, and to ensure everyone’s safety the number of shoppers that can enter the market at one time is still reduced. Hygiene remains a priority and customers are asked to use the hand sanitizers located throughout the market.

The Grainger Market has played a huge part in Newcastle’s past and now has a huge role to play in its future. We hope everyone continues to support the market and the local businesses that trade from it, especially during these difficult times as our city recovers.

The Grainger Market is open from Monday 9am to 5.30pm Monday to Saturday and 9am to 4pm on Sunday. For more information on opening hours and to visit the market please visit the market’s Facebook page www.facebook.com/GraingerMarketNewcastle/ or visit www.graingermarketnewcastle.com.

Grainger Market needs your vote – again

We think the Grainger Market is not only Britain’s Favourite Market, it is also the best food market in the country, and we need your vote.

The market has been nominated for the Best Food Market award by the readers of Great British Food Awards 2020. This is a fantastic accolade, but as it is up against some tough opposition, including Altrincham Market and Borough Market in London, we need you to show your support.

Please visit www.greatbritishfoodawards.com/vote. The Grainger Market features in just one of the 20 different categories you’ll need to vote on, so your time would be appreciated. Entries are open now and close on Friday 4 September 2020.

Quayside Market due to reopen

The much-loved Quayside Market will soon be reopening so you can once again enjoy your Sundays perusing the fantastic variety of handcrafted good and local products on offer.

The reopening will symbolise another milestone in Newcastle’s recovery, with dozens of traders confirming they will be opening their stalls in the first few weeks. It is hoped more and more will join them in the coming months as they get used to the new way of operating.

Since the government announced that outdoor markets could reopen back in June, the council has been working on a plan to open the market as safely as possible.

As with the rest of the city centre, visitors to the market and the Quayside will need to adhere to strict social distancing measures. It is planned that the market will initially run along one side of the Quayside next to the river, leaving space on the other for pedestrians, and a one-way system will be in place.

Due to the reduced size of the market a rota system is being considered for traders - one week on and one week off. This is something the council would continuously monitor with the aim of getting the market running as normal as soon as it is safe to do so. Hygiene will obviously be a top priority and all visitors will be asked to wear face coverings or masks. Traders will have also completed individual risk assessments for their businesses before they can reopen.

Newcastle’s Quayside market was first mentioned in records from 1736 but is thought to date from centuries earlier. Over the years the market has established itself as a favourite destination for both local people and visitors to Newcastle and it plays a key role in the diverse cultural offer in our city.

The market has a vital role to play in helping the city’s economy as many small independent traders see it as the perfect location to sell their wares. We are delighted to see it back.

The Newcastle Quayside Market is be open every Sunday from 9am to 4pm.

Looking forward to Christmas in Newcastle

The spirit of Christmas will be as strong as ever in Newcastle this year even although it may be a little different to previous years.

The council has agreed with Mellors a deferment of one year to their five-year contract to operate the Christmas markets in Newcastle after a successful launch in 2019. But we can assure you, the festive season, vital for retailers and traders, will be very much alive in the city, with plans to be drawn up in the coming weeks.

Businesses across the city are experiencing an incredibly difficult time at the moment, but the council and our partners are standing closely by them and will support them in every way possible.

Businesses will be asked to wear face coverings or masks obviously be a top priority and all visitors will be asked to wear face coverings or masks. Traders will have also completed individual risk assessments for their businesses before they can reopen.

Newcastle’s Quayside market was first mentioned in records from 1736 but is thought to date from centuries earlier. Over the years the market has established itself as a favourite destination for both local people and visitors to Newcastle and it plays a key role in the diverse cultural offer in our city.

The market has a vital role to play in helping the city’s economy as many small independent traders see it as the perfect location to sell their wares. We are delighted to see it back.

The Newcastle Quayside Market is be open every Sunday from 9am to 4pm.

The council has agreed with Mellors a deferment of one year to their five-year contract to operate the Christmas markets in Newcastle after a successful launch in 2019. But we can assure you, the festive season, vital for retailers and traders, will be very much alive in the city, with plans to be drawn up in the coming weeks.

