



North Tyneside Council

Cabinet

11 May 2023

Monday, 22 May 2023, The Chamber, Quadrant, The Silverlink North, Cobalt Business Park, North Tyneside, NE27 0BY **commencing at 5.00 pm.**

Agenda Item

Page(s)

1. **Apologies for Absence**

To receive apologies for absence from the meeting.

2. **To Receive any Declarations of Interest and Notification of any Dispensations Granted**

You are invited to **declare** any registerable and/or non-registerable interests in matters appearing on the agenda, and the nature of that interest.

You are also invited to **disclose** any dispensation in relation to any registerable and/or non-registerable interests that have been granted to you in respect of any matters appearing on the agenda.

Please complete the Declarations of Interests card available at the meeting and return it to the Democratic Services Officer before leaving the meeting.

If you need us to do anything differently (reasonable adjustments) to help you access our services, including providing this information in another language or format, please contact democraticsupport@northtyneside.gov.uk.

Agenda Item	Page(s)
3. Minutes	7 – 24
To confirm the minutes of the meeting held on the 27 March 2023.	
4. Report of the Young Mayor	
To receive a verbal report on the latest activities of the Young Mayor and Young Cabinet.	
5. Review of Part of North Tyneside Council's Hackney Carriage and Private Hire Licensing Policy	25 – 136
To consider the proposed revised vehicle standards options of the Hackney Carriage and Private Hire Licensing Policy; and seek approval to commence a process of public consultation on the age standards for the licensed vehicles section.	
6. Approval of the Better Care Fund Plan 2023–25 and Authorisation to Enter Section 75 Partnership Agreement – Better Care Fund	137 – 188
To seek approval for the draft Better Care Fund Plan for 2023–25; and authorisation to enter into a partnership agreement under section 75 of the National Health Service Act 2006, following appropriate consultation.	
7. Public Spaces Protection Orders	189 – 216
To seek approval to the commencement of a 4-week consultation exercise on the proposed extension of Public Spaces Protection Orders.	
8. Connecting Communities – A Strategy for Community Hubs and Libraries	217 – 250
To seek approval to the 'Connecting Communities – A	

Strategy for Community Hubs and Libraries' appended to the report.

9. **A Cultural Plan for North Tyneside 2023-2030** **251 – 280**

To seek approval to create the A Cultural Plan for North Tyneside 2023-2030 as appended to the report.

10. **An Ambition for Wallsend** **281 – 356**

To consider the progress made in delivering the Wallsend Town Centre Masterplan since November 2022; and to seek approval for the proposed amendments to the projects within the draft Masterplan attached to the report.

11. **Exclusion Resolution**

This is to give further notice in accordance with paragraphs 5(4) and 5(5) of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 of the intention to consider items 12 and 13 below in private.

Cabinet is requested to consider passing the following resolution:

Resolved that under Section 100A (4) of the Local Government Act 1972 (as amended) and having applied a public interest test as defined in Part 3 of Schedule 12A of the Act, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Act.

Reasons for taking the items 12 and 13 in private: the reports contain information relating to the financial or

business affairs of any particular person (including the authority holding the information).

12. **North Tyneside Trading Company – Strategic Business Plan 2023–2027** **357 – 412**

To seek approval for the North Tyneside Trading Company – Strategic Business Plan 2023–2027.

13. **Corporate Risk Management Summary Report** **413 – 502**

To consider the latest review of key corporate risks undertaken by the Senior Leadership Team.

14. **Date and Time of Next Meeting**

Monday 26 June at 6.00pm.

Circulation overleaf ...

Circulated to Members of Cabinet: -

N Redfearn (Elected Mayor)
Councillor C Johnson (Deputy Mayor)
Councillor C Burdis
Councillor K Clark
Councillor S Graham
Councillor J Harrison
Councillor H Johnson
Councillor A McMullen
Councillor S Phillips

**Young and Older People's Representatives and Partners of
North Tyneside Council.**

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Cabinet

Monday, 27 March 2023

Present: Dame N Redfearn DBE (Elected Mayor) (in the Chair)
Councillors C Johnson, C Burdis, K Clark, S Graham,
J Harrison, H Johnson, S Phillips and M Rankin

In Attendance: C Quinn (Young Mayor)
K Goldfinch (Business Representative)
D McNally (Age UK, North Tyneside)
R Layton (North Tyneside Joint Trades Union Committee)

Apologies: V Smith (Voluntary and Community Sector)

CAB106/23 Declarations of Interest and Notification of any Dispensations Granted

Councillor K Clark declared a non-registerable personal interest in agenda Item 5: 2022-23 Financial Management Report to 31 January 2023 (CAB109/23), and agenda Item 7: Our North Tyneside Plan 2021-2025 Performance Report (CAB111/23), as she was a Director and Employee at Justice Prince CIC (Working Roots), which had contracts with North Tyneside Council funded to deliver community-based programmes.

CAB107/23 Minutes

Resolved that the Minutes of the previous meetings held on 20 February 2023 be confirmed and signed by the Chair.

CAB108/23 Report of the Young Mayor

In his announcements, the new Young Mayor of North Tyneside, Cameron Quinn, referred to his pledge which was “To ensure that every young person in North Tyneside has the best possible start in life by creating a safe diverse and nurturing environment.”

He also referred to the newly elected Member of Youth Parliament (MYP), Sharon Zeng, and her pledge was “To raise awareness about the importance of financial education in schools and informing students about their financial choices and career choices.”

The Young Mayor then reported on the following activities in which he and Young Cabinet Members and/or Youth Councilors had been involved:

- Young Cabinet Members and Youth Councillors had been working together to achieve their plans and would be working on topics in the various committees.
- The Young People would continue with the Ready for Life Committee focusing on creating financial lesson plans to support students learning, the Emotional Wellbeing and Mental Health Committee would continue with their focus on reviewing and circulating useful resources to young people.
- The Environment Committee would continue with the monthly Swap Shops in North Shields Customer First Centre and develop projects around cooking on a budget with tips about reducing waste and saving resources. The Committee would also be

supporting the Young Mayor to develop an allotment or small garden project in schools which would link well to the Eco School award.

- A new Community Safety Committee had been created to focus on issues affecting young people. The Equality and Diversity Committee would continue to focus on accessible places and activities which was the pledge of former Youth Councillor and MYP candidate Daniel Taylor.
- The final amount collected from last year's Youth Council fund raising from North Tyneside Together was £723.67p, which was presented to 'Walking With' at the last Youth Council meeting. A new charity to fundraise in 2023-24 would be agreed at the next Youth Council meeting, which would be connected to Daniel Taylor's legacy.
- Preparations were being made for this year's Young People's Conference on Thursday 30 March 2023. 120 participants were expected from 10 schools across the borough with workshops on what it meant to be Ready for Life, and to explore what the barriers were to young people accessing places and activities. There would be an opportunity for decision makers to attend an event planned for the 8 June at North Tyneside Council's offices at Quadrant, to hear first-hand from young people what the issues were connected to these two topics.

The Elected Mayor welcomed the new Young Mayor to his first Cabinet meeting and thanked him for the update; she along with her Cabinet and the Authority's partner representatives looked forward to working with him and the young people on future projects.

CAB109/23 2022-23 Financial Management Report to 31 January 2023

Cabinet considered the fifth monitoring report outlining the 2022/23 financial position. It provided an indication of the expected revenue and capital financial position of the Authority as at 31 March 2023.

The report covered the forecast outturn of the Authority's General Fund and Housing Revenue Account (HRA) revenue budget including management mitigations where issues had been identified; the delivery of 2022/23 approved budget savings plans; and an update on the Capital Investment Plan, including details of variations and reprogramming, that was recommended for approval.

The Budget for 2022/23 was approved by full Council at its meeting on the 17 February 2022. The net General Fund revenue budget was set at £163.512m, which included £7.257m of savings to be achieved in year.

The Authority's finances were complex in any year given the range of services that were delivered; the picture this financial year was even more volatile given the national and global economic challenges. At a Service level, before the application of planned contingencies and central funding, the gross pressure would be £22.872m. However, the budget for the year included contingencies of £6.752m and other central funding of £1.006m. As a result, the total forecast year-end pressure for the General Fund reduced to £15.114m. Table 1 sets out the initial variation summary across the General Fund, with a detailed commentary of variances included in Annex 1.

Included within the position for Central Items is £6.752m of contingencies. Whilst held in Central Items, its use was identified as: £3.116m to offset the pressures in Children's

Social Care; £1.301m was supporting the under achievement of savings targets; and £2.325m to support the inflationary pressures being faced by the Authority. In September's report, a £0.316m saving was included reflecting the part year reversal of the national insurance increase along with a £4.927m of Minimum Revenue Provision (MRP) savings following the conclusion of External Audit work into the methodology change; these items remained in the forecasts. In 2021/22 these savings were set aside in a new MRP reserve, which remained on the balance sheet, but it was likely that the in-year saving would be required to support the bottom-line position in 2022/23, so was currently included in the forecast position. Since the last report to Cabinet, the Authority had received a one-off contribution of £0.405m relating to the Levy Account surplus. This gave a total underspend for Central Items of £13.407m.

Table 2 added further detail to the information in Table 1. The top half of table 2 breaks down the forecast £15.114m pressure into the main factors of covid legacy, utility, other inflation, and other pressures. The covid pressures of £7.757m arose primarily from fees and charges income not yet returning to pre-pandemic levels and additional fixed term staff employed to cover increased demand or to enable front-line service provision to continue.

The lower half of Table 2 included details of funding set aside to support known pressures. As part of the 2022-2026 Medium-Term Financial Plan (MTFP) agreed by full Council in February, £2.200m was set aside from the Change Reserve to support additional pressures in Home to School Transport (£0.400m), Special Educational Needs (£0.400m), additional children's social care provision (£1.200m) and for the development of the Customer Relationship Management programme (£0.200m). The £0.400m relating to Home to School Transport had now been allocated to Commissioning & Asset Management and was reflected in the services projected position, with the remaining £1.800m supporting the overall corporate pressure.

In addition, £2.000m was also set aside to create a Covid-19 Reserve as part of the 2022-2026 MTFP, this included £0.650m to support additional caseloads within Children's Services, £0.350m to support Home to School Transport and £1.000m to support reduced fees and charges income following the pandemic. The £0.350m relating to Home to School Transport had now been allocated to Commissioning & Asset Management and was reflected in the services projected position, leaving £1.650m to support the overall corporate pressure. Within the 2022-2026 MTFP, £0.150m was identified as planned use of the Insurance Reserve to support additional Repairs and Maintenance costs, as set out in Table 2. A further £1.300m of contingencies that had not been applied to specific service areas / central items, so could support the overall corporate position.

Following the on-going review of provisions, the Authority had been able to release provisions of £0.728m (of which £0.300m related to Special Guardianship Order costs). £1.925m of funding previously reported in July had now been allocated to help cover the cost of the Pay Award, which was now approved at £1,925 for every full-time equivalent employee. Despite this additional allocation, the cost of the pay award was higher than the funding set aside and was reflected in the overall forecast for the year, which was reflected in individual service areas (Table 2).

The Authority carried forward £2.962m of Covid-19 related central Government grants from 2021/22. Of this £1.562m has been committed and was reflected in the £15.114m position (Table 1). The remaining balance of £1.400m is available to support on-going

Covid-19 legacy pressures and was reflected in the revised position (Table 2). Taking all of the above into account, the result was a forecast year-end pressure of £8.086m, which was an improvement of £0.539m since the previous Cabinet report.

The main service areas facing forecast overspends were those most exposed to the new, emerging pressures, which were impacting on top of the residual covid-impacts. Environment, which included Sports and Leisure activities, was experiencing income shortfalls from fees and charges, which continued to be at lower than pre-pandemic levels. That Directorate was significantly affected by energy costs, given it included streetlighting, leisure centres and customer first centres which were all energy intensive activities. In addition, higher inflation rates were significantly impacting on the waste management contract.

Children's and Adults' Services were forecasting significant pressures, as the impact of Covid-19 had seen the need to increase staffing levels to manage increases in both the complexity and volume of demand for services. This was also resulting in increased payments to external providers. This was not unique to North Tyneside and was being seen across the region and nationally.

Commissioning & Asset Management was forecasting overspends in catering supplies and the cost of Home to School Transport, with the cost of supplies and fuel rising rapidly in this period of high inflation.

The Resources directorate was experiencing overspends in Legal Services, associated with the level of locum solicitors dealing with a combination of increased demand and job vacancies, which was being addressed by a restructure that was underway, with increased resources included as part of the 2023/24 budget setting process. There was also an ongoing impact of the recovery of benefit overpayments in the Revenues and Benefits Service on the directorate position, although this had improved by £0.063m since the last report.

Finance officers were continuing to work with Cabinet, the Senior Leadership Team and other senior officers across the Authority to review Business as Usual activity as well as challenging and reviewing the current projected risks the authority was facing in a number of key areas: Children's Services – need and cost assumptions; High needs/SEND pressures; Adults Social Care – need and cost assumptions; Unachieved savings targets; Commissioning & Asset Management – Impact of schools' service level agreement reductions; Law & Governance Structure – use of locums; and Revenues & Benefits position – review of the level of benefits overpayments and subsequent recovery. The aim of this work would be to ensure actions were in place to bring the outturn forecast for normal activities in on balance and it was anticipated the position would continue to improve over the remaining months of the financial year as planned remedial actions begin to impact on both expenditure and income. However, at this stage of the year it was certain that some level of overspend would need to be supported from the Strategic Reserve, significantly reducing the level of un-ringfenced reserves the Authority had available. The recently agreed 2023/24 budget and MTFP included the replenishment of this reserve in the period through to 2026/27.

New savings of £4.720m were agreed as part of the Budget approved by full Council in February 2022 taking the total savings the Authority had had to find in the eleven years following the 2010 Comprehensive Spending Review (CSR) to £134.268m.

The governance structure of the Efficiency Savings Programme included a monthly review of progress by the Senior Leadership Team (SLT). In addition, in-year budget and performance progress meetings were held between officers and Cabinet Members to consider progress and actions being taken to deliver savings. The variations in relation to the savings were outlined in the section 1.5.3 of the report, with more detail included in the regular reports on this topic to Overview Scrutiny and Policy Development Committee.

The new savings of £4.720m were combined with £2.537m of brought forward targets that still required a permanent solution from previous years, meaning the overall target to achieve in 2022/23 is £7.257m. These savings were shown separately in section 1.5.3 and in Tables 1 and 2.

In terms of the efficiency savings programme 2022/23, Adults Services were projecting to achieve the full £0.950m target. Within the Children, Young People and Learning (CYPL) pressure of £14.635m reported earlier, £2.600m related to the non-achievement of savings targets. In the previous financial year these savings had been significantly impacted by Covid-19 and as such, achievement had been supported by Central Government Covid-19 grants. With these grants not available in 2022/23 and on-going demand-led pressures already impacting the service, current projections were for these CYPL savings to remain unachieved in 2022/23.

Within Commissioning & Asset Management, £0.400m of cross-cutting 2022/23 savings were held with £0.100m projected to be achieved and £0.100m of the Procurement saving. projected to be achieved to date by in year actions, with work on-going across the Authority to achieve the balance by the year end. The unachieved savings were included in the forecast pressure in Table 1. All savings in the other service areas were forecasted to be achieved.

Revenue grants received during December 2022 and January 2023 were set out in section 1.5.4 of the report (Table 4).

Schools were required to submit their rolling three-year budget plan by 31 May each year and as reported previously the total planned in-year deficit for 2022/23 is £5.533m. The Authority had been working with schools for a number of years with regard to the long-term strategic issue of surplus secondary places and the associated financial pressures, which continued to be compounded by rising employment costs.

