



South Tyneside Council

item 2

Hebburn Community Area Forum
13th July 2026

Hebburn Community Area Forum Minutes

1 June 2026

Present: Councillors: Elsander (Chair), Heywood, Jones, Richardson, M Smith, Stead, Sybenga.

Siobhan Duggan (Business Representative)

Merrik Robertson (Community and Place Development Co-ordinator), Dave Heron (Northumbria Police), Donald Wade (ASB and Neighbourhood Crime Co-Ordinator), Sandra McGurk (Community Safety and Tenancy Enforcement Manager), Thomas Martin (Housing Manager Hebburn), Emma Purvis (Senior Democracy Support Officer) & Leah Stafford (Democracy Support Officer)

There were 39 members of the public

1. Declarations of Interest

There were no declarations of interest.

2. Minutes of the meeting held on 16th February 2026

There was no member present from the previous meeting to agree the minutes.

Agreed: That the minutes of meeting held on 16th February 2026 be noted.

3. Community Partners Report

Fire and Rescue Service

Jonathan Ramanayake, Tyne and Wear Fire and Rescue Service, delivered a report covering the April period, cross referenced with the same period last year. The report included the following information:

Incidents – April 2026

Type of Incident	2025	2026
Deliberate Primary Fires (excluding Road Vehicles)	0	0
Deliberate Primary Road vehicle Fires	0	0
Deliberate Secondary Fires	20	9
All Deliberate Fires	20	9

Incidents – Ward Breakdown of deliberate fires

Ward	2026
Hebburn North	6
Hebburn South	1
Monkton	2

Hebburn – 0191 444 1321

South Shields – 0191 444 1821

Prevention and education department – 0191 444 150

A member of the public queried whether it was worthwhile reporting small fires in parks, such as those set by youths which would typically burn out on their own. The Officer advised that all fires, regardless of size or perceived severity, should be reported. He explained that awareness of recurring incidents and hotspot locations enabled the Fire Service to deploy resources more effectively.

A Member further enquired whether this advice extended to garden fires. The Officer confirmed that the same principle applied, reiterating the importance of identifying hotspot areas.

A member of the public commended Tyne and Wear Fire and Rescue Service for achieving national recognition as the best in the country for two consecutive years. The Forum expressed its appreciation with a round of applause, and the Officer confirmed that he would pass on these commendations to his colleagues.

A member of the public asked whether fires that had already been extinguished should still be reported. The Officer advised that, in the case of small fires still burning, individuals should contact 999. However, for fires that had already been put out, he recommended reporting via the FireStoppers number (0800 169 5558).

A member of the public queried how fires started by youths could be prevented. The Officer responded that school-based engagement and education initiatives generally had the greatest impact. He added that where specific individuals were identified as being responsible for setting fires, targeted interventions would be undertaken.

Nexus

A Stakeholder Relations Officer for Nexus was unable to attend the meeting and submitted their apologies. Officers shared the following update on their behalf.

Due to significant diary commitments, including the Radio 1 Big Weekend, an in-person event in South Tyneside, and annual leave, Nexus had been unable to attend in person given the number of hours worked over the current and forthcoming week.

It was noted that Nexus continued to provide cover whilst a colleague was on maternity leave. Attendance at meetings would therefore be limited to matters of urgency, with written updates provided where appropriate. Members and members of the public were asked to submit any concerns to Nexus in advance of meetings to enable them to be addressed promptly.

It was further noted that issues relating to Tyne and Wear Metro services and/or stations, the Shields Ferry, secured bus services (such as scholars or works specials), or shelters and stations fell under the remit of Nexus. Matters relating to commercial bus services operated by Go North East or Stagecoach should be directed to the relevant operator, although Nexus could assist in identifying the appropriate contact where required.

Weekly updates were being shared with all Members regarding overnight works on the Metro network that may impact residents living or working lineside. Support in sharing this information with residents was welcomed. It was reported that there were limited updates for the current meeting.