Businesses across the city are experiencing an incredibly difficult time at the moment, but the council and our partners are standing closely by them and will support them in every way possible.

Businesses will be asked to wear face coverings or masks obviously be a top priority and all visitors will be asked to wear face coverings or masks. Traders will have also completed individual risk assessments for their businesses before they can reopen.

Newcastle’s Quayside market was first mentioned in records from 1736 but is thought to date from centuries earlier. Over the years the market has established itself as a favourite destination for both local people and visitors to Newcastle and it plays a key role in the diverse cultural offer in our city.

The market has a vital role to play in helping the city’s economy as many small independent traders see it as the perfect location to sell their wares. We are delighted to see it back.

The Newcastle Quayside Market is be open every Sunday from 9am to 4pm.
Summer Holiday Food Budgeting – Tips for Families

Making your food budget stretch can be hard especially in the school summer holidays. Follow our top tips and advice to help you provide your children with healthy nutritious low-cost meals.

Plan ahead and budget so that you have enough money for food to cover the whole holiday. If your child gets a free school meal you will have received your supermarket voucher for the whole holiday.

Plan a variety of healthy meals for each day ahead of time. For example: Monday: Pasta salad Tuesday: Chicken and vegetable wraps Wednesday: Baked beans on toast Thursday: Baked potato and tuna Friday: Vegetable skewers

Don’t forget breakfast! Eggs cooked, scrambled, poached, wholegrain cereals like Weetabix, Ready Brink or toast are great choices. A box of supermarket own brand yoghurt with milk costs around 20p per bowl.

Write a shopping list: At the start of the holidays stock up with foods that keep for a long time, saving money using value brands.

Use seasonal fresh fruit and vegetables and store correctly to avoid wastage.

Buy fresh foods throughout the holidays.

Keep healthy snacks handy like, carrot and cucumber sticks, pepper slices or cherry tomatoes.

Eat more salads. They’re cheap, tasty and nutritious and can be made of many different foods. Cold rice or pasta with sweetcorn, kidney beans, grated carrot, tomato, peppers and onion makes a Mexican Salad costing 48p per serving. Add a can of tuna for an extra 10p or use mackerel, ham, cottage cheese, hard-boiled egg, tofu or anything else you prefer.

Cook meals from scratch. A homemade cheese, ham and tomato sandwich is around 18p cheaper than buying one readymade from a supermarket.

Scrambled egg on toast costs 22p per serving.

Try to avoid a lot of luxuries like sweets, cakes, biscuits and fizzy drinks.

Make sandwiches more exciting using a variety of breads like wraps, pita, flatbread and bagels.

For dessert try fresh or tinned fruit salad (not in syrup). Fruit kebabs or whole fruit. If you have a freezer, make your own banana ice cream by mashing a banana, freezing it overnight, then serving. Cost 13p.

Keep picnics and BBQ healthy; roasted vegetables, turkey burger or kefta or vegetable kebabs are good choices.

Give children ‘me size’ meals not adult portions. Their stomach (and adult stomachs) are about the size of their clenched fist – this represents their portion size.

Recipe ideas: Search online at Change4life and BBC food.

Enjoy family meals together


Note: School meal eligibility

Parents and carers should ask their child’s school how to claim free school meals. Information can also be found at www.gov.uk/apply-free-school-meals

Summer Holiday Food

The hard work will continue to make sure it is safe to return in September.

In the meantime, enjoy the summer. Make use of the incredible range of resources available; whether that’s helping budget for food through the summer months or participating in Newcastle’s Summer of Change following in the success of 2019’s Best Summer Ever.

But most importantly, stay safe.

The pressures of lockdown have also led to some people drinking more alcohol. This can be expensive and can also impact on how you are feeling (it can lead to low mood, tiredness, increased anxiety). If you want help or advice, there are support services available.