The first set of monitoring for the 2022/23 year is complete, with schools overall showing a £1.145m improvement against budget plans prior to the impact of pay award on staffing costs. The position with the pay award costs included is a deficit of £7.453m. This represents a decrease in balances of £1.920m.

The High Needs Block ended 2021/22 with a pressure of £13.511m. The forecast of the Budget position for 2022/23 indicated an anticipated in-year pressure of £4.416m reflecting continued demand for special school places, producing a cumulative deficit balance of £17.927m. The Authority submitted a final DSG Management Plan on 3 February 2023 to the Department for Education (DfE). This was to agree a package of reform for the Authority's high needs system that would bring the Dedicated School Grant (DSG) High Needs overspend under control. The Authority was required to demonstrate lasting sustainability, effective for children and young people, which included reaching an in-year balance within five years. The Authority engaged with partners across SEND to co-create

the DSG Management Plan. On 16 March 2023 the Authority received confirmation that the submission had been successful and an award of £19.5m of additional funding will flow over the next 5 years subject to compliance with specific conditions set out in the Safety Valve Agreement (link included within background papers). This included the requirement for the High Needs Block to move into an in-year surplus by 2026/27. £7.8m of additional DSG would be received in the current financial year, reducing the cumulative deficit on the High Needs Block, with the remainder paid over the period to 2027/28 if those conditions were met.

The Housing Revenue Account (HRA) was now forecast to have year-end balances at 31 March 2023 of £3.316m. This reflected an in-year improvement against the budget of £0.248m, with £0.187m relating to a forecast under-spend against the budget which was set at £0.371m, and £0.061m relating to an improvement in brought-forward balances.

Universal Credit was fully implemented across North Tyneside on 2 May 2018. As of the end of January 2023, 4,086 North Tyneside Homes tenants had moved on to Universal Credit and a team was working proactively with tenants to minimise arrears. This position continued to be closely monitored to identify adverse impacts on the Budget position.

The approved 2022-2027 Investment Plan totalled £332.385m (£92.733m in 2022/23) and was detailed in table 20 of the Annex. The Annex to the report also set out in Section 4 delivery progress to date, planned delivery for 2022/23, reprogramming and other variations identified through the Investment Programme Governance process. An officer led review of the Investment Plan had resulted in proposals for variations of £1.521m and reprogramming of £6.938m in 2022/23, of which more details were set out in Section 4 of the Annex to this report. After total adjustments of £18.963m, the revised Investment Plan stands at £351.348m (£87.316m for 2022/23) and to the end of January 2023 spend of £53.366m had been incurred which represented 61.12% of the revised plan.

The Investment Plan continued to face significant inflationary pressure and Senior Officers within the Authority had undertaken a review of the expected financial impact on approved schemes with the relevant project managers. The review had confirmed that for the majority of schemes there had been an ability to re-profile planned works to future years given supply issues and rising costs. However, in some cases it was proposed to utilise the Authority's contingency allocation within the Investment Plan in order to maintain delivery plans. The use of the contingency was managed as part of the Investment Programme Board governance arrangements. The corporate risk register includes risks for such inflationary pressures to the investment plan and the position was monitored on an ongoing basis.

The 2021-2025 Our North Tyneside Plan (Council Plan) sets out the overall vision and policy context within which the Medium-Term Financial Plan and Budget are set. The Council Plan, "Building A Better North Tyneside", had five key themes. For each theme there was a set of policy outcomes which the Authority was seeking to deliver; these were detailed in the Council Plan. The Authority had plans in place to deliver all elements of the Plan and performance against delivery was carefully monitored. An update report on the progress of delivering the 2021-2025 Our North Tyneside Plan was included on the agenda for this meeting as a separate item.

Cabinet considered the following decision options: to approve the recommendations set out in paragraph 1.2 of the report; or alternatively, to not accept the recommendations.

Resolved that (1) the forecast budget monitoring position for the General Fund, Schools' Finance and Housing Revenue Account (HRA) and as at 31 January 2023 (Annex sections 1, 2 and 3), be noted;
(2) the receipt of £1.192m new revenue grants (as outlined in section 1.5.4 of the report), be approved;
(3) the Authority's Investment Plan spend of £53.366m to 31 January 2023 and the financing of the Plan to the end of the year (Annex Section 4), be noted;
(4) variations of £0.151m and reprogramming of (£6.938m) for 2022/23 within the 2022-2027 Investment Plan (Annex Section 4), be approved; and
(5) the information on the Collection Fund (Annex section 6), be noted.

(Reasons for decision: It is important that Cabinet continues to monitor performance against the Budget, especially given the current level of financial pressures faced by the public sector.)

CAB110/23 Procurement Plan 2023-24

Cabinet considered a report seeking approval to the Authority's Procurement Plan 2023-2024 to proceed with the relevant procurement exercises throughout the financial year and award contracts in accordance with UK public procurement legislation to the most advantageous tenders.

The Authority continued to spend a considerable sum on third party goods and services. The Authority's constitution required that prior to any procurement commencing which exceeded £500,000 Cabinet approval must be obtained.

The Authority continued to spend a considerable sum on third party goods and services. The Authority's Constitution required that prior to any procurement commencing which exceeded £500,000 Cabinet approval must be obtained. Once the Authority's budget was approved by full Council on 16 February 2023 the third-party requirements of the Authority became known. The procurement exercised which would commence in the financial year 2023/2024 had been identified and are set out at Appendix 1 to the report. When procuring services, the Authority was obliged to consider how what was being procured might improve the economic, social and environmental well-being of the borough and how it might secure that improvement as part of the procurement process. This was what was meant by 'Social Value'.

The Authority had sought Social Value within its procured contracts since the implementation of the Public Services (Social Value) Act 2012. However, by its adoption of the Procurement and Commercial Strategy the Authority had strengthened how it works with its suppliers in the joint delivery of Social Value. Environment, Social and Governance (ESG) suppliers were already obliged to deliver Social Value so as to minimise the impact they had on the environment and maximise benefits to the local economy. Through its Procurement and Commercial Strategy, the Authority ensured that it aligned itself with the private sector and by doing so ensured the joint delivery of Social Value within the Borough. Following the adoption of the Council Plan for 2021-2025, the Authority updated its Social Value priorities in March 2022 and these priorities were contained within the Authority's Procurement and Commercial Strategy for 2022-2025. A pilot exercise was being undertaken to help develop a process utilising the contract management toolkit as part of the procurement and contract management activity. The Authority's Social Value priorities and subsequent outcomes used to measure Social Value follow the priorities

within the Our North Tyneside Plan: Thriving, Family Friendly, Secure, Caring and Greener.

Utilising the Social Value principles within the Procurement and Commercial Strategy, the Authority would continue to gain commitments from suppliers which align with the policy priorities of the Mayor and Cabinet. This would include a greener target embedded approach to support the Authority's target to be carbon net-zero by 2030. The Authority's tendering process would be streamlined, and better information would be provided to the market. Where appropriate, lower value tenders would be issued. The Authority was seeing an increase in the number of Small and Medium Enterprise's (SME's) and local suppliers that it procured with. The procurement exercises due to commence in 2023/24 would continue to give SME's and local suppliers the chance to work with the Authority, again enabling and encouraging smaller businesses. Working with the Business Forum and the North East Procurement Organisation (NEPO), bespoke workshops would be developed to support SME's. The principles set out in the Authority's Responsible Procurement Charter would be embedded in the tender requirements.

The relevant service area would develop tender packages and robust specifications to ensure that the Authority was protected in terms of financial and commercial risk. The duration of the contract would be considered to help shape new and emerging markets; lessons learned from any previous contracts would be considered when developing the tender package. Relevant existing frameworks would be explored if appropriate to the contract. Collaborative regional working would be explored if appropriate to the contract. The contract award criteria would be developed considering social value as appropriate.

Consultation prior to commencing a procurement exercise with the relevant Cabinet Members was key as this would ensure that the Authority Priorities were achieved through its contracting arrangements. The Authority's finance team would be engaged to identify any budgetary risks associated with the delivery of the service and any potential mitigations. The Authority's legal team would review the procurement process and the terms and conditions for each procurement to ensure the procurement complied with all UK procurement legislation and the Authority mitigated any commercial risk. Consultation and engagement with the market and any relevant associations would take place to ensure that the offer to the market was attractive and that a market existed to deliver the goods and services. An evaluation team consisting of subject matter experts and the procurement team would evaluate each bid received against the published award criteria and in accordance with UK public procurement legislation. Prior to award of any contract the evaluation result would be provided to the relevant Director to approve the award together with financial assurance that the contract value would remain within existing budgets.

Work was ongoing to develop a process utilising the contract management toolkit as part of the procurement and contract management activity. The Authority's Social Value priorities and subsequent outcomes used to measure social value follow the priorities within Our North Tyneside Plan: Thriving, Family Friendly, Secure, Caring and Greener. Social Value requirements had been an important aspect of the procurement process since the implementation of The Public Services (Social Value) Act 2012, and this had directly resulted in benefits for communities across the borough. It had proven a challenging task however, to ensure that the commitments made through the procurement

process were upheld throughout the contract period. Work is currently being undertaken to ensure that Social Value is monitored and measured effectively through the Authority's contract management toolkit. The Authority's contracted suppliers would each have their own corporate social responsibility approaches; through contract management the Authority would work with them to help shape their social value objectives towards policy priorities of the Mayor and Cabinet.

Social Value gained for the Borough would be monitored and reported to Cabinet as a minimum on an annual basis. Appendix 2 of the report provided Cabinet with a Social Value Update for the period April 2022 to March 2023. Social Value commitments made by contractors and suppliers had been closely reviewed this year. Initially, historic Social Value offers were discussed with the Authority's suppliers and contractors, specifically where due to the pandemic, Social Value commitments had been delayed or cancelled. The Procurement/Commercial Team worked closely with both North Tyneside VODA and the North Tyneside Learning Trust to identify voluntary groups, schools and local organisations who could benefit as a result from the supply chain social value commitments.

Since March 2022, the updated Social Value Matrix had been piloted in 35 procurement projects across all service areas to ensure the measures were appropriate and enabled the Authority to engage with its supply chain and review feedback on the Authority's procurement process. Each of these procurement projects required at least one greener commitment to be made. The commitments made by the successful contractors were monitored across the contract period through a contract management toolkit. Recently Social Value presentations had been held with suppliers and potential suppliers which had encouraged suppliers to gain further knowledge of Social Value and to identify specific local organisations that they could help whilst potentially improving their Social Value responses when applying for tenders locally and nationwide. The Procurement / Commercial Team would continue to engage with the Authority's Contractors and Suppliers during the 2023/2024 financial year.

Cabinet considered the following decision options: to accept the recommendations set out in paragraph 1.2 of the report, or alternatively, to not approve the recommendations and to consider individual reports for each package of works and/or services. This may delay implementation of essential services and works being carried out.

Resolved that (1) the procurement of the goods and services as detailed in Appendix 1 to the report, be approved;
(2) the relevant Director in consultation with the relevant Cabinet Member, Director of Resources and the Head of Law, be authorised to commence the procurements identified and award contracts to those bidders who submit the most advantageous tenders in accordance with UK public procurement legislation; and
(3) the Social Value Update for the period April 2022 to March 2023 at Appendix 2 to the report be noted; and social value to be monitored and reported to Cabinet as a minimum on an annual basis.

(Reason for decision: The Authority has a duty to obtain value for money. Tendering the opportunities identified in the report will meet the priorities contained within the Procurement Strategy and the Our North Tyneside Plan.)

CAB111/23 Our North Tyneside Plan 2021-2025 Performance Report

Cabinet received an update report on progress in delivering the objectives of the refreshed Our North Tyneside Plan 2021-2025 as set out in the 'Our North Tyneside Performance Report' at Appendix 1 to the report.

The Council Plan was refreshed in 2021 following the Mayoral Election on 6 May to reflect the policy priorities of the incoming administration. Following consultation with residents and key stakeholders, Full Council agreed the refreshed Our North Tyneside Plan 2021-2025 on 23 September 2021. The priorities and objectives in the refreshed Our North Tyneside Plan Performance built on the work carried over the last 9 years and addressed the key challenges to build a better North Tyneside. The report had been developed to monitor progress against the new priorities and objectives set out in the Council Plan.

This report when read in conjunction with Appendix 1 provided an overview of performance since the start of the plan and identified the agreed activities that the Authority would pursue in the future. In addition, it provided comparator information, such as national or regional performance, as there were several issues where North Tyneside was facing similar challenges as other parts of the country.

Some of the highlights of the Our North Tyneside Plan Performance Report were:-

- Delivery of the Affordable Homes Programme was on track and a 10-year Delivery Plan was agreed by Cabinet in February 2022. The number of long-term vacant dwellings was currently at its lowest level in seven years.
- In August 2022, Cabinet approved the Carbon Net-Zero 2030 Action Plan including over 150 actions to decarbonise the Authority's operations and the Borough as a whole.
- £8m funding had been secured from the Green Homes Grant Local Delivery Scheme to install low carbon heating, energy efficiency measures and renewable energy systems in homes with low-household incomes. To date over 800 measures had been installed in 700 homes so far.
- Regeneration work was well underway in North Shields including public realm improvements, a new integrated transport hub, and new town square. Planning permission had been granted for new family homes at the former Unicorn House Site and works were due to commence later in 2023. £1.7m in grant funding had been secured from the North of Tyne Combined (NTCA) to develop a Cultural and Creative Zone and work had commenced on the new Riverside Embankment Walkway to connect the town centre and Fish Quay. Planning permission for a new Ferry Landing on Western Quay was granted in December 2022. However, the Levelling Up Fund bid by NEXUS for that project was unsuccessful and alternative funding solutions were now being pursued. £19.13m of grant funding had been secured from Transforming Cities Fund (TCF) to fund the capital works at the transport hub, embankment walkway and gateways an additional £1.85m had been secured from DLUHC to fund the new town square.

- In Whitley Bay, improvement works to the Northern Promenade were completed and £4.5m funding from the Active Travel Fund had been secured to provide a continuous segregated walking and cycling route between St Mary's Lighthouse and Tynemouth. In summer 2023, Master Planning activity would commence for Whitley Bay Town Centre.
- In Wallsend, engagement on the draft Masterplan was underway and a final version will be presented to Cabinet for approval in May 2023. £499,000 Museum Estate and Development Fund (MEND) funding had been secured for a range of improvements at Segedunum Roman Fort and Museum. An expression of interest had been submitted to the National Heritage Lottery Fund to secure £5m of funding for developments at Segedunum Roman Fort and Museum and a decision was expected in June 2023. The Round 2 Levelling Up bid to deliver public realm improvements along the High Street together with transport connections and enhancements to Segedunum was unsuccessful, however, there remained a final submission round in Autumn 2023 for which a revised bid would be submitted. Funding had been secured from the North of Tyne Combined Authority (NTCA) to fund project activity in and around Wallsend High Street including £1.28m capital grant for public realm and active travel work and £66,000 grant for revenue activity including events which would help drive footfall, shop front grants, business support and resource to be based within the town centre to support businesses to start-up and grow.
- In the North West of the borough, £75,000 of feasibility funding had been secured from NTCA for Northumberland Line Economic Corridor priorities. This included funding to re-design, scope and map a visitor/ heritage trail using the existing waggonways and heritage assets. Killingworth Lake concept plans had been developed and officers were now working to identify eligible funding streams to progress the proposals. Work was continuing with partners to secure investment and encourage more and better jobs to be delivered at Indigo Park.
- Beaches and warden managed parks in the borough continue to be recognised nationally for their high standards. Three beaches had retained their Blue Flags and Seaside Awards and this year eight parks were awarded Green Flag Awards, including Chirton and Redburn Dene Parks who secured this for the first time in 2022.
- In response to residents feeling increasingly concerned about community safety issues, a multi-agency North Tyneside Anti-Social Behaviour Task Force had been established to develop and deliver a shared plan to tackle anti-social behaviour as a partnership making a difference for residents, communities, visitors and businesses. The trend of anti-social behaviour reported to Northumbria Police was decreasing and the rate per population is now 19.3 per 1,000 residents, which was the lowest level in four years in North Tyneside.
- Support was delivered to low-income households across the borough through the Council Tax Support Scheme and Hardship Support Scheme. As well as a number of initiatives including the Holiday Activities and Food Programme, Household Support Fund and Poverty Intervention Fund to address health and socio-economic inequalities.