Updates provided included:

Metro:

- Emergency engineering works in North Tyneside had resulted in buses replacing Metro services between South Gosforth and Shiremoor. Services were scheduled to resume as normal on Friday 29 May.
- Travel advice had been issued for customers attending the Take That concert at the Stadium of Light, with further information available via the Nexus website.
- Due to Network Rail engineering works, no trains had operated between South Hylton and Pelaw until 11.30am on Sunday 31 May. A 901 bus replacement service had been in operation, with further details available via the Nexus website.

Bus:

- It was reported that, following funding from the Bus Service Improvement Plan (BSIP), a programme of bus shelter improvements was planned for South Tyneside. This would see 71 new and/or improved shelters delivered across the area, to be implemented on a phased basis between May 2026 and March 2027.
-

Ferry:

- It was reported that the Shields Ferry had been operating a temporary timetable from Monday 25 May due to crew sickness. The revised timetable meant that, Monday to Saturday, the first crossing from South Shields had commenced at 7.15am instead of 6.45am, and the last crossing from North Shields had been at 6.30pm.
- The later crossings on Thursdays, Fridays and Saturdays, when services would usually operate until 10.50pm, had not been running until further notice. It was noted that the priority had been to protect the core service at peak times and avoid short-notice service suspensions.

Northumbria Police

The Committee received a report from Northumbria Police providing an update on incidents, crime and anti-social behaviour within the Hebburn area for the period 05 April to 30 May 2026.

Members were advised that there had been a total of 694 incidents recorded during the reporting period, representing a decrease when compared with 746 incidents in the same period in 2025 and 727 incidents in the previous reporting period. It was noted, however, that incident levels were expected to rise slightly over the summer months in line with seasonal trends.

The Committee noted that 214 crimes had been recorded during the period, showing a reduction from both the same period in 2025 (291) and the previous reporting period (268). The most prevalent offence categories were violence against the person (with and without injury), criminal damage, theft and handling, burglary, public disorder and sexual offences.

Members were informed that crime was spread widely across the Hebburn area with limited clustering. However, it was highlighted that Shinwell Court had recorded six offences linked to a repeat victim, and Hebburn Town Centre had recorded 14 offences, including theft and violent incidents.

In relation to burglary, Members noted that there had been 10 residential burglaries and one business burglary during the period. It was reported that three offences occurring over a two-day period were believed to be linked, and that proactive plain-clothes patrols had been undertaken to prevent further incidents.

The Committee was advised that vehicle crime had increased slightly, with eight offences recorded, including theft of motor vehicles, vehicle interference and theft from motor vehicles. Some repeat locations had been identified, although offences were not concentrated within a short timeframe.

Members noted that two hate crimes had been recorded during the period, both racially motivated and involving separate victims.

The Committee was informed that anti-social behaviour had increased, with 57 incidents recorded, with the most common issues being motorcycle

disorder, neighbour disputes and nuisance behaviour. It was recognised that this increase was typical for the time of year.

Members heard that Neighbourhood Policing Teams continued to carry out targeted patrols in hotspot areas and were working in partnership with South Tyneside Council and Community Responder Teams. This included joint visits to address neighbour disputes and enforcement action where necessary.

A Member asked whether one crime was recorded where multiple offences had occurred in a single incident. The Officer advised that each individual offence would be recorded.

The Officer advised that targets were utilised tactically and used to push resources towards areas of most harm.

Members of the public raised concerns around motor and E-bikes riding off road in public places.

Donald Wade – Anti Social Behaviour Update

Don Wade, ASB Coordinator, gave the following update to the CAF.

Ward	24/25	25/26	Change	%	Ward position
Hebburn N	152	90	-62	-40%	16
Hebburn S	136	160	+24	+17%	7
Monkton	126	105	-21	-16%	11
Overall	414	355	-59	-14%	n/a

The Officer noted that enquiries were ongoing to establish the reasons for the rise in ASB in Hebburn South.

Recent multi agency action to tackle identified issues such as:

- Suffolk Road (April 2026). Eviction of South Tyneside Council resident for repeat ASB and crime. This was brought to attention at Hebburn CAF October 2025;
- Begonia Close (May 2026). Eviction of South Tyneside Council resident for repeat ASB against neighbours;
- Ushaw Road (May 2026). South Tyneside Council secured at court an extension of a partial closure order at an address linked to ASB until 9th August 2026.