For children, young people or adults, contact Newcastle Treatment and Recovery service on 0191 206 1117

If you are affected by a loved one’s use, contact PROPs on 0191 225 3460

Support for those experiencing issues with problematic gambling:

• National gambling help line 0808 802 0133

• Gamblers Anonymous

https://www.gamblersanonymous.org.uk/

• National Gambling Service

https://www.leadsandyorkpt.nhs.uk/our-services/northern-gambling-service/

Domestic abuse support

We know that domestic abuse has increased during the Coronavirus pandemic. There has also been cases in Newcastle where abusive partners or family members have taken the school meal vouchers to spend on themselves. If you have concerns about this and would like help and advice please contact NIDAS (Newcastle Integrated Domestic Abuse Service) to speak to someone in confidence. 24 hour helpline number: 0314 214 5501

Safety returning to School

A Return to Schools group has been working closely with schools, Health and Safety, Public Health, Unions, and the Council’s Education and Skills Team to make sure that risk reduction plans are in place in line with national guidance.

Transport

Work has been completed with transport providers. Public Health and schools to ensure that school transport follows national guidance to ensure travel to school is as safe as it can be. This includes the use of hand sanitiser, the cleaning of the vehicles, the use of face coverings and asking students to have the correct fare.

Handwashing

When the children and staff arrive at school they will be required to wash their hands either with soap and water or hand sanitiser for at least 20 seconds. Handwashing will also be encouraged throughout the day, especially after using the toilet, before and after meals or when hands look dirty.

Cleaning

The school will be fully cleaned every day and areas in the school that are frequently touched, such as door handles, will be cleaned through the day.

Social distancing

The school classrooms, might look a little different in September and this is so that social distancing can be followed. Where possible the 1m+ guidance will be followed. This will depend on the size of the child. National guidance will be followed.

Face coverings and masks

Face coverings and masks will not be used routinely in schools unless guidance changes. Other risk reduction measures such as social distancing, use of ‘bubbles’, hand washing and cleaning are the preferred management methods.

However, if there is a personal reason for a student to wear a face covering while at school this can be discussed to ensure the infection control guidance is followed.

Fantastic city support for children’s home learning

Organisations from across the city have come together to help support children’s home learning.

We have been working with government and partners to provide IT equipment to help children continue with their studies at home following the coronavirus outbreak. Laptops and broadband equipment have already been handed out to a number of pupils across the city who would not otherwise be able to take part in online learning at home. After a city-wide appeal was launched, people have been donating laptops and kits to help those who need it.

After a city-wide appeal was launched, people have been donating laptops and kits to help those who need it.

We want to thank everyone who has donated and has helped to make sure children can access high-quality education at home.

We will continue to distribute equipment during the summer holidays and children will have the use of the laptops as they continue their studies from September.
We have had a laser focus on helping the most vulnerable in the city.

- Processed 2,786 new claims for council tax reduction from working age people paying £2.2 million in addition to what we normally pay in council tax reduction.
- Agreed alternative payment arrangements for 63 households struggling to pay their council tax.
- We continue to support families who are struggling financially. If you need council tax or crisis support visit our website www.newcastle.gov.uk

Every one in...

Working seven a day we have managed to reduce rough sleeping by 85% during lockdown.

We responded to the Government’s request that all people at risk of sleeping rough should be offered somewhere safe to stay by 30 March 2020.

We used extra Government money to get people off the streets and into accommodation, helping the most vulnerable during the pandemic.

In all 263 people were accommodated in our 779 specialist housing rooms and a further 986 households were given somewhere to live by our Homes Newcastle from March 30 to June 30.

Over £16,000 of Government money has been added to the council’s money to commission services to tackle homelessness and we continue to work with Government officials to maintain low levels of rough sleeping with a view to ending it completely by 2022.

To inform the council about someone sleeping rough you can contact roughsleeping@newcastle.gov.uk or 0191 278 3899.

Support on your doorstep

Are you worried the pandemic has made your chances of getting a job even harder?

Then we may be able to help you.