- The education offer in the borough was strong compared to national and regional comparators, however an area of focus remained to close the gap between disadvantaged and non-disadvantaged pupils, which had widened in North Tyneside, as it had regionally and nationally, following the COVID-19 pandemic.
- The Authority was continuing to meet the social care needs of its residents and had seen an increase in demand for social care. Many residents were presenting with more complex needs as a legacy of Covid restrictions. The Authority's Carepoint Team was integrated with the NHS and had staff based at all local acute hospitals. This team had been key in ensuring that our hospitals had maintained bed availability over the winter and that A&E services had not been overwhelmed. The Authority's Reablement Service continued to be one of the highest performing in the country supporting its residents to regain skills and the confidence to return home after a stay in hospital.

Resolved that the progress made to deliver the updated objectives of the Our North Tyneside Plan 2021-2025, be noted.

CAB113/23 Corporate Equality and Diversity Policy and Corporate Equality Objectives Review

Cabinet received a report seeking approval for the Authority's refreshed Corporate Equality and Diversity Policy; and Corporate Equality Objectives for the period April 2023 to March 2025.

The Authority's Equality and Diversity Policy sets out how North Tyneside Council seeks to ensure compliance with the 2010 Equality Act and Public Sector Equality Duty and achieve the Authority's aim that North Tyneside was a place where people felt safe and no one experienced discrimination or avoidable advantage because of their protected characteristics, background or personal circumstances.

The Corporate Equality and Diversity Policy and Corporate Equality Objectives Review sets out its commitment to achieving the main aim of the Act which was to eliminate discrimination and other prohibited conduct and to demonstrate how the Authority, when discharging its functions, would have due regard to the public sector equality duty and the need to: Eliminate discrimination, harassment, victimisation and any other conduct prohibited by the Act; Advance equality of opportunity between those who share a relevant protected characteristic under the Act and those who do not share such a characteristic; and Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

A protected characteristic under the Act was any of the following: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The Policy was originally agreed in 2017 and in line with good practice was reviewed every two years in consultation with internal and external groups and individuals. As a review of the Policy was due, the opportunity was also taken to review the Corporate Equality Objectives. These objectives enabled the Authority to identify and publish the priority issues (in terms of policy making, service delivery and employment) is seeking to address in order to achieve the aims of the Act.

This report sets out the findings from the public consultation on the draft policy and the review of the Authority's Corporate Equality Objectives and actions. Consultation on the Policy ran from 5 January until 21 February 2023. Details of the participating external groups were set out in section 1.5.2 of the report. Engagement within the Authority was undertaken with the Authority's four staff equality networks, the Cabinet Member for Inclusion, Employment and Skills, Senior Leadership Team (SLT), Corporate Equality Group (CEG), trades unions and employees who were all invited to share their views.

A variety of approaches were used to gather views in ways most appropriate to each stakeholder group. As a result of the Authority listening to the feedback from the consultation, which overall was very positive and constructive. As a result of listening to its Appendix 3 provided a summary of the responses received during the consultation and showed how they had informed changes to the wording of the policy as a result of the Authority listening to its residents.

In accordance with the requirements of the specific duties placed on the Authority under the Act the Authority must:

'prepare and publish one or more objectives that it thinks it needs to achieve to further any of the aims of the general equality duty.... at least every four years'.

The Authority's current Corporate Equality Objectives were agreed by Cabinet in February 2022. Given the good progress made against the key actions that underpinned each objective through delivery of the Authority's Embedding Equality Programme it was timely to undertake a review of the objectives in consultation with the Cabinet Member for Inclusion, Employment and Skills, SLT and Corporate Equality Group.

The proposed objectives for 2023-25 were:

- Improve North Tyneside Council's Equality Impact Assessment (EqIA) process.
- Be a good employer and promote an inclusive workforce that feels valued.
- Ensure staff and elected members are kept informed about the requirements of the Public Sector Equality Duty.
- Improve the collection and use of both internal and external equality data.
- Ensure our buildings, services and communications are accessible.
- Improve engagement with North Tyneside's diverse communities.

Appendix 2 to the report compared the current objectives and those proposed for 2023-25, together with the outcomes identified for each objective. Delivery of the objectives, through the Organisational Business Plan (including Directorate Plans) and Embedding Equality Programme will enable implementation of the Policy. Performance would be reported on an annual basis to Cabinet through the Annual Equality and Diversity Review.

Authority's website, and promoted widely.

Delivery of the objectives, through the Organisational Business Plan (including Directorate Plans) and Embedding Equality Programme would enable implementation of the Policy. Performance would be reported on an annual basis to Cabinet through the Annual Equality and Diversity Review.

Both the Policy and the Annual Equality and Diversity Review would be published on the Authority's website, and promoted widely.

Cabinet considered the following decision options.

Option 1: To approve the proposed Equality and Diversity Policy, and to the Corporate Equality Objectives.

Option 2: To approve the proposed Equality and Diversity Policy, but not to the Corporate Equality Objectives.

Option 3: To approve the Corporate Equality Objectives, but not to the Equality and Diversity Policy.

Option 4: Not to approve the Equality and Diversity Policy or Corporate Equality Objectives.

Option 5: To request changes to the Equality and Diversity Policy or Corporate Equality Objectives, prior to further consideration by Cabinet.

Resolved that (1) the Corporate Equality and Diversity Policy for the Authority at Appendix 1 to the report, be noted; and
(2) the Corporate Equality Objectives for the Authority for the period April 2023 to March 2025, as set out in paragraph 1.5.3 of the report and detailed in Appendix 2, be agreed.

(Reasons for decision: The Authority's approach to equality and diversity underpins all of its decision-making including key plans and policies. Approval of the recommended option will ensure that the Authority has a current Equality and Diversity Policy that reflects both current legislation and the context within which the Authority is operating.

The proposed Corporate Equality Objectives will enable implementation of the Equality and Diversity Policy and ensure compliance with the Public Sector Equality Duty.)

CAB114/23 Building a Better North Tyneside: The 2023-2028 Housing Strategy and Homelessness Prevention and Rough Sleeping Strategy 2023-2028

Cabinet received a report seeking approval for the Authority's refreshed North Tyneside Housing Strategy 2023-2028, and North Tyneside Homelessness Prevention and Rough Sleeping Strategy 2023-2028.

The Housing Strategy builds on the success of the Authority's previous Housing Strategy for 2017-2021 'A Great Place to Live'. It was informed by current and emerging national and local policies; it considers the Authority's Equally Well Strategy, and the emerging policy aims from the most recent Housing White Paper. It also references evidence of housing need and demand from the 2021 Strategic Housing Market Assessment (SHMA). The Authority's vision to 'Build a Better North Tyneside' and the 5 delivery themes were developed following extensive consultation with a wide range of stakeholders, partners, and residents. Within each theme, a set of actions were identified, and a detailed action plan would be developed and reviewed by Cabinet and the Housing Sub-Committee on an annual basis. Details of the five delivery themes were set out in the report:

- Deliver more Affordable Homes and Support Regeneration Plans
- Prevent Homelessness and Improve our Specialist Housing Offer

- Improve the Private Rented Sector and Tackle Derelict Properties
- Lead the Way – Greener Homes to Support Carbon Zero by 2030
- Support our Tenants and Residents and Improve Our Communities

The North Tyneside Homelessness Act 2002 placed a statutory duty on all local housing authorities to carry out a homelessness review for their area. This should be done in consultation with local partners and stakeholders, with the published homelessness strategy based on the results of that review and carried out at least every five years. The Homelessness Reduction Act 2017 introduced new legal duties for housing authorities focusing on the prevention and relief of homelessness, regardless of priority status.

The Authority recognised that it had a moral duty to tackle homelessness as it can have a detrimental effect on health, well-being, and community cohesion, as well as potentially increasing service costs for the Authority. Evidence demonstrates that investment in local homeless prevention services reduces the cost of mainstream homelessness services, which can cut across housing, health, criminal justice, and community safety.

The Authority's new strategic priorities had been identified following engagement and consultation with its Homelessness Forum and a wide range of stakeholders, Elected Members, officers, and third sector organisations who supported people when they experienced a 'housing crisis'. Following a review of its achievements, outcomes and future challenges that had been identified throughout the lifespan of the previous strategy, the refreshed strategy had been produced to align with recent legislative changes.

The Homelessness Prevention and Rough sleeping Strategy 2023-28 continued the vision to support the ambition to 'Build a Better North Tyneside' through three key themes:

End Rough Sleeping: This priority focused on rough sleeping in North Tyneside, with the aim being no-one was bedded down outdoors. The Authority would continue to improve its interventions to prevent rough sleeping in the first instance wherever possible. The last rough sleeper count in November 2022 identified one rough sleeper in the Borough. The Authority's offer included specialist support, which was available to the most vulnerable via a support officer. There were 173 referrals resulting in seven rough sleepers recorded in 2021/22. The Authority would continue to identify where rough sleeping is occurring, and review and revise its response accordingly. The accommodation offer for rough sleepers had been enhanced with the introduction of five properties through the Rough Sleeping Accommodation Programme (RSAP). The Authority would consider any interim accommodation offers to achieve its aim of no rough sleeping in the Borough.

Our Accommodation Offer: This priority focused on temporary, supported, and permanent housing solutions to continue to prevent rough sleeping and support people facing homelessness. There had been an increase in the number of people accessing temporary accommodation since 2020. The Authority was committed to continuing to improve its offer and had expanded its current accommodation pathways to include a 'Somewhere Safe to Stay' service, the Rough Sleeping Accommodation Programme and the 'Sit-Up Service' to provide support to people who are rough sleeping.

Collaborative Partnerships: The Authority would continue to tackle homelessness within the Borough by strengthening its existing relationships with partner agencies and all organisations that contribute to early intervention to prevent homelessness within the

Borough. This would include working regionally with other local authorities and exploring joint funding initiatives to further prevent homelessness. The Authority would also continue to work in collaboration with a wide range of partners to effectively communicate information to aid those in need and provide signposting to other organisations who can provide help.

The Authority would continue to work closely with its partners to develop an annual delivery plan that would be formed from the key actions within this Strategy. The plan would be reviewed and revised each year to ensure any legislative changes were included. The North Tyneside Homelessness Prevention and Rough Sleeping Partnership would be responsible for monitoring delivery with annual updates on the Authority's performance that would be shared with the Housing Sub-Committee and Cabinet.

A Health Impact Assessment (HIA) was a structured, solution-focused and action orientated approach to maximising the positive and minimising the negative health impacts of new initiatives. It aimed to identify and where feasible strengthen, the ways in which the proposal can promote and enhance health.

The Housing and Homelessness Prevention and Rough Sleeping strategies provide high level strategic frameworks to 'Build a Better North Tyneside'. The impact of housing and homelessness on health were well established and the strategic actions would undoubtedly provide the opportunities for better health outcomes across the borough. A HIA was undertaken in consultation with Public Health colleagues, and this identified two actions that would be taken forward onto the scoping phase. The two key areas for further assessment were - Building 5,000 affordable homes and Improving the private rented sector and tackling derelict properties.

Further work would be undertaken to assess these areas in detail, specify the health impact to be assessed and the causal associations and develop a workplan to ensure delivery and identify the possible evidence required to help inform the recommendations and future action plans for these North Tyneside strategies.

Cabinet considered the following decision options: to approve the recommendations set out in paragraph 1.2 of the report; or alternatively, to not accept the recommendations.

Resolved that (1) the North Tyneside Housing Strategy 2023-2028 at Appendix 1 to the report, be approved; and
(2) the North Tyneside Homelessness Prevention and Rough Sleeping Strategy 2023-2028 at Appendix 2 to the report, be approved.

(Reason for decision: This option will directly support the delivery of the Our North Tyneside Council Plan by providing a clear, strategic direction for housing and homelessness prevention activity within the borough for the next 5 years along with fulfilling our statutory duties around homelessness).

CAB115/23 Date and Time of Next Meeting

Monday 22 May 2023 at 6.00pm.

Minutes published on Thursday, 31 March 2023.

The decisions contained within these Minutes may be implemented (unless called in by 3 Non-Executive Members for consideration by the Overview, Scrutiny and Policy Development Committee) immediately following the expiry of the call-in period; i.e. 5.00pm on Thursday 6 April 2023.

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North Tyneside Council Report to Cabinet Date: 22 May 2023

Title: Review of Part of North Tyneside Council's Hackney Carriage and Private Hire Licensing Policy

Portfolio(s): Community Safety and Public Protection	Cabinet Member(s): Councillor Carole Burdis
Report from Service Area: Public Health	
Responsible Officer: Wendy Burke, Director of Public Health	(Tel: (0191) 643 2104)
Wards affected: All	

PART 1

1.1 Executive Summary:

The current North Tyneside Hackney Carriage and Private Hire Licensing Policy ("the Policy") includes a section on vehicle age standards for licensed vehicles which is due to come into force on 1 April 2024. Due to the introduction of the Newcastle/Gateshead Clean Air Zone (CAZ) and the vehicle standards that apply to the CAZ in addition to approaches from the licensed trade about the vehicle age standards section of the Policy, it is considered prudent to test that this element of the Policy remains fit for purpose if implemented in April 2024. It is proposed that a set of revised vehicle standards options should be consulted on.

This report presents to Cabinet the proposed revised vehicle standards options and seeks permission to delegate authority to the Director of Public Health to commence a process of public consultation on the age standards for licensed vehicles section of the Policy after which a further report will be presented to Cabinet at the end of the consultation period for consideration on which, if any, revised vehicle standards criteria should be included in the Policy.

1.2 Recommendation(s):

It is recommended that Cabinet:

- (1) Authorise the Director of Public Health to commence public consultation on the options for the standards of licensed vehicles that could be included within the North Tyneside Hackney Carriage and Private Hire Licensing Policy as attached at Appendix 1 to this report;
- (2) Agree that a further report be received by Cabinet at the conclusion of the public consultation process when Cabinet will be asked to consider and determine any amendments to the existing age standards of licensed vehicles section within the

North Tyneside Hackney Carriage and Private Hire Licensing Policy, or for the section to be replaced with different vehicle standards, having regard to the consultation responses.

1.3 Forward Plan:

Twenty eight days notice of this report has been given and it first appeared on the Forward Plan that was published on 24 March 2023.

1.4 Council Plan and Policy Framework

This report relates to the following priorities in the 2021 – 2025 Our North Tyneside Plan:

A caring North Tyneside:

- We will work to reduce inequality, eliminate discrimination and ensure the social rights of the people of North Tyneside are key to council decision making.

A secure North Tyneside:

- We will tackle health and socio-economic inequalities across the borough including through our Poverty Intervention Fund to tackle food poverty.

A thriving North Tyneside

- We will bring more good quality jobs to North Tyneside – by helping local businesses to sustain and grow, making it attractive for new businesses to set up or relocate in the borough.