South Tyneside Council was in the process of taking court action against two Hebburn premises linked to the supply of illegal vapes. A recent article in the South Shields Gazette (May 2026) highlighted that £10,000 worth of illegal

vapes had been seized by Police and Trading Standards in Hebburn and Jarrow.

Acting on information supplied by local residents, who were concerned about the supply of illegal vapes in Hebburn, Police executed a search warrant at an address in Gateshead. This led to the arrest of a male and the recovery of illegal vapes. Further enquiries were ongoing, and the male had been released on conditional bail, with STC staff working alongside Police colleagues to enforce the conditions.

A Member queried what action could be taken against adults and youths who had committed anti-social behaviour but were not Council tenants. The Officer confirmed that registered social landlords shared information and cases, and worked with Police and Wardens to take appropriate action.

A Member asked whether ASB should be reported to the Police or the Council. The Officer explained that it was a combination of both, as they worked alongside each other.

A Member queried whether the motorbikes involved in ASB were illegal. The Officer stated that it was against tenancy conditions to store such motorbikes at a property. Prior to Christmas, 30 warnings had been issued across the Borough in relation to these bikes. The Officer added that action could also be taken in private tenancies, with information being key, and advised that any information should be sent to asb@southtyneside.gov.uk.

A Member queried where it was best to report youths who were street drinking or using drugs in back lanes. The Officer stated that this should be reported to the Police and Wardens; however, the Community Responder Team, who had body cameras, could also attend and act as witnesses if required.

A member of the public asked whether illegal vapes were those containing drugs and how these were tested. The Officer explained that vapes found in schools could be sent off for testing, working through Safer Schools, with Hebburn, Jarrow and Boldon being very proactive. An Officer from Northumbria Police added that he attended Hebburn Comprehensive to collect seized vapes, which were then sent for testing.

Members of the public raised concerns about fly-tipping hotspots in the area, and the Officer advised that this would be actioned.

A Member of the public asked what happened if an underage person committed crime or ASB. The Officer explained that the age of criminal responsibility was 10. Each case was considered on its own merits; however, the most common actions were tenancy demotion and, if behaviour continued, eviction.

A member of the public added to the previous question, asking what would happen in a private tenancy. The Officer stated that the process would begin with a warning, followed by a notice, and could then progress to court action.

Ignoring or breaching a notice was a criminal offence and could lead to geographical exclusion.

A member of the public commented from a fire safety perspective, asking whether metal inserts could be added to public bins to prevent plastic bins from being set alight. A Member responded that steel bins were due to replace the current ones imminently, adding that while they were not fireproof, they would be more durable than plastic.

Sandra McGurk – Community Safety and Tenancy Enforcement Update

The Committee received a report from the Community Safety and Tenancy Enforcement Manager on performance for Quarter 4 of 2025/26. The report outlined the number and type of cases managed by the service. Due to the transition to a new case management system, comparison data with previous years was not available. The majority of cases continued to relate to South Tyneside Council properties and were categorised as either urgent or standard.

The main categories of cases remained consistent, with the highest levels relating to noise, harassment and intimidation, and violence. It was noted that some additional categories had been introduced to reflect emerging case types. A total of seven hate crimes were recorded across 2025/26, with none reported during Quarter 4.

A number of full and partial closure orders had been granted throughout the year to address issues linked to drug and alcohol use, criminal behaviour and exploitation, helping to protect residents and the wider community.

The report noted that an updated Anti-Social Behaviour Policy had been approved by Cabinet in January 2026. The revised policy provided a clearer definition of anti-social behaviour and set out an approach focused on prevention, early intervention, support for victims and proportionate enforcement. The review cycle had been extended to three years in line with other policies.

It was reported that an internal audit of the service had been completed, with findings to be presented as part of the Quarter 1 2026/27 performance report. Ongoing training was being delivered to staff to support accurate case recording, alongside additional sessions to reflect legislative changes introduced through the Crime and Policing Act 2026.

Communications activity had continued, including the use of social media and community engagement to raise awareness of anti-social behaviour and highlight enforcement outcomes, including court orders, injunctions and closure orders.