Nearly 20 organisations across the city are taking part in the Community Led Local Development Programme (CLLD) and re-starting projects to help overcome barriers, get training, qualifications or a job.

Free career advice, qualifications, training, teamwork and leadership development programme 2014 - 2020.


European Union Structural and Investment Funds

For the safety of our staff and the public you must adhere to social distancing when attending to register a birth

- For safety reasons, only one parent who is married or in a civil partnership can be present at the register office.
- There is a maximum of two people who can attend a Register Office.
- For smaller ceremonies this is increased to four people.
- Services staff wanted to explore ways in which they could help them in their darkest hours.

All cemeteries in the city remain open but visitors must adhere to social distancing from people outside their household or support bubble.

The council offices at West Road Cemetery remain closed but the Book of Remembrance room has reopened at the Crematorium. There is extra cleaning between funerals.

To find out more, please visit our website www.northofyencestide.org.uk.
Help your NHS to help you

Coronavirus will be with us for a long time. We all need to use the NHS differently – but if you or your child need help, please don’t wait.

Please try our new tools
If you can, please download the NHS app from the App Store or Google Play, and use it to connect with your practice and advice services. You can use the app to book appointments, request medication and get advice using the ‘eConsult’ option. You can also use the eConsult form on your practice’s website, and you will receive a response the next working day. You can still contact your practice by phone if you can’t use the app or the online options. Practice websites also have lots of useful health information and explain more about using online services and repeat prescriptions.

Please help us to prevent Coronavirus
Many services are now telephone-based, with some using video - but if you need to be seen face-to-face, the NHS will arrange a safe way for this to happen. GP practices, pharmacies and hospitals all have strict infection control rules in place. Staff are wearing personal protective equipment (PPE) where appropriate, and following strict infection control procedures to protect everyone.

Do your bit
Please don’t just turn up - phone your practice first, or call NHS 111 when your practice is closed.

Visit www.111.nhs.uk - answer questions about your main symptom, find out where to get help, and be contacted by a nurse, if needed.

Wear a face covering if you attend any NHS service. This should cover your mouth and nose but allow you to breathe comfortably.

Wash your hands often, including when you arrive and leave, or use hand sanitiser if soap and water are not available.

Remember to stick to social distancing measures.

Come in alone, wherever possible.

Urgent Treatment Centres - Westgate and Molineux Urgent Treatment Centres are temporarily closed. For urgent treatment for non-Coronavirus issues, Ponteland Road Urgent Treatment Centre is open 8am to 10pm every day, at 169 Ponteland Road, NE5 3AE.

Please do not just turn up - visit www.111.nhs.uk or phone NHS 111, who will assess you and direct you to the right care for your needs (information correct as at 1 August 2020).

Dr Mark Dorman
Local GP
Newcastle Gateshead Clinical Commissioning Group

Please take care!

There’s a lot you can do to protect yourself, the people around you and the NHS:

- Try to keep physically active and watch your weight. Visit www.nhs.uk/live-well to find out more.

- If you’ve ever thought of stopping smoking, now is the time. Your practice or pharmacy can help.

- Screening programmes (like cervical screening) are restarting, and immunisations never stopped – please do attend if called.

- If you’re struggling with negative feelings, please do seek help. There is more information below right.

If you need help, don’t wait

- If you have Coronavirus symptoms like a persistent cough or high temperature, please stay at home and call 119 to arrange a test. You can also book a test by visiting www.nhs.uk and searching for ‘coronavirus test’.

- For any other medical needs, call your practice or when your practice is closed, call NHS 111. You can also get help through www.111.nhs.uk.

- We are worried that some people are not coming forward with things that might need urgent medical attention. If you have symptoms like passing blood, finding a lump or unexpected weight loss, please contact your practice.

Your mental health
Many of us are affected by mental health difficulties. This can be very painful, even though it may not be as visible as physical problems like a broken arm.

Need help now?
If you need urgent help right now, phone the Crisis Resolution and Home Treatment Service on 0191 814 8899. Lines are open 24 hours a day. If you or another person have been harmed or are at immediate risk, you may require an emergency response - call 999 and ask for the relevant service.