1.5 Information:

1.5.1 Local context

The Authority is the licensing authority for hackney carriages (taxis) and private hire vehicles (PHVs), their drivers and their operators, for the Borough. The overall aim of the licensing regime is to ensure the safety of the public.

The North Tyneside Transport Strategy, approved by Cabinet in May 2017 and revised in 2021, commits to managing North Tyneside's transport network effectively, considering all forms of travel including taxis and PHVs and sets out how the Authority will support the safeguarding of vulnerable people, such as through hackney carriage and private hire licensing policies and the design of infrastructure.

The North Tyneside Local Plan notes that taxis and PHVs will continue to play an important role in the wider transport network and that opportunities to integrate them with other modes of transport will be explored. The regional North East Transport Manifesto sets out objectives to integrate taxis into the public transport network with better interchange and information, ensure high standards of licensing and provision, and encourage greater use of low emission technologies in taxi fleets.

1.5.2 Existing licences in North Tyneside

The Authority licenses around 135 taxis, 707 PHVs, 905 drivers and 24 operators in the Borough. These licenses have been granted in accordance with national legislation and application of the Policy.

The Policy includes information on legal requirements, procedures and standards relevant to taxi and PHV licensing.

The Policy was last reviewed in May 2022 following the release of the new Statutory National Standards for taxis and private hire vehicles. One of the objectives of the Policy is to promote environmental sustainability. To meet this objective the Policy seeks to promote the uptake of zero and ultra-low emission vehicles and to permit licenses to be granted only for those vehicles that comply with particular age requirements within this Policy.

The Policy includes the following:

‘The following age standards will be implemented over a four year period:

- (i) From 1 April 2024 no new vehicle licence will be granted for the vehicle unless it is less than 4 years old
- (ii) From 1 April 2026 a vehicle licence will not be renewed unless the vehicle is less than 8 years old
- (iii) From 1 April 2027 a wheelchair accessible vehicle licence will not be renewed unless the vehicle is less than 8 years old.

All ‘Full electric’ and ‘zero emission at source’ vehicles will be exempt from the age standards set out above.’

1.5.3 Emission Standards

Other licensing authorities use varied approaches to vehicle standards with some authorities having no environmental considerations being given at all in relation to the formulation of their policies whilst others have a mix of age and emissions requirements forming the basis of their vehicle standards.

Introduced by the European Union (EU) in 1992, the Euro Emissions Standards are a set of regulations designed to define the acceptable amount of exhaust emissions that vehicles sold in the EU can release. The standards have the aim of reducing the emissions of the harmful chemicals into the atmosphere, which includes Carbon Monoxide, Oxides of Nitrogen, Hydrocarbons and Particulate matter.

Euro 6 is the most recent standard, introduced in 2015. Euro 7 is expected to be implemented in 2025 and is expected to be the final Euro Emissions Standard before all new cars become electric.

A vehicle will need to comply to a certain set of restrictions dependent upon when it was manufactured. The details below show the different Euro Standards and the date from which they were applied to new car registrations:

- Euro 1 - 31st December 1992

- Euro 2 - 1st January 1997
- Euro 3 - 1st January 2001
- Euro 4 - 1st January 2006
- Euro 5 - 1st January 2011
- Euro 6 - 1st September 2015

1.5.4 Recent changes and requests for changes

On 30 January 2023 a Clean Air Zone (CAZ) was introduced in Newcastle and Gateshead. The zone, which covers central Newcastle and routes over the Tyne, Swing, High Level and Redheugh Bridges, applies to licensed taxis and private hire vehicles. All taxis and private hire vehicles that do not meet the national Clean Air Zone emissions standards will be subjected to a charge for entering the zone.

The emission standards to be met are:

Diesel – Euro 6 (introduced 1 September 2015)
 Petrol – Euro 4 (introduced 1 January 2006)

Approaches have been made by members of the trade requesting that the age standards contained within the Policy be revisited by the Authority and replaced with an emission standard similar to the above stated standard. The reasons given for the request are the cost to the proprietor to change their current vehicle to meet the Authority's vehicle age standards and the introduction of the Newcastle/Gateshead Clean Air Zone (CAZ) and the standards adopted in that regard.

An emission standard considers the level of emissions from a vehicle rather than the age of a vehicle. In a consultation document from the Department for Transport entitled 'Taxi Private Hire Vehicle Licensing – Best Practice Guidance for Licensing Authorities in England released in 2022 the following was included:

'Licensing authorities should not impose age limits for the licensing of vehicles but should consider more targeted requirements to meet its policy objectives on emissions, safety rating and increasing wheelchair accessible provision where this is low.'

It should be noted that this document remains a consultation document and has yet to come into force however it may be an indication of the direction of travel in respects of the standards expected for vehicles. The concern regarding age standards is that they may not allow for older electric vehicles. It should be noted however that the current age standards in the Policy do not include electric vehicles which can be any age.

1.5.5 Options to be considered

In light of this information and the approaches by the trade it is considered that a period of public engagement on a number of different options would be helpful in assisting the Authority to decide if an amendment to the current age standards in the Policy is required.

An Officer working group considers that the following options should be consulted on:

1. retain current age standards;
2. replace current age standards with the emission standards to reflect those implemented in the CAZ;

- 3.replace current age standards with the emission standards meeting the requirements of Diesel Euro 6 and Petrol Euro 5; or
- 4.replace current age standards with emission standards meeting the requirements of Diesel Euro 6 and Petrol Euro 6.

It is proposed that any change would be implemented from 1 April 2024 for new and renewal applications.

1.5.6 Public engagement

An engagement period of four weeks is suggested to be held to enable responses to be received from those wishing to comment on the alternative options to age standards. At the end of the engagement period a further report will be provided to Cabinet for consideration.

1.6 **Decision options:**

The following decision options are available for consideration by Cabinet:

Option 1

Cabinet approve the recommendations at paragraph 1.2 of this report.

Option 2

Cabinet does not approve the recommendations at paragraph 1.2 of this report.

Option 1 is the recommended option.

1.7 **Reasons for recommended option:**

Option 1 is recommended for the following reasons:

Option 1 is recommended to ensure that the Policy remains transparent, accountable, proportionate and consistent.

1.8 **Appendices:**

Appendix 1: North Tyneside Hackney Carriage and Private Hire Licensing

1.9 **Contact officers:**

Joanne Lee, Head of Public Protection, (0191) 643 6901

Stephanie Graham, Senior Licensing Officer

David Dunford, Senior Business Partner, (0191) 643 7027

John Barton, Team Leader Governance and Regulatory, Legal Services (0191) 643 5354

1.10 **Background information:**

- 1) [North Tyneside Local Plan](#)

2) [North Tyneside Hackney Carriage and Private Hire Licensing Policy](#)

3) Statutory Taxi and Private Hire National Standards

[Statutory guidance overview: Statutory taxi and private hire vehicle standards - GOV.UK \(www.gov.uk\)](#)

4) [Equality Impact Assessment](#)

PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

2.1 Finance and other resources

There are no financial implications directly arising from the report. The costs of preparing the Policy and the associated consultation arrangements can be met from existing revenue budgets.

2.2 Legal

Taxi and Private Hire Vehicle (PHV) legislation is primarily concentrated in the Town Police Clauses Act 1847 and the Local Government (Miscellaneous Provisions) Act 1976. The legislation provides a broad framework for the licensing of drivers, vehicles and operators whereas the detail of how this is done, including standards and conditions, is the responsibility of licensing authorities.

There are a number of other Acts which are also relevant: for example, the Equalities Act 2010 which places a duty on local authorities to take steps to meet the needs of those with a protected characteristic such as the need for the Authority to provide a list of wheelchair accessible taxis and PHVs.

Whereas Cabinet cannot make decisions in relation to the licensing of individual drivers, vehicles or operators under the legislation, it is permitted to adopt a Policy such as the Hackney Carriage and Private Hire Licensing Policy. The Policy will then be considered by the Regulation and Review Committee when decisions need to be taken in relation to individual drivers, operators and vehicles.

2.3 Consultation/community engagement

2.3.1 Internal Consultation

Internal consultation will take place with Cabinet Members, Members and service areas.

2.3.2 External Consultation/Engagement

As outlined in section 1.5.3 of the report, an engagement process will commence to allow the Policy to be updated. An online survey will be available for respondees to make consultation responses as well as written responses.

2.4 Human rights

There are aspects of the administration of licences that may impact on the human rights of individuals residing in the Borough and licence holders.

Article 1 of the First Protocol entitles a person to the peaceful enjoyment of his/her possessions. A possession may include a Licence to use possessions. However, balanced against that is the ability of the Licensing Authority to enforce such laws under the national licensing legislation as is necessary to control the use of such property, including a licence.

2.5 Equalities and diversity

The Policy has been drafted having regard to the Authority's Public Sector Equality Duty. An Equality Impact Assessment has been undertaken to inform the consultation process and it has been updated to assess the potential impact of the Policy. The consultation process will be undertaken to ensure that all persons, groups and organisations will have an opportunity to participate, including those with protected characteristics. Individual decisions taken under the Policy will also have to be taken having regard to the Public Sector Equality Duty

2.6 Risk management

There are no risk management implications directly arising from this report. Risks associated with delivery of the Authority's Public Protection function are monitored via the Public Health risk arrangements.

2.7 Crime and disorder

The North Tyneside Hackney Carriage and Private Hire Licensing Policy seeks to ensure the safety of the travelling public and therefore contributes to preventing crime and disorder.

2.8 Environment and sustainability

Journeys by taxis and private hire vehicles represent a significant number of daily trips on the local highway network both within the Borough and beyond. The local authorities in the area are currently working on measures to tackle air quality caused by roadside pollution.

PART 3 - SIGN OFF

- | | |
|-----------------------------|-------------------------------------|
| • Chief Executive | <input checked="" type="checkbox"/> |
| • Director(s) of Service | <input checked="" type="checkbox"/> |
| • Mayor/Cabinet Member(s) | <input checked="" type="checkbox"/> |
| • Chief Finance Officer | <input checked="" type="checkbox"/> |
| • Monitoring Officer | <input checked="" type="checkbox"/> |
| • Assistant Chief Executive | <input checked="" type="checkbox"/> |

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HACKNEY CARRIAGE AND PRIVATE HIRE LICENSING POLICY

Executive Summary

The aim of this Policy is to protect the public and ensure that drivers, vehicle owners / proprietors and operators are fit and proper persons for the role that they play in local transport provision.

The Department for Transport recommends that all licensing authorities make publicly available a cohesive policy document which should include, but not be limited to, policies on convictions, a 'fit and proper' person test, licence conditions and vehicle standards. This is the Authority's policy document.

This Policy has been drafted having regard to the "Statutory Taxi & Private Hire Vehicle Standards" issued by the Department for Transport in July 2020 under section 177(1) of the Policing and Crime Act 2017 ("the Statutory Guidance") and the recommendations contained therein.

In the Introduction of the Statutory Guidance at paragraph 1.1 it states: -

"There is evidence to support the view that taxis and private hire vehicles are a high-risk environment. In terms of risks to passengers, this can be seen in abuse and exploitation of children and vulnerable adults facilitated, and in some cases, perpetrated by the trade and the number of sexual crimes reported which involve taxi and private hire vehicle drivers. Links between the trade and child sexual abuse and exploitation have been established in many areas and other investigations continue. Data on reported sexual assaults by taxi and private hire vehicle drivers evidence the risk to passengers; data from Greater Manchester and Merseyside suggest that, if similar offence patterns are applied across England, 623 sexual assaults per year are reported. These figures do not however account for the under reporting of crime which is estimated to be as high as 83 percent in the Crime Survey for England and Wales."

The Statutory Guidance makes it clear in paragraph 1.3 that the Department for Transport expects the recommendations contained in the Guidance *"to be implemented unless there is a compelling local reason not to."*

The objectives of this Policy are as follows:

- a) The safety and protection of the public
- b) The protection of children and vulnerable adults from harm
- c) The promotion of environmental sustainability; and
- d) To provide clarity for licensees with respect to the Authority's expectations of them and its decision-making process.

North Tyneside Council (the Authority) is aware that the public should have reasonable access to hackney carriages and private hire vehicles because of the important role they play in local transport provision.

Hackney carriage and private hire vehicles are a highly flexible form of public transport and play an increasingly important role in improving accessibility. Hackney carriage and private hire vehicles are used by all social groups and play an essential role in the provision of the Authority's home to school transport provision.

This Policy supports the Authority's Transport Strategy for 2017-2032 and the principles within that Policy. As well as seeking the protection of the public, the Authority aims to improve the safety, health and well-being outcomes for the people of the Borough and the sustainability of communities and the environment across the Borough.

As the environmental and health impacts associated with emissions from transport operations are now more clearly understood, the Authority has an increased responsibility to ensure that drivers and passengers are protected as far as possible from the adverse impact of vehicle emissions.

Version Control

Version 2

Approved by Cabinet on: 23 May 2022

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Introduction

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1. Hackney Carriage and Private Hire Licensing

The Authority is responsible for the licensing of hackney carriage and private hire vehicles, their drivers and in the case of private hire vehicles their operators, in the Borough of North Tyneside.

The Authority currently licences up to 204 hackney carriage vehicles, approximately 712 private hire vehicles, 965 licensed drivers and 21 private hire operators.

A hackney carriage is a public transport vehicle with no more than 8 passenger seats, which is licensed to 'ply for hire'. This means that it may stand at ranks or be hailed in the street whilst in the Borough of North Tyneside by members of the public. A hackney carriage can also be pre-booked. Private hire vehicles too must have no more than 8 passenger seats, but unlike hackney carriages, must be booked in advance through an operator and must not ply for hire in the street.

2. Powers and Duties

In 1977, the Authority adopted Part II of The Local Government (Miscellaneous Provisions) Act 1976. By adopting Part II of the 1976 Act the Authority is given the powers and duties to carry out licensing functions in respect of hackney carriage and private hire licensing in the Borough of North Tyneside. As such the Authority is responsible for the licensing of private hire drivers, vehicles and operators and hackney carriage drivers and vehicles in the Borough. This document sets out how the Authority will exercise its licensing functions when making decisions about new licence applications, renewal of licence applications and licences currently in force.

The Authority is also obliged to have regard to the Statutory Taxi & Private Hire Vehicle Standards issued under section 177(1) of the Policing and Crime Act 2017 by the Department for Transport when exercising its licensing functions.

3. Objectives

In setting out this Policy, the Authority seeks to carry out its licensing functions with a view to promoting the following objectives:

- a) The safety and protection of the public
- b) The protection of children and vulnerable adults from harm
- c) The promotion of environmental sustainability
- d) To provide clarity for licensees with respect to the Authority's expectations and its decision-making process.

In the promotion of the above objectives the Authority will consider the following matters:

- a) The safety and protection of the public:
 - Ensuring that vehicles are safe, clean, reliable and accessible to meet the varying needs of the public
 - Providing confidence in the system for assessing whether a person is 'fit and proper' to drive a hackney carriage or private hire vehicle.
- b) The protection of children and vulnerable adults from harm.

This Policy:

- Puts protecting the safety and welfare of the public at its core
 - Specifically takes account of the Authority's safeguarding responsibilities, particularly in relation to children, young people and vulnerable adults and reflects best practice
 - Makes it clear that the welfare of children and their protection from harm is everyone's responsibility, in particular that prospective and licensed drivers and operators have a duty to promote good safeguarding practices, including awareness of Child Sexual Abuse and Exploitation and trafficking.
- c) The promotion of environmental sustainability:
 - To encourage the uptake of zero and ultra-low emission vehicles
 - To only permit licenses for vehicles that comply with the particular age requirements as set out in Chapter 2 paragraph 19 of this Policy.
 - d) To provide clarity for licensees with respect to the Authority's expectations and the decision-making process:
 - Clarity of the Authority's expectations with regards to convictions, cautions, fixed penalties and community resolutions.