Emerging issues included difficulties in gaining access to properties for essential safety and compliance works, which had led to legal action in some cases. Work was ongoing with partner agencies to address youth disorder and street drinking within town centres.

The Committee also noted an increase in complex cases involving mental health, drug and alcohol issues. A trauma-informed approach was being adopted, supported by closer partnership working and an increase in multi-disciplinary meetings to ensure appropriate interventions were in place.

Agreed: That the contents of the reports be noted.

4. Community Area Funding Report 2025/26

Merrik Robertson, Community and Place Development Co-ordinator, presented the report.

The approved CAF budget for 2026/27 was £1,050 million. The funding allocated to East Shields and Whitburn Community Area Forum for 2026/2027 was £221,826 which comprised:

- Environmental Capital Funding £ 83,333
- Housing Capital Funding £64,803
- Local Neighbourhood Scheme £25,000

Members were asked to consider whether the funding should be split equally amongst wards or based on the number of council houses in each ward. Details of both options were provided. A vote was taken and the majority of Members agreed that the Housing Capital Scheme be split by the number of council houses per ward.

A Member commented that there had been a significant reduction in CAF funding for this year. The Officer confirmed that the funding across all CAFs had been reduced from £1.5 million to just over £1 million. However, the Officer assured that the money would make a big difference through various schemes.

Agreed: That the Housing Capital Scheme be split by the number of council houses in each ward.

5. CAF Management Report

Submitted: Report of CAF Management Team

Merrik Robertson, Community Area Forum Manager, presented the report which provided Members with an update on CAF funded schemes and activity undertaken by the CAF Management Team.

Members were informed that a number of Environmental Capital and Housing Capital schemes approved by the Forum remained ongoing, with further detail and updates provided in Appendix A. The report also included information on projects that had not been completed at the time of the previous meeting.

It was noted that Merrik Robertson would continue in his role as CAF Manager, supported by Caroline Johnson. The role included working closely with ward Members to develop and progress current and future CAF schemes through to approval and supporting the planning process for 2026/2027.

The Forum was advised that work was ongoing to review expenditure and ensure that CAF funding was allocated as effectively as possible, with a focus on progressing schemes in a timely manner.

The report usually contained a regular update from StreetScene; however, it was suggested that StreetScene attend the next CAF meeting to give an overview of their work for the benefit of new Members.

A member of the public asked why the jetty in Hebburn had been cordoned off. The Officer advised that Streetscene could give an update on this when they attend the next meeting.

Members of the public also commented on grass cutting as they felt the job had not been done to a good standard. They asked why the grass cuttings were left behind and it was confirmed that this was not part of the grass cutting contract due to budgetary pressures. A Member of the public suggested that the Riverside Park could be left uncut for a time to make the habitat more friendly to pollinators.

A member of the public also asked if Streetscene were responsible for maintain art installations. The Officer suggested that it could be within the remit of a community group, but they would double check.

Agreed: That the report be noted.

6. South Tyneside Housing Service Quarterly Report

The Committee received a report outlining the performance of South Tyneside Housing Services for Quarter 4 of 2025/26, including a local update for Hebburn. The report provided an overview of performance across key service areas, including asset management, property services, housing management, customer service and housing solutions.

It was reported that capital expenditure at year end was slightly below target due to changes in project delivery timelines, including delays associated with consultation, design work and regulatory approvals.

Performance in relation to repairs remained strong, with both emergency and non-emergency repairs completed within target timescales and performing above benchmark levels. The proportion of repairs completed right first time and the number of missed appointments were also within target.

Compliance across all areas, including gas, fire, asbestos, water and lift safety, remained at 100%. In relation to housing management, anti-social

behaviour case levels remained within target overall, although cases involving hate crime were above target. Ongoing partnership working with Police and other services had supported positive outcomes across the year. A structured programme of “Behind the Door” visits had been implemented, with performance in Hebburn exceeding its annual target.

Income collection performance improved across the year, exceeding target and performing above the previous year despite wider economic pressures. Rent arrears in Hebburn were within target at year end, reflecting continued focus on early intervention and tenant support.

Customer service performance was strong, with a high proportion of calls resolved at first point of contact and a reduction in abandoned calls. Complaint handling also performed well, with response times for both Stage 1 and Stage 2 complaints exceeding targets. Stage 2 complaints achieved full compliance, and improvements were noted in Stage 1 performance.