Who else can I talk to?
- Contact your GP.

- Call NHS 111 – open 24 hours a day, 365 days a year. They can tell you about crisis support services.

- If you are finding it difficult to cope, feeling low, anxious or stressed, worried, or not sleeping properly, contact Talking Helps Newcastle on 0191 282 6600 or visit www.talkinghelpsnewcastle.org.

- If you are feeling suicidal, phone the Samaritans on 116 123 or visit www.stopsuicidenenc.org.

Self-help guides
Also available is a wide range self-help guides in a range of formats at www.cntw.nhs.uk/selfhelp.
Housing: Keeping people and the economy moving

It’s never been clearer than during the current pandemic just how important it is to have a place to call home. Whether we live alone, with family or friends home, for most people, is a place we often take for granted.

But COVID-19 changed how many of us see our homes. No longer a place to relax at the end of a long day, home is now the workplace, the classroom and, for some, a place that we aren’t allowed to leave. It’s more important than ever that home is a place where we feel safe, comfortable and secure, and why Newcastle City Council is continuing to work hard to deliver a range of housing options to suit the diverse needs of all our residents.

When lockdown was introduced in March we took time to think about how we could continue delivering new homes, how we could support landlords and tenants in the private sector and how we help those who live in council homes. We couldn’t continue with business as usual because the safety of residents, staff and construction workers was the priority, but stopping everything wasn’t an option.

After a short pause to implement safety measures, ensure compliance with social distancing and put plans in place to support residents who were suddenly using their homes in very different ways we got back to work.

New homes were built, landlords and tenants struggling with the changes were supported and, together with Your Homes Newcastle, we helped thousands of residents to stay safe, comfortable and secure in their homes.

Here are just a few of the examples of what we’ve done to adapt to the new normal, to continue delivering services and how our housing plans will keep people and the economy moving.

Cllr Linda Hobson, Cabinet member for housing

Supporting YHN customers during Covid-19

<table>
<thead>
<tr>
<th>YHN customers during Covid-19*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>Vacancy</td>
</tr>
<tr>
<td>Non-tactical</td>
</tr>
<tr>
<td>Vacancies</td>
</tr>
<tr>
<td>Vacancy rate</td>
</tr>
<tr>
<td>Vacancy rate at time of writing</td>
</tr>
<tr>
<td>123</td>
</tr>
<tr>
<td>1,385</td>
</tr>
<tr>
<td>2,578</td>
</tr>
<tr>
<td>3,573</td>
</tr>
<tr>
<td>7,318</td>
</tr>
<tr>
<td>11,5% increase</td>
</tr>
<tr>
<td>£10,000</td>
</tr>
</tbody>
</table>

Operations:

- 10,000 customers
- 123 vacancies
- 3,573 vacancies at time of writing
- 1,385 non-tactical vacancies
- 11.5% increase in vacancies
- £10,000

Helping the private rented sector to keep moving

For landlords and tenants in the private rented sector COVID-19 was a difficult time with unforeseen challenges and financial worries.

Some tenants were worried that being furloughed would mean they couldn’t pay their rent and would face eviction. Others, especially those who were shielding or vulnerable, were concerned about how essential repairs could be carried out safely.

And landlords had many of the same worries. Concerned that they would lose their livelihood if tenants couldn’t pay or if a property was left empty for months to come, and, like their tenants, not sure how they would be able to carry out any essential repairs while keeping themselves and their tenants safe.

But throughout the pandemic the Private Rented Service Newcastle was on hand to advise on benefits, help people understand government guidance and to make sure everyone understood their rights and responsibilities. Despite a significant increase in queries the team have continued to work with landlords and tenants to prevent people losing their homes.

We helped people who needed to move home because friends and family who were shielding were no longer able to offer them a place to live, as well as helping people moving out of hostels and accommodating them to avoid a crisis to make sure everyone had a safe and secure place to live.