This Policy shall apply in respect of new applications, renewals and other matters connected to the following licences:

- Private hire vehicle proprietor
- Private hire driver
- Private hire operator
- Hackney carriage driver
- Hackney carriage proprietor.

This Policy shall also apply in respect of disciplinary and enforcement measures and includes a Code of Conduct to be followed by all drivers licensed by the Authority.

4. **Methods Used in Meeting the Objectives**

The methods to be employed will be:

- Setting the standards for the licensing of drivers, vehicles and operators
- Periodical licensing and routine inspection of vehicles, with appropriate follow up action if necessary
- Routine inspection of insurance policies, with appropriate follow up action if necessary
- Checks of driver's medical condition, criminal record (if any) and knowledge of the law
- Investigation of complaints with appropriate follow up action
- Liaison with the Police, the Home Office, HMRC, Safeguarding and other agencies regarding issues of mutual concern in relation to offences or the conduct of licensees
- Taking enforcement and/or disciplinary action including prosecution, verbal and written warnings, advice, written cautions, notices, suspension or revocation of licences for breaches of legislation or licence conditions;
- Conditions added to licences
- Enforcement of the Byelaws
- Liaison with the hackney carriage and private hire trade by way of open meetings
- The issue of guidance notes.

When considering applications and taking enforcement action the Authority as a Licensing Authority is also subject to the Regulators' Code published by the Department for Business, Energy and Industrial Strategy and will have regard to the statutory principles of good regulation as required by the Legislative and Regulatory Reform Act 2006, the Authority's Enforcement Policy and the 'Statutory Taxi & Private Hire Vehicle Standards' Guidance referred to above.

Please see link below to the Authority's Enforcement Policy.

<http://my.northtyneside.gov.uk/category/691/statement-enforcement-policy>

The Authority is aware that under the Regulators' Code the Authority should:

- Carry out its activities in a way that supports those they regulate to comply and grow
- Provide simple and straightforward ways to engage with those it regulates and hear their views
- Base its regulatory activities on risk
- Share information about compliance and risk
- Ensure clear information, guidance and advice is available to help those it regulates to meet their responsibilities to comply with the law, statutory guidance and the Policy
- Ensure that its approach to its regulatory activities is transparent
- Avoid unnecessary regulatory burdens.

5. Best Practice Guidance

In formulating this Policy consideration has been given to the available best practice guidance issued by the Department for Transport and the Department for Business, Energy & Industrial Strategy. In addition, the Authority has had regard to the 'Statutory Taxi & Private Hire Vehicle Standards' referred to above which replaced relevant sections of the Best Practice Guidance published by the Department in 2010. Where there is a conflict between the Statutory Guidance and the Best Practice Guidance the Statutory Guidance takes precedence.

6. Status

In exercising its discretion in carrying out its regulatory functions, the Authority will have regard to this Policy and the objectives set out above as well as the 'Statutory Taxi & Private Hire Vehicle Standards' Guidance as it is obliged to do under section 177(4) of the Policing and Crime Act 2017.

Notwithstanding the existence of this Policy and consideration of the Statutory Guidance issued under the Policing and Crime Act 2017, each application or enforcement measure will be considered on its own merits. Where it is considered necessary for the Authority to depart from the Policy and the Statutory Guidance, clear reasons will be given for doing so.

7. Implementation and Review

This Policy will take effect on 23 May 2022 save for the Age/Emissions standards paragraphs of the Policy which will come into force as detailed in Chapter 2, paragraph 20.

The Authority will keep this Policy under review and will consult where appropriate on proposed revisions. A full review of the Policy will be conducted every five years from the date of effect, but its performance will be reviewed annually. It may be necessary to revise the Policy within any five year period. Any changes made to the Policy may have immediate effect or be expressed as coming into effect on a given date.

Amended copies of the Policy will be available from the Licensing Section and via the internet at <https://my.northtyneside.gov.uk/category/879/taxis-and-private-hire>

Upon implementation of this Policy, the Authority requires licensees to comply with its terms immediately. Where it is not possible to comply with part of the Policy due to outstanding action required by the Authority, information will be provided as to an implementation date for that part of the Policy.

From the effective date, this Policy overrides and supersedes all existing policies in relation to private hire and hackney carriage licensing.

8. Consultation

In preparing this Policy the Authority has consulted with and taken into account the views of amongst others:

- Current licensees
- Northumbria Police
- Local businesses and their representatives
- Residents and their representative bodies
- Local transport providers
- Disability Groups
- Planning Authority
- Service users
- Environmental groups
- Neighbouring Authorities (including the North East Combined Authority, North of Tyne Combined Authority and the Tees Valley Combined Authority)
- Representatives from the charitable and voluntary sector
- Members of the Authority
- Chamber of Commerce
- Campaign for Better Transport
- Local traders
- North Tyneside Safeguarding Children Partnership
- Adult Social Care within the Authority
- Pubwatch.

The views of all of these persons and bodies who provided a consultation response have been taken into account in determining this Policy.

9. Area and Impact

North Tyneside is one of the five metropolitan districts that comprise the county of Tyne and Wear. North Tyneside is bounded by Newcastle upon Tyne to the west, the North Sea to the east, the River Tyne to the south and Northumberland to the north. The A19 runs from north to south and the A1058 Coast Road runs from east to west within the Borough. Recent growth has come in the A19 corridor with new industrial estates and retail parks. There is also an International Ferry Terminal at North Shields.

The late-night economy of the Borough is principally centred around Tynemouth and Whitley Bay where a number of hospitality and entertainment premises are situated. Activity is also centred on restaurants, public houses and takeaway establishments in areas such as North Shields and Wallsend.

The Authority recognises and welcomes the contribution that the hackney carriage and private hire trade makes to the transport and tourism industries.

Hackney carriage and private hire vehicle journeys represent a significant number of daily trips on the local highway network both within North Tyneside and the wider area. Many of these journeys are made along key local and regional arterial routes on which air quality and in particular nitrogen dioxide (NO₂) issues have manifested themselves on some of these routes. Local Authorities in the area are working on measures to address the issue of poor air quality in the areas identified as having an issue with poor air quality which may include some form of road user charging that would be applicable to hackney carriage and private hire vehicles.

Improving local air quality forms part of the Authority's Transport Strategy for 2017-2032 and hackney carriage and private hire vehicles have an important role in helping the Authority deliver this outcome, particularly given the comparatively higher mileage undertaken by hackney carriages and private hire vehicles on local roads compared to other passenger vehicles.

10. Partnership Working

The Authority will work in partnership with the following agencies and individuals to promote the licensing objectives and to safeguard the general public particularly vulnerable members of society when using the hackney carriage and private hire trade:

- Local Hackney Carriage and Private Hire Trade
- Safeguarding Services
- Northumbria Police
- Local Transport authorities and committees
- Local residents
- Disability Groups
- Service users and their representatives
- Driver and Vehicle Standards Agency (DVSA)
- HM Revenue and Customs
- Department for Work and Pensions
- Other Council Departments
- UK Visas & Immigration (Immigration Enforcement)
- Other Government Departments and Agencies.
- Neighbouring Licensing Authorities

The Authority will hold regular meetings with the hackney carriage and private hire trade to consider current and future licensing issues.

11. Related Legislation and Strategies

This Policy will be integrated as far as possible with local planning, transport, tourism, equality cultural and environmental strategies, and other plans introduced for the management of the Borough and night-time economy.

The Authority will work in partnership with other agencies.

As stated above, the Authority must also have regard to the Statutory Guidance issued by the Department for Transport in July 2020 (and any subsequent Guidance that may be issued) under section 177(1) of the Policing and Crime Act 2017.

12. Equality

As an employer and service provider the Authority is committed to ensuring equality in employment and service delivery. To achieve the above standard the Authority is aware of its duties and obligations under the following legislation:

- Human Rights Act 1998
- Equality Act 2010.

13. Duties and obligations under Equality Act 2010

The Authority will consult on and monitor the impact of this Policy to ensure that those making applications are treated in accordance with their needs. The Authority also recognises the Public Sector Equality Duty as set out in section 149 of the Equality Act 2010 (the 2010 Act) which it must have regard to when exercising its licensing functions.

In applying this Policy, the Authority will at all times endeavour to comply with its obligations under the 2010 Act and the Human Rights Act 1998.

Providers of hackney carriage and private hire transport are deemed to be providers of services to the public for the purposes of Part 3 of the 2010 Act. A statutory Code of Practice has been published and provides guidance on specific issues associated with the 2010 Act. Licensees and applicants should read the Code of Practice and ensure that they operate having due regard to the Code and in compliance with the 2010 Act.

It is a condition of a vehicle licence that wheelchair accessible vehicles must have appropriate equipment so as to be able to transport passengers in wheelchairs at all times. In instances where this is not the case the licence for the vehicle may be suspended until such time as the Authority considers the vehicle is fit for purpose.

In accordance with the 2010 Act the Authority holds a list of wheelchair accessible vehicles (designated vehicles). The Act requires the drivers of such designated vehicles to carry passengers in wheelchairs and to provide assistance to such

passengers and prohibits drivers from charging such passengers an additional charge.

The Department for Transport has published statutory guidance called 'Access for Wheelchair Users to Taxis and Private Hire Vehicles' and drivers of wheelchair accessible vehicles are encouraged to read and understand that guidance. Further information can be found at [Wheelchair access in taxis and private hire vehicles - GOV.UK \(www.gov.uk\)](http://www.gov.uk/government/publications/wheelchair-access-in-taxis-and-private-hire-vehicles)

It is a criminal offence for drivers of wheelchair accessible vehicles to refuse to carry passengers in wheelchairs, to fail to provide them with appropriate assistance, or to charge them extra unless the driver has been issued with an exemption certificate by the Authority exempting them from performing the duties set out in section 165 of the 2010 Act.

All licensed drivers are under a duty to carry guide, hearing and other prescribed assistance dogs in their vehicles and passengers with disabilities and to provide assistance to such passengers without additional charge. Drivers who have a medical condition that is aggravated by exposure to dogs may apply for an exemption from the duty on medical grounds. A medical certificate must be provided at the driver's expense from the driver's own GP or one who has had access to the drivers' full medical records, stating the details of their medical condition to the satisfaction of the Licensing Authority. A register will be kept by the Authority of exempted drivers.

Any drivers who consider that they should be exempt from the duties imposed on them by the 2010 Act in relation to carrying passengers in wheelchairs or passengers with assistance dogs should contact the Authority's Licensing Department at www.northtyneside.gov.uk

Further information is available from the Equality and Human Rights Commission at www.equalityhumanrights.com.

14. Right to live and work in the UK

Under the Immigration Act 2016 all individual applicants for private hire operator and private hire and hackney carriage driver licences are required to prove that they have a right to live and work in the UK before being considered for a licence. A list of suitable documents that are required to be produced to prove a right to live and work in the UK is available from the Authority's Licensing Section.

Please see the following link (information is contained on pages 25/26 of the attachment) <https://www.gov.uk/government/publications/licensing-authority-guide-to-right-to-work-checks>

A licence will not be granted until the applicant is able to prove that they have a right to live and work in the UK. If an applicant has only limited leave to remain in the UK then any licence will only be issued for this period of time.

2. Vehicles – Hackney Carriage and Private Hire

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1. Specifications

The Department for Transport Best Practice Guidance issued in 2010 recommends that licensing authorities should adopt the principle of specifying as many different types of vehicle as possible. They are, however, encouraged to make use of the 'type approval' rules within any specifications they determine.

All vehicles, therefore, shall have an appropriate 'type approval' which is either:

- European Whole Vehicle Type approval
- British National Type approval or
- British Individual Vehicle Approval (IVA).

As a guide, most large volume production vehicles produced in the UK and EU member states after 1987 will satisfy British and/or European Whole Type Approval. Specialist vehicles or any vehicle that has been structurally modified, converted or imported from a non-EU member state since its original manufacture will require separate IVA and/or Department for Transport approval and such

documentation must be submitted with an application for a hackney carriage or private hire vehicle licence.

The seating capacity of a vehicle will be determined by the Authority. Vehicles will, in general, be licensed for the carriage of up to four passengers, but applications in relation to larger vehicles that can accommodate up to eight passengers will be accepted, provided that there is compliance with the specifications applicable to such vehicles.

Where the seating in the vehicle does not conform with the specifications in this Policy or for other reasons associated with the safety and comfort of passengers, the Authority may reduce the permitted number of passengers that may be carried in the vehicle from that specified by the vehicle manufacturer.

Appendix A sets out the minimum standards which are expected in respect of licensed vehicles.

2. Private Hire Vehicles

A private hire vehicle is a motor vehicle constructed or adapted to seat no more than 8 passengers which is provided for hire with the services of a driver for the purpose of carrying passengers. All hirings for a private hire vehicle must be pre-booked through a licensed private hire operator. Any vehicle used as a private hire vehicle must be licensed under the provisions of the Local Government (Miscellaneous Provisions) Act 1976. In determining what vehicles fall within this definition the Authority will give consideration to the 'Best Practice Guidance on Taxi and Private Hire Licensing' issued by the Department of Transport in 2010.

The Authority must be satisfied that the following criteria are met before granting a licence:

That the vehicle is:

- Suitable in type, size and design for use as a private hire vehicle
- Not of such design and appearance as to lead any person to believe that the vehicle is a hackney carriage
- In a suitable mechanical condition
- Safe
- Comfortable.

Conditions may be attached to the grant of a licence as are considered reasonably necessary. Vehicles which are licensed with another Authority will not be licensed by this Authority.

In addition to the above legislative requirements the Authority has imposed conditions relating to the size and other specifications of the vehicle. These are attached at **Appendix A**.

All private hire vehicles must:

- Not be black in colour; or be any colour, which, in the opinion of the Authority, closely resembles black
- Not be fitted with a roof sign of any description
- If the vehicle is fitted with a meter, it must be properly tested and sealed and be of a type approved by the Authority or an agent approved by the Authority
- Display a yellow licence plate, which must be securely attached to the exterior rear of the vehicle as prescribed by a condition of the Authority
- Display a yellow decal provided by the Authority and attached centrally to each front door of the vehicle as prescribed by a condition of the Authority
- Display a disc in the top nearside corner of the front windscreen.

General conditions are attached to a private hire vehicle licence relating to the identification of the vehicle and safety issues. These are attached at **Appendix B**.

3. Hackney Carriage Vehicles

A hackney carriage is a wheeled carriage used in standing or plying for hire that is required to have a numbered plate fixed upon it. The legal definition of a hackney carriage is contained in the Town Police Clauses Act 1847.

A hackney carriage can ply for hire within the Borough of North Tyneside and also wait at a hackney carriage stand within the Borough. In addition, a hackney carriage may also undertake work on a pre-booked basis.

Conditions can be imposed upon the grant of a hackney carriage proprietor's licence and the Authority has byelaws to control the conduct of both proprietors and drivers. These Byelaws are attached at **Appendix I** to this Policy.

The Authority has imposed requirements relating to the size and other specifications of the vehicles. These are attached at **Appendix A**.

General conditions are attached to a hackney carriage vehicle proprietor's licence relating to the identification of the vehicle and safety issues. These are attached at **Appendix B**.