Financial wellbeing support delivered significant outcomes for residents, with total financial gains for Hebburn exceeding £2 million for the year, including support linked to the transition to Universal Credit.

In relation to housing options, homelessness prevention performance improved significantly, exceeding target despite increased demand. A higher proportion of cases were prevented from becoming homeless through early intervention and partnership working. The number of active housing applications remained high, with ongoing work to ensure records were current and accurate.

Void performance showed continued improvement, with a reduction in the number of empty properties. Work was ongoing to review the Allocations Policy to support fair and effective use of housing stock.

Performance within Health and Housing remained strong, with timely assessments and a high level of tenancy sustainment following support. The service continued to support customers with complex needs through joint working with partners.

The Housing Plus service continued to provide daily wellbeing calls and support to residents, with all required safety checks carried out.

A member of the public noted the high demand for Council housing with 4,000 applicants across the Borough and only 14 available properties in Hebburn. The Officer advised that the Right to Buy scheme had had an impact. It was also queried why some properties were left empty for a significant period and the Officer commented that in the event of a death it may be that the family would not allow access in the first instance or the property may need work done to bring it up to standard.

A member of the public asked how many people were left living in Durham Court. The Officer confirmed that rehousing was going well and officers were working through the list of remaining tenants.

A member of the public noted that getting behind the doors had been a massive improvement in service.

Agreed: That the report be noted.

7. CAF Management Team End of Year Review

A presentation was provided outlining the some of the schemes which had been completed using CAF funding, with the help of the CAF Management Team, over the last year.

Members were advised that during 2025/2026 the Team had facilitated over 150 ward meetings and site visits and attended 80 CAF and CAF business meetings. In total, 205 CAF schemes had been developed, with 128 taken through to approval, alongside 133 Local Neighbourhood Scheme applications processed.

It was noted that scheme development was Member-led, with officers working closely with ward Members and residents through site visits, gathering feedback and identifying local issues which informed project development across all wards. Images of some of the completed CAF schemes had been included for each ward.

Positive feedback from residents and community groups was noted, particularly in relation to environmental improvements, housing upgrades and projects supported through CAF funding, which had contributed to improved safety, parking, and community facilities.

A Member asked whether schemes focusing on houses in a specific street only worked on Council houses. This was confirmed to be the case as the Housing Capital Scheme could only be spent on Council properties. They advised that in the past some private residents had spoken to contractors working on the street and been able to get the same work done for a discounted price.

A member of the public suggested that CAF funding could be used to add a crossing to the road near Hebburn Quarry.

8. Hebburn Newtown Updates

Siobhan Duggan (Business Representative), gave a verbal update about the Hebburn Newtown and the local business sector. Local businesses had continued to meet with Council representatives to help tackle ASB in the Town's shopping centre. It was reported that there had been a reduction in

ASB and the installation of new CCTV cameras now allowed for 360 degree rotation.

New businesses had also opened within the shopping centre, including Silly Goose, Lishman's Bakery and a new nail bar. Members and the public were encouraged to support local businesses by sharing things on social media and making recommendations to friends and family.

Volunteer groups had also been working on nature discovery sessions which included foraging and bird watching, which had been popular. The Pride in Hebburn event was also coming up and had been very successful when ran for the first time last year, with 500 people in attendance.

Agreed: That the update be noted.

9. Work Programme for the Forum

Submitted: Report of the Director of Governance and Corporate Affairs

This report presented the Work Programme for 2026-27 which outlined standard reports and detailed proposed topics for the year.

Agreed: That the work programme be approved as presented.

10. Chair's Urgent Items

There were no Chair's urgent items.

11. Date and Time of Next Meeting

It was agreed that the next meeting of the Forum would be held on Monday 13th July 2026 at 5:00pm.

The Democracy Support Officer explained that the Forum needed to make a decision to determine the CAF meeting times for the 2026/27 municipal year. In accordance with the Council's constitution, at least 50% of the meetings needed to be in the evening.

Members agreed that the next meeting would be at 5pm, however they would determine the remaining times at the next CAF meeting.