And we’re still here to support the private rented sector to get moving again in a way that is safe with advice on issues such as COVID secure viewings as well as all the services we usually provide.

So, whether you’re a landlord worried about letting a home that has been empty for a while or someone looking for a home in the private rented sector visit www.privaterentalservice.co.uk to see if we can help you to move.

New homes help city life to carry on

While the way we live may be changing the need for a range of affordable housing options in the city remains the same. Which is why, despite recent challenges, Newcastle City Council have carried on delivering new homes to meet the diverse needs of all our residents.

We’ve recently completed two similar developments in South Gosforth and Kenton Bar of high standard bungalows with on-site care for people living with learning disabilities and/or autism.

The schemes promote independent living by offering accessible accommodation with high levels of support at an affordable rent. We also completed a larger block of 15 self-contained apartments with on-site housing and care support in Walker.

In Elswick, older residents continue to move into a complex of 20 apartments that provide a modern and inclusive environment that is dementia-friendly. The apartments completed just before the lockdown are spacious and fully accessible and benefit from some communal facilities such as a laundry, landscaped gardens and communal lounge. Staff on site provide social support and care for those residents who require a little assistance to live independently in their new homes.

Further developments have seen the completion of other affordable homes for rent including 12 modern Tynedale flats on the Fawcett Hall estate whilst bungalow and more Tynedale flats shall soon complete for older people in Kenton.

All these new homes will be managed by Your Homes Newcastle providing housing and tenant support services. Whilst homes designed for specialist purposes are allocated through selection panels, all other new homes are available for application through Tyne and Wear Homes.

In Kenton, the first Rent to Buy scheme in the country offered by a local authority was marketed on our behalf by a local estate agent and was such a success that we received 120 applications for just 21 homes in less than 48 hours. Delivered with support from Homes England, these new, two, three and four bed homes offer first time buyers the chance to move into the housing market by renting at an affordable level whilst they save towards a mortgage.

The popularity of the scheme shows a clear demand in the city for this type of housing and may lead to further affordable open market housing offers in the future.

New homes help city life to carry on

We’ve recently completed two similar developments in South Gosforth and Kenton Bar of high standard bungalows with on-site care for people living with learning disabilities and/or autism. The schemes promote independent living by offering accessible accommodation with high levels of support at an affordable rent. We also completed a larger block of 15 self-contained apartments with on-site housing and care support in Walker.

In Elswick, older residents continue to move into a complex of 20 apartments that provide a modern and inclusive environment that is dementia-friendly. The apartments completed just before the lockdown are spacious and fully accessible and benefit from some communal facilities such as a laundry, landscaped gardens and communal lounge. Staff on site provide social support and care for those residents who require a little assistance to live independently in their new homes.

Further developments have seen the completion of other affordable homes for rent including 12 modern Tynedale flats on the Fawcett Hall estate whilst bungalow and more Tynedale flats shall soon complete for older people in Kenton.

All these new homes will be managed by Your Homes Newcastle providing housing and tenant support services. Whilst homes designed for specialist purposes are allocated through selection panels, all other new homes are available for application through Tyne and Wear Homes.

In Kenton, the first Rent to Buy scheme in the country offered by a local authority was marketed on our behalf by a local estate agent and was such a success that we received 120 applications for just 21 homes in less than 48 hours. Delivered with support from Homes England, these new, two, three and four bed homes offer first time buyers the chance to move into the housing market by renting at an affordable level whilst they save towards a mortgage.

The popularity of the scheme shows a clear demand in the city for this type of housing and may lead to further affordable open market housing offers in the future.

Visit www.newcastle.gov.uk/heatpumps for more information about what a heat pump is, how they work, since 1980.

Follow us on Twitter - @NewcastleCC

Find us on Facebook - www.facebook.com/newcastlecitycouncil
Visiting a Household Waste Recycling Centre

All three Household Waste Recycling Centres have re-opened following extensive consultation with others and following advice from the Department for Environment, Food and Rural Affairs (DEFRA).