All hackney carriages must:

- Be black in colour
- Be fitted with an approved roof sign bearing the word "TAXI" as prescribed by the Authority
- Be fitted with a meter of an approved type with the fares charged as determined by the Authority
- Meters, after being checked for accuracy, must be sealed by Officers of the Authority or an agent approved by the Authority
- Display a white licence plate, which must be securely attached to the exterior rear of the vehicle in the vicinity of the bumper
- Display a white decal provided by the Authority and attached centrally to each front door of the vehicle as prescribed by a condition of the Authority

- Display the current table of fares as prescribed by condition of the Authority
- Display a disc in the top nearside corner of the front windscreen.

4. Limitation of Numbers

No powers exist for licensing authorities to limit the number of private hire vehicles that they licence.

The present legal provisions on quantity restrictions for hackney carriages are set out in section 16 of the Transport Act 1985. This provides that the grant of a hackney carriage licence may be refused, for the purpose of limiting the number of licensed taxis “if, but only if, the person authorised to grant licences is satisfied that there is no significant demand for the services of hackney carriages (within the area to which the licence would apply) which is unmet”.

Any new application for a hackney carriage proprietor’s licence that would be in excess of that number will be refused if the Authority is satisfied that there is no significant unmet demand for taxi services within the area. An applicant whose licence is refused has a right of appeal to the Crown Court.

The Authority is satisfied that there is no significant unmet demand for hackney carriage services within this area. Therefore, it has placed a limit on the number of hackney carriage vehicle licences issued. This limit has been placed at 204 following consideration of the results of an independent study.

The current limit includes grandfather rights granted to proprietors of saloon vehicles. These rights permit the continued use of a saloon vehicle by proprietors who were granted their hackney carriage proprietor’s licence prior to July 1992. These rights are to remain and encourage a mixed fleet of hackney carriage vehicles consisting of saloons and wheelchair accessible vehicles. It is recognised that users with some medical conditions will find saloons easier to access than wheelchair accessible vehicles.

This limitation of numbers will be periodically reviewed, and this Policy will be amended to take account of the results as required.

5. Location of Applicant’s Home/Business

When an applicant wishes to licence a vehicle as a hackney carriage the Authority will require information, pursuant to section 57 of the Local Government (Miscellaneous Provisions) Act 1976, as to whether the applicant intends to use the vehicle to stand or ply for hire in the Authority’s area and also if the applicant intends to use the vehicle entirely or predominantly remotely from the Authority’s area on a pre-booked basis.

Whilst each application will be considered on its own merits, the Authority will have regard to the geographic location of an applicant’s home and business address.

If the Authority believes that the hackney carriage is to be used entirely or predominantly remotely from the Authority’s area on a pre-booked basis, then the application for a licence will normally be refused.

If the Authority believes that an existing hackney carriage is being used predominantly outside the Authority's area on a pre-booked basis with an Operator who is not licensed by this Authority, then having regard to the judgment in *R (on the application of Newcastle City Council) v Berwick-upon-Tweed Borough Council* [2008] EHC 2369 (Admin) the matter will be referred to the Regulation and Review Committee.

6. Insurance

All vehicles must have a current, valid policy of insurance at all times, appropriate to the use of the vehicle. The policy of insurance must be in place before a licence can be granted.

It is an offence to use a vehicle without the appropriate insurance in place.

Requests to produce evidence of the appropriate insurance may be made during the term of the licence. These requests must be complied with in accordance with the time scales stipulated in the request.

If a vehicle is off the road and uninsured the proprietor must advise the Licensing Section of the Authority in writing immediately or in any event within 72 hours.

7. Advertisements, signs, notices etc.

No signs, notices, advertisements, digital or audio display etc. or other markings shall be displayed on, in or from the vehicle subject to the following exceptions:

- Any sign, notice or other marking required to be displayed by legislation or any condition attached to this licence
- Advertising on the rear doors, rear wings and boot area of the vehicle (of two-dimensional insignia type) approved by the Authority
- Advertising along the top 8 cm strip of the windscreen of the vehicle provided that it is not illuminated, and it bears only the name and/or telephone number in block letters of the firm operating the vehicle
- Some in car digital advertising.

Signs, notices or advertisements must not be of a content that the Authority deems to be offensive or abusive. Further guidance as to the content of the advert may be sought from the Advertisement Standards Authority, www.asa.org.uk.

The Director of Public Health can approve or refuse to allow advertisements in the areas permitted in this Policy. All advertisements must be approved by the Director of Public Health prior to being displayed on or in a vehicle. Any unauthorised advertisements will be required to be removed and appropriate action taken.

The Director of Public Health can approve or refuse requests for advertising on the lower area of the front doors of private hire and hackney carriage vehicles. Such advertising to be for the purpose of promoting a private hire operator, a hackney carriage proprietor (or group of proprietors) licensed by the Authority.

Any queries regarding advertisements must be referred to the Licensing Section of the Authority.

8. **Accident notification**

The proprietor shall notify the Licensing Section of the Authority in writing as soon as reasonably possible, or in any case within 72 hours, of any accident involving a licensed vehicle that results in damage materially affecting the safety, performance, or appearance of the vehicle or the comfort or convenience of potential customers. In certain cases, the vehicle licence will be suspended.

The proprietor must comply with any reasonable request to produce the vehicle for inspection at the Authority's offices or other specified location so that its roadworthiness can be assessed. Any failure to do so is an offence and the appropriate action will be taken. Following the repair, the level of damage will be assessed, and the Authority may require an engineer's report and / or the vehicle to be examined at the Authority's Test Station.

9. **Vehicle testing**

All vehicles must undergo and satisfy an inspection by the Authority's vehicle examiners or at a place specified by the Director of Public Health prior to being licensed.

It is the proprietor's responsibility to ensure that a licensed vehicle is roadworthy and fit for hire and reward purposes at all times.

Vehicles are to be tested in accordance with the Vehicle Testing Arrangements (attached at **Appendix C**). The Testing Station may also be directed to look at other issues identified by a Licensing Officer. In the event of the Testing Station being unavailable the Authority will put alternative arrangements in place.

Vehicles that are 4 years old and over at the time of the licence being granted will require an interim test. Vehicle proprietors will be required to produce their vehicle for testing when requested. The fee for this interim test will form part of the annual licence fee. Vehicles that are 3 years old on the date the licence is granted but turn 4 years old during the one-year term of the licence are excluded from the routine requirement to undertake an interim test. Such vehicles may still be requested to be presented for inspection and test in accordance with the statutory provisions.

Vehicles failing to be presented for a test or presented late for the test will be required to be re-tested and a re-test fee paid. Where appropriate the licence will be suspended. A further test appointment will only be made when the retest fee has been paid.

The Lifting Operations and Lifting Equipment Regulations 1998 (often abbreviated to LOLER) place duties on people and companies who own, operate or have control over lifting equipment. This includes all businesses and organisations whose employees use lifting equipment, whether owned by them or not.

The regulations require that the inspection interval is 6 months, for lifting equipment and any associated accessories used to lift people. Any licensed vehicles containing this equipment should provide evidence of a LOLER inspection report every 6 months.

10. Application Procedure

Applications are to be made in writing and may be made in person at a prescribed time, by post, online or e-mail. The Authority will not be responsible for any documents that may be lost in the post.

Applications will not be considered valid unless they contain all the relevant documentation and the appropriate licence fee has been paid.

For the purposes of licensing, a hackney carriage or private hire vehicle licence will be issued in the name of the registered keeper of the vehicle. The registered keeper can be an individual or a company. Where the registered keeper is a company, details of the person who will be responsible for the vehicle will be included on the licence.

The booking of vehicle tests may be done by telephone, in person at a prescribed time, online or by e-mail at taxi.licensing@northtyneside.gov.uk. Postal or e-mail applications should be made at least 10 working days prior to the date of the vehicle test to allow for the application to be processed.

If the application is refused the fee will be refundable minus the proportion of the charge for the test fee.

The Director of Public Health has the discretion to attach, amend or remove a condition of licence.

Although applications may be made by post or e-mail, licence plates must be collected in person at a prescribed time.

11. Criminal Record Checks

The holder of a hackney carriage proprietor's licence or private hire vehicle licence, as well as ensuring that the vehicles are well maintained to an acceptable standard, must also ensure that vehicles are not used for illegal or illicit purposes. The Authority's objective when licensing hackney carriage and private hire vehicles is to protect the public.

Hackney carriage proprietor licences and private hire vehicle licences will only be granted, or renewed, to persons that the Authority considers to be 'fit and proper' persons to hold such licences. This means that they must pose no threat to the public and have no links to serious criminal activity.

To ascertain if an applicant for a hackney carriage proprietor's licence or private hire vehicle licence is a fit and proper person to hold such a licence the Authority requires them on applying for such a licence, or an application for a renewal thereof,

to produce to the Authority a Basic Disclosure of any criminal convictions obtained from the Disclosure and Barring Service (DBS). In addition to having regard to the Basic Disclosure the Authority will also have regard to the information contained in the application form and, any information obtained during any interview that may take place between the applicant/licence holder and a licensing officer.

The Authority will check the Basic Disclosure of any criminal convictions annually.

Before an application for a private hire vehicle licence or hackney carriage proprietor's licence, or a renewal application, will be considered by the Authority, the applicant (whether this be an individual or the Director of a limited company) must provide a current (less than 1 month old) Basic Disclosure of criminal convictions from the DBS. If the applicant is currently licensed as a driver with this Authority, they will be exempt from this requirement as they will already have had a higher level of criminal record check.

Where a vehicle licence is in force in the name of a limited company and a new director(s) is proposed to be appointed to that limited company, then each proposed director will be required to provide a Basic Disclosure of convictions from the DBS. If the applicant is currently licensed as a driver with this Authority, they will be exempt from this requirement.

In exceptional circumstances, the Authority may take relevant spent convictions into account having regard to the factors set out in the judgment of *Adamson v Waveney District Council* [1997] 2 All ER 898 when determining an individual's suitability to hold a private hire vehicle licence or hackney carriage proprietor's licence. In the case of a company, any relevant spent convictions of an officer of the company may be taken into account in exceptional circumstances when determining the suitability of the company to hold a licence.

When determining if the applicant/licence holder is, or remains, a fit and proper person to hold a hackney carriage proprietor's licence or private hire vehicle licence the Authority will apply the following test having regard to the information in its possession: -

"Would I be comfortable allowing this person to have control of a licensed vehicle that can travel anywhere, at a time of the day or night without arousing suspicion, and be satisfied that he/she would not allow it to be used for criminal or other unacceptable purposes, and be confident that he/she would maintain it to an acceptable standard throughout the period of the licence?"

If the answer to this question is an unqualified yes, then the test is satisfied. If officers or Members have doubts then further consideration will be given as to whether the individual is a fit and proper person to hold vehicle licence.

As the public must have trust and confidence in the safety and integrity of both the hackney carriage and private hire systems, the same standards will be applied to hackney carriage proprietors and private hire licence holders as to drivers outlined in this Policy.

12. **Decision Making**

Refusal to licence an individual as a driver or to suspend or revoke a driver licence does not automatically mean that that individual cannot be issued or continue to hold a vehicle licence; this decision will be independent of a driver licence refusal and based on the appropriate information that is held. DBS certificate information can only be used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

13. **New Applications and Replacement Vehicles**

The following documents are to be submitted for new/replacement vehicle applications:

- Fully completed application form
- Basic Disclosure of criminal convictions certificate (if not currently licensed as a driver) of the applicant(s) or in the case of a limited company, for each director of the company.
- Pre-Test Inspection form (PTI) - approved
- Vehicle test certificate - pass
- Vehicle registration document in the applicant's name (or proof of purchase identifying applicant as purchaser if newly purchased vehicle). (An order form is insufficient for this purpose)
- Appropriate valid certificate of motor insurance for date of intended business use.
- LOLER certificate (where applicable)
- Conversion certificate (where applicable).
Note: the Authority provides a service to carry out LOLER testing and conversion/installation inspections. Additional fees apply. Further information is available from the Licensing Office or on the Authority's website.
- Taximeter certificate (where applicable)

Fees:

- Licence fee. Please note the fee differs depending on the age of the vehicle and the type of licence applied for.

If the application is withdrawn or refused the fee will be refunded minus any vehicle test fees and an administrative charge. Should the application be appealed, the administrative charge will be higher.

14. **Renewal Applications**

The following documents are to be submitted for renewal vehicle applications prior to the expiry of the licence:

- Fully completed vehicle renewal form
- Basic Disclosure of criminal convictions certificate (if not currently licensed as a driver) of the applicant(s) or in the case of a limited company, for each director of the company
- Vehicle test certificate – pass required
- Appropriate valid certificate of motor insurance for date of intended business use.
- LOLER certificate (where applicable).
Note: The Authority provides a service to carry out LOLER testing. An additional fee applies. Further information is available from the Authority's Licensing Office or on the Authority's website
- Taximeter certificate (where applicable).

Fees:

- Licence fee. Please note the fee differs depending on the age of the vehicle and the type of licence applied for.

There is no legal requirement for the Authority to send out reminders for renewals for licences, but to aid vehicle proprietors the Authority's Licensing Section will endeavour to do so. However, the responsibility rests with the proprietor to ensure documentation is provided within the appropriate timescales. Where an application to renew a vehicle licence is not received prior to the expiry of the licence, the licence will not be renewed. In such cases, a new application will be required, grandfather rights will apply and a higher licence fee will apply.

For new and renewal applications the Basic Disclosure of criminal convictions certificate will be accepted for subsequent applications of additional vehicles within 12 months from the date of issue of the certificate.

Incomplete applications

An application to renew a licence that has been submitted with the appropriate licence fee prior to the expiry of that licence, but is incomplete, will not be processed.

In such cases the Authority will issue a written request to the licensee for the additional information to be provided within 14 days of the expiry of the licence. During this time the licensee can continue to operate the vehicle for hire and reward purposes.

If the licensee fails to provide the information within this time period the application will be refused, to which the licensee will have a right of appeal. During this time the licensee can also continue to operate the vehicle. If no appeal is received within 21 days, then the vehicle must cease operating.

If the application is withdrawn or refused the fee will be refunded minus any vehicle test fees and an administrative charge. Should the application be appealed, the administrative charge will be higher.

15. **Grandfather Rights**

The Authority will take account of the previous decision to licence a vehicle where a departure from the policy has been made providing the application is received within 2 months of the expiry date. Applications made after this period will be considered as a new application and the Policy will be freshly applied.

The Authority will take account of the previous DBS check held of any proprietor who has not renewed their vehicle proprietor's licence but re-applies within 6 months of the expiry date.

16. **Change of address**

The proprietor must advise the Authority in writing within 7 days of a change of business or home address during the period of the licence. There is no fee for this process.

17. **Transfer of interest**

The proprietor shall notify the Authority in writing, giving the name and address of the new proprietor, within 14 days if the interest in the vehicle is transferred to another person not currently named on the licence.

Each proposed vehicle proprietor will be required to provide a Basic Disclosure of convictions from the Disclosure and Barring Service. If the applicant is currently licensed as a driver with this Authority, they will be exempt from this requirement.

Where a proprietor wishes to be removed from the licence the Authority should be notified in writing within 14 days. There is no fee for this process.

18. **Limousines**

A stretch limousine is a luxury saloon car with a lengthened wheelbase and an extended chassis.

The Authority recognises the role limousines have to play in the private hire trade to meet a public demand and as such it is necessary for them to come under the licensing system and the controls that this will allow. The Authority, however, has not developed a separate licensing regime for such vehicles. Rather it has widened the criteria of the current vehicle specifications that licensed vehicles must meet. Please see **Appendix A**.

Most limousines are imported for commercial purposes and are required to take an individual vehicle type approval (IVA) test. This ensures that the vehicles meet modern safety standards and environmental standards before being used on public roads.

The Authority has no objection to licensing limousines that are safe and fit for the road.