Since reopening on May 11 our three sites at Brunswick, Byker and Walbottle have successfully reopened all of our recycling centres.

Clr John-Paul Stephenson, Cabinet member for Environment and Regulatory Services, said:

“We’ve also worked tirelessly to keep Newcastle clean, green and safe. And through great engagement with the licensed trade we have supported the reopening of businesses.

“I can only thank everyone – residents, businesses, and staff – for the way they have risen magnificently to the challenges of the pandemic and hope for your ongoing support as we adapt to the new world of living with COVID-19.”

Examples of even number plates:

- RL34 JGS
- VR27 A0
- Y952 GHD
- V952 GHD
- PRIV8 A0
- PRIV8 A3
- GL25 HJK
- GL25 HJK
- Y247 NJF
- PRIV8 A3
- PRIV8 A3
- RL34 JGS

Since reopening on May 11 our three sites at Brunswick, Byker and Walbottle have seen high demand, with residents regularly waiting for an hour or more to dispose of their rubbish.

Now, from Monday August 3, while maintaining all the other new rules that are in place to ensure the health of staff and the public, entry to the ‘tips’ will be linked to the date and the last number of your vehicle registration.

To make the new system as easy as possible to understand cars with an odd last number (that is 1, 3, 5, 7 or 9) will be able to visit on odd numbered days, for example the 1st, 3rd, 15th or 27th of the month.

Residents with cars with even numbered plates – that’s those ending in 0, 2, 4, 6 or 8 – can visit on even numbered days, eg the 2nd, 4th, 16th or 30th.

This system is already in place in neighbouring council areas and has seen the queues to enter HWRCs cut in half, saving visitors time and improving the flow of vehicles.

While changing when residents can visit recycling centres, all the other rules that were introduced to manage demand and enforce social distancing will remain in place.

These include:

- All non-Newcastle residents will be turned away.
- Visitors will have to show both a passport or other photo ID and a recent council tax or utility bill to be allowed in.
- A photocard driving licence with appropriate address is acceptable as evidence.
- Traffic management will be in place both outside and inside sites.

Valid registration cards and the last number of your vehicle will be needed to enter the ‘tips’.

More and more families in Newcastle are struggling to feed themselves – we don’t have the country’s biggest foodbank in the West End by chance.

The impact of the pandemic has shown a light on food insecurity, but thankfully it was the problem the city identified just days into lockdown.

Dozens of organisations in the voluntary sector and community sector; supermarkets, businesses and schools have risen to the challenge to give tonnes of food where it was most needed.

With Connected Voice, the council set up CityLife Line and ensured thousands of people received food through the voluntary and community sector (VCS) and emergency support.

To get a clearer picture of what was happening, we asked the VCS of their experiences from March to the end of May.

We learned:

- More than a third experienced an increase in demand for food and 25% said it went up week on week since the end of March
- In total 2,960 households and 17,220 individuals received support
- 42% of organisations lowered their eligibility criteria in order to help those struggling

Supporting homelessness during the pandemic

Throughout the coronavirus pandemic, we have been working closely with partners and volunteer groups to protect homeless and vulnerable residents to provide accommodation and reduce the risk of spreading the virus.

We value those relationships and want to build on them further to find the best way of supporting those who end up on our streets. We want to avoid returning to the way it was before lockdown as from a Public Health perspective it would be high risk to do so. We have all learned lessons and shown we can do things differently to ensure those who need hot meals and other support are able to get it without necessarily gathering in groups on our streets.

As a council and a city we are committed to ending rough sleeping in Newcastle and will continue to work with partners to provide personalised advice and support for those in need and will continue to work collaboratively to achieve the best outcomes for the people they are supporting.

The response to the crisis was as vast as it was massive. More than £650,000 was donated by businesses and individuals to CityLife Line to buy food and smaller organisations teamed up with the bigger food providers such as FareShare North East and the Newcastle West End Food Bank to pool their volunteers and delivery vehicles.