The Authority has given consideration to licensing left hand drive vehicles and vehicles with side facing seats, however, it believes that such vehicles are not suitable due to the safety issues that exist with such vehicles and as such will not licence them.

There shall be no sale or provision of alcohol from any vehicle without a current premises licence under the Licensing Act 2003 being in force. Under section 156 of the Licensing Act 2003 it is an offence to sell alcohol from a moving vehicle.

Funerals and Weddings

There is no requirement for a vehicle to be licensed where it is being used in connection with a funeral or is being wholly or mainly used by a person carrying on the business of a Funeral Director for the purpose of funerals.

A vehicle does not need to be licensed while it is being used in connection with a wedding.

19. Executive Hire Private Hire Vehicles

Private hire vehicles (not hackney carriages) used solely and exclusively for executive hire can be exempted under Section 75(3) of the Local Government (Miscellaneous Provisions) Act 1976 from the requirement to display a licence plate and the driver from wearing a driver's badge.

Any proprietor of a licensed private hire vehicle wishing to apply for this exemption should be engaged solely in the provision of an executive service.

The applicant must satisfy the Director of Public Health that the specification of the vehicle and the overall level of service provision constitutes an executive hire service. This is initially done by way of submission of a business plan, inspection of the vehicle and the proprietor of the vehicle in question being interviewed by a Licensing Officer of the Authority. Guidance notes are available from the Licensing Section.

Applications for an exemption can be made in writing, in person at a prescribed time or by post or e-mail.

If granted, an Exemption Notice will be issued to the proprietor. The Exemption Notice shall not be granted for a period of more than one year and shall expire upon the expiry of the private hire vehicle licence.

The Exemption Notice is granted subject to the licensed private hire vehicle being operated in accordance with standard conditions attached at **Appendix D** and any additional conditions. Failure to comply with these conditions may result in the withdrawal of the Exemption Notice. The conditions are attached at **Appendix D** to this Policy.

The private hire operator, proprietor and driver operating under the provisions of an executive Exemption Notice, remain subject to the requirements of the Local Government (Miscellaneous Provisions) Act 1976 with regard to the respective licences and the conditions attached in each case.

Any vehicle operating under this exemption may also request in writing to be exempt from the condition limiting the tint on the rear passenger windows (two rear passenger windows, back window and any rear side windows if present).

Any vehicle granted an exemption, and which has tinted windows, must not be engaged at all in any contract or provision of vehicle for the carriage of school children or based around the carriage of unaccompanied children/young persons (under age 18 years). The driver must not act as the accompanying adult. Further, the Operator must, unless such a vehicle has been specifically requested, inform a hirer that such a vehicle with tinted windows will be supplied.

20. **Tinted Windows**

In the case of vehicles where windows have been factory fitted as standard with a tint there will be no minimum light transmission requirement for all windows to the rear of the B pillar.

The windows (excluding the windscreen which must have a minimum light transmission of 75% and 70% minimum light transmission for front side windows) of any vehicle shall not be adapted so that less than the percentages detailed below of light is transmitted through it:

- 34% for all windows to the rear of the B pillar.

Licensing Officers are able to exercise their discretion as to the suitability of a vehicle where the light transmittance of the windows is below 34%. This discretion however does not apply to the front windscreen or the front side windows.

In addition to above, if the following criteria can be met there will also be no minimum light transmission:

- The vehicle is an executive hire vehicle operating under an Exemption Notice, and
- The vehicle will not be engaged at all in any contract or provision of vehicle for the carriage of minors or based around the carriage of unaccompanied children/young persons (under age 18 years). The driver must not act as the accompanying adult, and
- Approval has been given by the Director of Public Health.

The Operator must, unless such a vehicle has been specifically requested, inform a hirer that a vehicle with tinted windows as detailed above will be used to fulfill the booking.

21. **Closed Circuit Television (CCTV) in vehicles**

The purpose of CCTV is to provide a safe environment for the benefit of the driver and passengers by:

- Deterring and preventing the occurrence of crime
- Reducing the fear of crime
- Assisting the Police and Licensing Officers in investigating incidents of crime and/or complaints
- Assisting insurance companies in investigating motor vehicle accidents.

Where a CCTV system or similar recording device is in place it is a requirement that the proprietor must register their use of a CCTV system with the Information Commissioner's Office (ICO) in accordance with the requirements of the Data Protection Act 2018. Further information is available at <https://ico.org.uk/>

Any vehicle fitted with CCTV must display a sign approved by the Licensing Authority advising passengers that a CCTV system is in operation in the vehicle.

Where CCTV is in place in a vehicle it must be in full working order when passengers are being carried. The CCTV system must be maintained to manufacturers' standards.

The CCTV footage must be available for viewing by a Police Officer or an Authorised Officer of the Authority when a request to view the footage is made in compliance with the Data Protection Act 2018. Any failure to comply with such a request will be reported to the Licensing Section of the Authority for consideration of the appropriate action to be taken.

Any reports of misuse of CCTV will be referred to the relevant authority, for example, the Surveillance Camera Commissioner and the Information Commissioner's Office as well as the Authority.

22. **Environmental Considerations**

This Policy is listed in the Authority's Transport Strategy for 2017-2032 as a Policy that supports the delivery of the Transport Strategy in the Borough. The North Tyneside Transport Strategy was approved by Cabinet in May 2017 and commits to managing the Borough's transport network effectively having regard to all forms of transport including that provided by hackney carriage and private hire vehicles. This Policy has therefore been developed having regard to the Authority's Transport Strategy. The Transport Strategy for 2017-32 can be found on the North Tyneside Council website.

As detailed in Chapter 1, one of the objectives of this Policy is the promotion of environmental sustainability. To meet this objective the Policy seeks to promote the uptake of zero and ultra- low emission vehicles and to permit licenses to be granted only for those vehicles that comply with particular age requirements within this Policy.

Emissions from hackney carriage and private hire vehicles can be immediately improved through encouraging the better maintenance of vehicles and by drivers switching off their vehicle's engine when stationary and so preventing the idling of engines, including in particular hackney carriages parked at ranks or licensed vehicles waiting for a fare. Non-idling technology is becoming more prevalent in newer vehicles and over time all licensed vehicles should be able to make use of this technology.

23. Emission/Age standards

As part of the need to promote environmental sustainability and reducing pollution caused by road vehicles, this Policy introduces common requirements for emissions from hackney carriages and private hire vehicles. The age standards set out below aim to assist in meeting the need to improve air quality in the Borough and the wider region.

The following age standards will be implemented over a four year period:

- (i) From 1 April 2024 no new vehicle licence will be granted for the vehicle unless it is less than 4 years old
- (ii) From 1 April 2026 a vehicle licence will not be renewed unless the vehicle is less than 8 years old
- (iii) From 1 April 2027 a wheelchair accessible vehicle licence will not be renewed unless the vehicle is less than 8 years old.

All 'Full electric' and 'zero emission at source' vehicles will be exempt from the age standards set out above.

If any application is refused due to a vehicle failing to meet the age standard the licensee/applicant can appeal to Regulation and Review Committee against the decision to refuse to grant a licence or to the Magistrates' Court or Crown Court as appropriate.

24. Insurance write offs

Car insurance assessors use various categories of car insurance write off to rank the seriousness of accident damage. Two categories (A & B) represent very serious damage, but the remaining two categories (S & N) are for 'economic write offs' where the damage is considered too expensive to fix but does not necessarily amount to damage that is considered to be dangerous. Vehicles that have been declared to be an insurance write off in category A & B will not be licensed.

Vehicles that have been declared either category S or N write off may be licensed providing the standard of repairs can be verified and that the vehicle is considered to be safe in all regards. This can be done by either the applicant providing an appropriate Engineer's report, approved by the Authority, or by inspection of the vehicle at the Authority's test station.

25. Licence Plate, Windscreen Disc and Door Decals

Where a licence is issued, a licence plate, windscreen disc and door decals identifying the vehicle as a hackney carriage or private hire vehicle will be issued.

The licence plate displays the licence number, registration number and make, model and colour of the vehicle along with the maximum number of passengers that can be conveyed.

The plate must be securely fixed externally on or about the off-side area of the rear bodywork or rear bumper of the vehicle. The plate must be attached at all times. The plate always remains the property of the Authority and must be returned upon expiry, surrender, suspension or revocation of the licence.

The windscreen disc displays the licence number, expiry date of the licence and the maximum number of passengers that can be conveyed in the vehicle and must be displayed at all times in the upper corner of the nearside part of the windscreen.

The decals display the licence number of the vehicle and must be attached centrally to each front door of the vehicle. In the case of a private hire vehicle they must be securely affixed and in the case of Hackney Carriage Vehicle permanently affixed to the vehicle.

Unless a private hire vehicle has been issued with an Exemption Notice to operate as an Executive style vehicle (please refer to the relevant section above) the decals must remain affixed at all times the vehicle is operating and cannot be removed on an ad hoc basis.

26. Conditions

It is the responsibility of hackney carriage proprietor licence holders and private hire vehicle licence holders to ensure that they have read and fully understood the conditions that form part of their licence and fully understand the requirements imposed on them by such conditions. Failure to adhere to the conditions could result in disciplinary action being taken against the licence holder. Any proprietor of a licensed vehicle who claims not to be aware of the existence of a licence condition will be considered as not having taken sufficient care to ensure the safety and care of their passengers.

3. Drivers

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1. Licences

The Authority issues the following driver licences:

- Hackney carriage driver
- Private hire driver

Licences are issued subject to proof of eligibility – driving licence, knowledge test, criminal records check, medical assessment, eligibility to live and work in the UK and awareness of Child Sexual Abuse and Exploitation, including “County Lines”.

The statutory and practical criteria and qualifications for each licence are almost identical and therefore this chapter will apply to all driver licences. However, where differences exist between the licensing regimes, reference will be made to it in this Policy.

Decision making in relation to licensing of drivers is an onerous duty requiring the Authority to take decisions in the interests of the wider community and not in the interests of the licensee or applicant. The safety of the public is the paramount objective of the Authority.

The Authority is aware that in respect of an application for an initial grant of a licence, it is for the applicant to satisfy the Authority on the balance of probabilities that he/she is a fit and proper person to be granted a licence.

An applicant or licensee should not be 'given the benefit of doubt' and if the committee or delegated officer is only "50/50" as to whether the applicant or licensee is a 'fit and proper' person to hold a licence, they should not hold a licence. The threshold used here is lower than for a criminal conviction (that being 'beyond reasonable doubt') and the Authority can take into consideration, amongst other things, conduct that has not resulted in a criminal conviction for whatever reason.

Once a person is licensed they shall be presumed to remain a fit and proper person to be licensed unless evidence satisfies the committee or delegated officer that the licensee is no longer a fit and proper person as a result of a conviction, caution, fixed penalty or community resolution, complaint, other non-conviction information or medical evidence that comes to the Authority's attention.

2. Experience

All applicants must have held a full UK or European Economic Area (EEA) driving licence or that from a Designated Country for at least 12 months before the date of the application. A full list of EEA Countries is available from the Licensing Section of the Authority.

3. Right to work

Applicants for a licence will be required to prove that they have a right to live and work in the UK before being considered for a licence and no licence will be granted/ renewed until the applicant is able to prove this requirement. If leave to remain in the country is for a period of less than 3 years a shorter licence will be issued.

All new applicants a Right to Live and Work in the UK check will be carried out.

4. Driver Knowledge/ Test

In order to determine the fitness of a person to hold a licence, all new applicants are required to sit and pass a test on their knowledge of driver conduct, licensing legislation, awareness of Child Sexual Abuse and Exploitation, including 'County Lines' and the highway code. Applicants for a hackney carriage driver's licence will also be tested on their knowledge of the local geography.

Applicants will be permitted to have 3 attempts at passing the knowledge test. If an applicant fails to pass the test after 3 attempts, they will be required to wait for a period of at least 1 month from the date of the last test taken by them before being permitted to sit the test again.

No driver's licence will be issued without the applicant first gaining a knowledge test pass certificate. If an applicant does not apply for the initial licence and 12 months elapses before an application for a licence is made the applicant will be required to sit a further knowledge test.

The Authority views candidates who cheat or attempt to cheat during the test to be acting dishonestly. Any candidate found cheating will be disqualified and the test fee will be forfeited. In addition, in such cases, the candidate's conduct will be taken into consideration when determining their application for a licence.

5. Disclosure and Barring Service Check

Given the role of a hackney carriage or private hire driver the Authority has determined that an Enhanced Disclosure provided by the Disclosure and Barring Service (DBS) is required by all new applicants for a licence. Once licensed, drivers will be required to undergo a further enhanced criminal record check at each three-yearly renewal of their licence. A DBS check on a driver is an important measure in assessing whether or not an applicant is suitable to hold a hackney carriage, private hire or dual hackney carriage/private driver's licence.

The Enhanced Disclosure provides details of all convictions, cautions, fixed penalties and community resolutions held on the Police National Computer. The Enhanced Check will include information held on the DBS's Children and Adult Barred Lists of those individuals considered unsuitable or banned from working with children or vulnerable adults.

In addition, where appropriate the Disclosure Unit of the Police will share with the Authority other relevant information disclosed at the Chief Officer of Police's discretion.

These disclosures include details of spent and unspent convictions, cautions and intelligence. By virtue of the Rehabilitation of Offenders Act 1974 (Exception) Order 1975, the Rehabilitation of Offenders Act 1974 does not apply to applicants for hackney carriage or private hire driving licences and convictions of such drivers are never spent.

6. DBS Process

The Authority does not accept paper applications for Disclosures from the Disclosure and Barring Service (DBS). Applicants applying for a hackney carriage or private hire driver's licence must complete an on-line DBS form and this must be done before submitting the application for the licence to the Licensing Section of the Authority.

To complete an on-line DBS form, applicants will need access to the internet. There are Customer First Centres located in the Borough where computer facilities are offered. Additional guidance on completing the online application is available from the Licensing Section or on the Authority website at www.northtyneside.gov.uk

DBS checks are not portable and only DBS checks applied for through North East Regional Employers Organisation (NEREO), the Authority's service provider, will be accepted. After completing the on-line application applicants will be given a submission reference number. Applicants will need to make a note of this reference number as the Licensing Section will require this at the time of submission of the application for the Licence. Where an applicant is already signed up to the Update Service the acceptance of this will be considered on a case by case basis.

A minimum of three forms of identity will be required in order to verify the identification of an applicant. The full list of approved documentation is available from the Licensing Section of the Authority or on the Authority's website at www.northtyneside.gov.uk.

The Authority requires applicants and existing drivers to subscribe to the DBS Update Service. An additional fee payable to the DBS will be required in relation to this service. The Update Service will allow criminal record certificates to be kept up to date.

Licensees will need to provide the Authority with their Disclosure Certificate when applying for a licence or renewal of a licence and complete and sign a Mandate confirming that they consent to the Authority carrying out online checks.

The Update Service will then allow the Authority to carry out free, instant online checks of an individual's certificate to check it is up to date. Such checks will be carried out at six monthly intervals and, if otherwise appropriate, at any other time. The Authority will only have to seek a new criminal record check if the DBS advises that something has changed. Further information is available on the Disclosure and Barring Service website at www.gov.uk/dbs. Failure to subscribe to the Update Service will result in the driver's licence being suspended

7. Manual DBS Certificates

The Disclosure and Barring Service occasionally are unable to issue a normal Enhanced Disclosure and instead issue a Manual Certificate which prevents an individual from subscribing to the Update Service.

In such cases the Authority will require the driver to complete an Annual Declaration for the period their hackney carriage/private hire driver's licence remains in force confirming they have not been cautioned by the police or other regulatory body, have not been convicted of any offence(s) including motoring offences and that there are no ongoing criminal investigations or court proceedings in their name. Failure to complete the Annual Declaration will result in the driver's licence being suspended.