Although the first wave of coronavirus is now easing, the threat of a second wave in winter leaves no room for complacency. Hard-up families and individuals still receive food parcels and school meals vouchers for children during the holidays.

We continue to learn from the city’s response with a view to putting temporary arrangements onto a more permanent footing as the problem of food insecurity shows no sign of going away.

Morley and more families in Newcastle are struggling to feed themselves – we don’t have the country’s biggest foodbank in the West End by chance.

The impact of the pandemic has shown a light on food insecurity, but thankfully it was the problem the city identified just days into lockdown.

Dozens of organisations in the voluntary sector and community sector; supermarkets, businesses and schools have risen to the challenge to give tonnes of food where it was most needed.

With Connected Voice, the council set up CityLife Line and ensured thousands of people received food through the voluntary and community sector (VCS) and emergency support.

To get a clearer picture of what was happening, we asked the VCS of their experiences from March to the end of May.

We learned:

- More than a third experienced an increase in demand for food and 25% said it went up week on week since the end of March
- In total 2,960 households and 17,220 individuals received support
- 42% of organisations lowered their eligibility criteria in order to help those struggling

Examples of even number plates:

- RL34 JGS
- V952 GHD
- GL25 HJK
- Y247 NJF
- PRIV8 A3
- RL34 JGS

Visiting a Household Waste Recycling Centre

All three Household Waste Recycling Centres have re-opened following extensive consultation with others and following advice from the Department for Environment, Food and Rural Affairs (DEFRA).

Since reopening on May 11 our three sites at Brunswick, Byker and Walbottle have seen high demand, with residents regularly waiting for an hour or more to dispose of their rubbish.

Now, from Monday August 3, while maintaining all the other new rules that are in place to ensure the health of staff and the public, entry to the ‘tips’ will be linked to the date and the last number of your vehicle registration.

To make the new system as easy as possible to understand cars with an odd last number (that is 1, 3, 5, 7 or 9) will be able to visit on odd numbered days, for example the 1st, 3rd, 15th or 27th of the month.

Residents with cars with even numbered plates – that’s those ending in 0, 2, 4, 6 or 8 – can visit on even numbered days, eg the 2nd, 4th, 16th or 30th.

This system is already in place in neighbouring council areas and has seen the queues to enter HWRCs cut in half, saving visitors time and improving the flow of vehicles.

While changing when residents can visit recycling centres, all the other rules that were introduced to manage demand and enforce social distancing will remain in place.

These include:

- All non-Newcastle residents will be turned away.
- Visitors will have to show both a passport or other photo ID and a recent council tax or utility bill to be allowed in.
- A photocard driving licence with appropriate address is acceptable as evidence.
- Traffic management will be in place both outside and inside sites.

Valid registration cards and the last number of your vehicle will be needed to enter the ‘tips’.

More and more families in Newcastle are struggling to feed themselves – we don’t have the country’s biggest foodbank in the West End by chance.

The impact of the pandemic has shown a light on food insecurity, but thankfully it was the problem the city identified just days into lockdown.

Dozens of organisations in the voluntary sector and community sector; supermarkets, businesses and schools have risen to the challenge to give tonnes of food where it was most needed.

With Connected Voice, the council set up CityLife Line and ensured thousands of people received food through the voluntary and community sector (VCS) and emergency support.

To get a clearer picture of what was happening, we asked the VCS of their experiences from March to the end of May.

We learned:

- More than a third experienced an increase in demand for food and 25% said it went up week on week since the end of March
- In total 2,960 households and 17,220 individuals received support
- 42% of organisations lowered their eligibility criteria in order to help those struggling
I’m getting a test now.

For you.

If you have symptoms, don’t leave home except to get a test. Stop the spread.

Book a test now at nhs.uk/coronavirus or call 119

Protect yourself - Protect your community - Protect our city

Newcastle City Council and our partners across the city have a plan to prevent further outbreaks, control any confirmed cases in Newcastle and to help our communities, businesses and residents recover from COVID-19. Visit www.newcastle.gov.uk/coronavirus for more information.