8. Applicants who have spent time abroad

If an applicant is newly resident in the UK, they must still apply for an enhanced DBS check regardless of the period of time they have spent in the UK.

Where an applicant has been continually absent from the United Kingdom and Channel Islands for 3 months or more an enhanced DBS disclosure in itself will be insufficient to satisfy the Authority that the applicant is a fit and proper person, as the DBS does not routinely provide criminal record information from non-UK countries. Such applicants should provide a Certificate of Good Conduct or equivalent document from each country where they have been resident/ domiciled.

A Certificate of Good Conduct or equivalent document is an extract from the judicial record or administrative authority in the relevant country testifying to good conduct and/or to any criminal convictions recorded against the individual.

The Director of Public Health may approach the relevant Embassy or appropriate body directly to verify documents provided. The applicant will be advised of any costs involved (e.g. in relation to translation) and these costs must be met by the applicant.

The Authority may require the applicant to submit additional information and references.

At all times, the Authority's aim is to protect members of the public who are using vehicles and drivers licensed by the Authority and thus if the documentation produced does not satisfy the Authority, then the application will be refused.

Asylum seekers or persons granted asylum/refugee status will not be required to produce a Certificate of Good Conduct from the country they are claiming asylum from. To gain this exemption the applicant must provide a Certificate of Registration or a letter issued by UK Visas and Immigration confirming the above and must submit a written request to the Authority for the exemption to apply. A DBS check for time spent in the UK will still be required.

The Director of Environment, Housing & Leisure may determine such applications or refer them to the Regulation & Review Committee.

9. **Relevance of Convictions, Fixed Penalties, Community Resolutions, Cautions and Conduct**

In relation to the consideration of convictions, cautions, fixed penalties and community resolutions recorded against a person and concerns about their conduct please refer to Section A of Chapter 7 of this Policy – Guidance as to the Relevance of Convictions, Cautions, Fixed Penalties and Community Resolutions and Section B of Chapter 7 - Conduct.

In assessing whether the applicant is a fit and proper person to hold a licence, or if an existing driver continues to be a fit and proper person the Authority will consider each case on its own merits.

In some cases, the Authority may require additional DBS checks at a cost to the licensee.

10. **National Register of Taxi Licence Refusals and Revocations (NR3)**

The Authority has signed up to the National Register of Taxi Licence Refusals and Revocations (NR3). On receipt of an application for a hackney carriage or private hire driver's licence this register will be checked for any information concerning the applicant. In addition, should an application for a hackney carriage or private hire driver's licence (new and renewal) be refused, or when an existing drivers' licence is revoked, that information will be placed upon the register.

The Policy that covers the use by the Authority of the information contained on the NR3 register can be found at www.nortytyneside.gov.uk

11. **Referrals to the Disclosure & Barring Service (DBS)**

In some circumstances it may be appropriate under the Safeguarding Vulnerable Groups Act 2006 for the Authority to make a referral to the DBS and the police. A decision to refuse or revoke a driver's licence because they are considered to pose a risk of harm to a child or vulnerable adult will be referred to the DBS.

A referral by the Authority to the DBS will be made when it is thought that:

- a) A person has harmed or poses a risk of harm to a child or vulnerable adult
- b) A person has satisfied the 'harm test' set out in section 39(3) of the Safeguarding Vulnerable Groups Act 2006 or
- c) A person has received a caution or conviction for a relevant offence; and
- d) The person being referred is, or might in the future be, working in regulated activity.

Following the referral, if the conditions in a) to d) are satisfied the DBS may consider it appropriate for the person to be added to the 'barred list'.

Information on the DBS service and referrals made to them is available here <https://www.gov.uk/guidance/making-barring-referrals-to-the-dbs>

12. **Medical Assessment**

Upon an initial application for a driver's licence the applicant shall produce a completed Medical Certificate Form MC1. This must be completed by the applicants own G.P or a Medical Practitioner with access to the applicant's full medical history. The applicant is responsible for paying the fee for the examination. If necessary, the G.P. may return the completed form direct to the Licensing Section.

Group 2 Medical Standard of Fitness applies. Please refer to Chapter 7 for more details with regard to medical fitness.

Applicants attaining 45 years of age must provide evidence of their medical fitness to hold a licence every five years up until the age of 65 years, after which a medical examination is required every year.

Where a medical examination is due within the term of the licence, the Authority will contact the driver in writing to advise of this. Should the medical certificate not be provided within the relevant timescale, the driver's licence will be suspended until such time as a medical certificate is provided and in certain cases the suspension will be with immediate effect.

Holders of DVLA Group 2 Licences will not be required to provide a medical certificate provided their licences are valid and evidence is produced to confirm this.

In other cases where a more in depth medical has been undertaken for a specific profession (e.g. pilot's licence) then this will be considered on a case by case basis by the Licensing Section.

13. **Child Sexual Abuse and Exploitation (CSAE) (Including 'County Lines')**

The Authority understands that it must ensure that the hackney carriage and private hire licensing regime protects the vulnerable including children and that Child Sexual Abuse and Exploitation can have a long-term devastating effect.

Child Sexual Abuse and Exploitation (CSAE) is 'everybody's business' and the Authority is committed to working in partnership with and supporting local businesses and the community to raise awareness of this issue. Licensed drivers may see, hear or recognise situations or behaviour that may be of concern to them. As well as being in a position of trust drivers play an important role in helping to safeguard vulnerable people. It is important therefore that licensed drivers and applicants undergo awareness training to assist in the prevention of sexual abuse and exploitation and to know how to report it. By key agencies working together and sharing information sexual abuse and exploitation can be prevented, children and young people are protected, and perpetrators of sexual offences prosecuted.

It is a requirement that all new applicants for a hackney carriage/private hire driver's licence to undertake Child Sexual Abuse and Exploitation awareness training prior to being issued a licence, including 'county lines' exploitation.

All existing drivers are required to undertake sexual exploitation awareness refresher training every three years, with regular updated information leaflets circulated to drivers when required. If refresher training is not completed the driver will be referred to Regulation and Review Committee.

14. **Tax Conditionality (HMRC)**

From 4 April 2022 all individuals applying to renew their licence to drive a hackney carriage or private hire vehicle will need to complete a tax check. Drivers will need a tax check reference number which can be obtained by submitting their details into an online service.

The licensing authority will use this to confirm with HMRC that a tax check has been completed. If a tax check is not completed, the licensing authority will be unable to consider your application to renew your licence and your current licence will expire.

New applicants for a licence will be required to confirm they understand their tax responsibilities and are aware of the guidance in order to be properly registered for tax in the future. If new applicants do not confirm that they are aware of the guidance they will not be issued with a licence.

Further information on is available at:

<https://www.gov.uk/government/publications/licence-application-tax-check-communications-resources/tax-check-factsheet>

15. **Three Year Driving Licences**

In the majority of cases the Authority will issue driver licences for up to three years. In certain cases, a three-year licence will not be appropriate but the Licensing Section will advise if this is the case.

16. **Application Procedure**

17. **New Applications**

The following documents are to be submitted in person at a prescribed time or online as applicable for a **new** application:

- Fully completed application form
- Medical Certificate Form (MC1) completed by applicant's own GP or one who has had access to the applicant's full medical history and/or any relevant electronic medical records held or evidence provided that a DVLA Group 2 licence is held. A suitable alternative medical will be considered on a case by case basis
- DBS Submission Reference Number together with appropriate identity documents or evidence provided to confirm subscription to the DBS Update Service, or if already subscribed to the Service, a current DBS Certificate
- Fully completed DBS Update Service Mandate form (if required)
- Knowledge Test pass certificate
- Driving Licence
- Fully completed mandate for DVLA licence check
- Evidence of a right to reside and work in the UK
- Evidence of completion of CSAE awareness training
- Confirmation tax responsibilities are understood and are aware of HMRC guidance
- Any additional information requested by the Licensing Section.

Fees:

- Licence fee including DBS check fee if required.

The application will not be determined until the knowledge test has been taken and passed, a medical certificate and Enhanced Disclosure and where applicable a Certificate of Good Conduct and any additional information requested are received by the Authority. Any incorrectly completed forms will be returned.

If the application is withdrawn or refused the fee will be refunded minus the proportion of the charge for the DBS and knowledge test fee and an administrative charge. Should the application be appealed, the administrative charge will be higher.

18. **Renewals**

Applications to renew a licence must be submitted in person at a prescribed time or on-line as applicable prior to the expiry date of the current licence.

There is no legal requirement for the Authority to send out reminders for renewals for licences, but to aid drivers the Licensing Team will endeavour to do so. However, the responsibility rests with the driver to ensure documentation is provided within the appropriate timescales. If the required documents are not produced the application will not be determined and the application treated as incomplete.

The following documents are to be submitted for a **renewal** application:

- Fully completed renewal form
- Medical Certificate Form (MC1) completed by applicant's own GP or one who has had access to the applicant's full medical history and/or any relevant electronic medical records held or evidence provided that a DVLA Group 2 licence is held. A suitable alternative medical will be considered on a case by case basis, if required
- DBS Submission Reference Number together with appropriate identity documents or Evidence provided to confirm subscription to the DBS Update Service
- Fully completed DBS Update Service Mandate form (if required)
- Driving licence and/or fully completed DVLA mandate
- Evidence of a right to reside and work in the UK (where required)
- Evidence of completion of a refresher CSAE awareness package (when required)
- Tax check reference number
- Any additional information requested by the Licensing Section.

Holders of existing driver's licences must apply to renew their licence in the four weeks preceding the expiry date and the licence holder is encouraged to submit the application at least 10 working days prior to the expiry of the existing licence to allow the application to be processed. Renewal applications submitted after the expiry date will not be accepted. Any late renewals will be classed as a new application with Grandfather Rights and a higher licence fee will apply.

Fees:

- Licence fee including DBS check fee if required.

If the application is refused the fee will be refunded minus the proportion of the charge for the DBS and an administrative charge. Should the application be appealed, the administrative charge to be paid will be higher.

19. **Incomplete applications**

An application to renew a licence that has been submitted with the appropriate licence fee prior to the expiry of that licence, but is incomplete, will not be processed.

In such cases the Authority will issue a written request to the licensee for the additional information to be provided within 14 days of the expiry of the licence. During this time the licensee can continue to drive.

If the licensee fails to provide the information within this time period the application will be refused, to which the licensee will have a right of appeal. During this time the licensee can also continue to drive. If no appeal is received within 21 days, then the driver must cease driving.

Renewal applications will be processed and a driver's licence issued pending any required enhanced DBS check, unless the Authority has reasonable grounds for concern in which case the renewal will not be granted until or unless these concerns have been resolved.

Any licence that is issued pending the result of a DBS check will be on a "without prejudice basis" meaning such licences are issued without prejudice to any subsequent decision that the Authority may make when all of the relevant information from the DBS check is to hand.

If no evidence is provided of an enhanced DBS check having been submitted and sufficient accompanying documents to proceed with the renewal application, the application will not be accepted and no "without prejudice" licence issued.

If convictions, cautions etc. or charges are disclosed in the DBS check, the Director of Public Health will make a decision as to their relevance. The Authority may require further information from the Police, Crown Prosecution Service or other agencies prior to making a decision. If the information received is deemed relevant according to this Policy, the application for renewal of a licence may be refused. Appeals against a refusal must be made in writing to the Regulation and Review Committee and/or Magistrates Court and be received within 21 days of receipt of the decision.

If details of any convictions, cautions etc. are received through the DBS check process and these were not disclosed by the applicant on the signed declaration form stating that there are no new convictions, cautions, fixed penalties or

community resolutions then this will be treated seriously, and the appropriate action taken in accordance with the Authority's Enforcement Policy.

The Director of Public Health may refer a decision to renew a driver's licence to the Regulation and Review Committee.

If a renewal of a licence is refused the decision and reasons for the decision will be notified in writing to the applicant or licensee within 5 working days of the decision.

20. **Grandfather Rights**

The Authority will take account of the previous DBS check and medical history held of any driver who has not renewed their driver's licence but re-applies within 6 months of the expiry date. If a knowledge test has been passed, then a period of 12 months will apply in relation to this.

21. **Driver Identity badges**

Where a licence is issued, drivers will be issued with two identity badges detailing their name, licence number, expiry date of the licence and a photograph of the licensee. One badge must be worn at all times when the driver is working. Drivers are required to display the other badge in the vehicle where it is clearly visible to passengers.

Where an applicant has applied for and been granted both a hackney carriage driver's licence and a private hire driver's licence, rather than issue two identity badges for each type of licence (i.e four identity badges) the Authority will issue two 'Dual Licence' identity badges denoting that the driver is licensed to drive either type of vehicle.

Lost or damaged badges must be notified to the Licensing Section by the next working day. A fee will be charged for each replacement badge.

22. **Conditions of Licence/Byelaws**

The conditions set out at **Appendix E** are considered reasonably necessary and as such may be legally imposed in respect of private hire drivers.

The Authority is not permitted to attach conditions to a hackney carriage driver's licence. The Authority has adopted Byelaws which regulate hackney carriage drivers. It is, however, empowered to attach conditions to a private hire driver's licence as are considered necessary.

It is the responsibility of a private hire driver on the grant of a driver's licence to ensure that they have read the conditions attached to the licence and to fully understand the requirements imposed on them by such conditions. Failure to adhere to the conditions could result in disciplinary action being taken against the driver.

No private hire driver should be operating as a licensed driver without being aware of the conditions attached to their licence and all drivers will be expected to have read the conditions on receipt of their licence.

It is the responsibility of a hackney carriage driver on the grant of a driver's licence to ensure that they have read the Byelaws adopted by the Authority which regulate their driver's licence. Please see **Appendix I** for Byelaws. Failure to adhere to the Byelaws could result in disciplinary action being taken against the driver including prosecution.

23. **Code of Good Conduct**

The Authority has introduced a Code of Good Conduct for all drivers that the Authority encourages drivers to operate in accordance with. This serves to promote the objectives set out in this Policy in respect of hackney carriage and private hire licensing. This Code of Good Conduct will be taken into consideration when determining disciplinary matters.

The Code of Conduct is attached at **Appendix F** to this policy.

24. **Driver's Dress Code**

A dress code serves to enhance the professional image of the hackney carriage and private hire trade and promotes the concept that drivers of licensed vehicles are vocational drivers.

In order to raise the standard of the licensed trade, drivers should operate at all times in a professional manner and conform to a minimum standard of dress. A Dress Code for licensed drivers is therefore in place and attached at **Appendix G** to this Policy. The Authority will not impose such standards by way of conditions to any licence. It is expected, however, that such standards will be maintained at all times.

4. Private Hire Operators

Contents

1. Requirements and obligations
2. Criminal Record Checks
3. Booking/Dispatch Staff
4. Tax Conditionality (HMRC)
5. Conditions
6. Other obligations
7. Application Procedure
8. New Application
9. Renewal Application
10. Incomplete Application
11. Grandfather Rights
12. Licence Duration
13. Address from which an operator may operate
14. Record Keeping
15. Change of Address
16. Convictions/Cautions
17. Use of Passenger Carrying Vehicles (PCV) Licensed Drivers and Public Service Vehicles (PSV)
18. Material Change in Circumstances
19. Sub Contracting

1. Requirements and obligations

Any person who operates one or more private hire vehicles must apply to the Authority for a private hire operator's licence.

The objective in licensing private hire operators is to ensure the protection of the public who will be using the operator's premises and the vehicles and drivers arranged through them.

A private hire vehicle may only be despatched to a customer by a private hire operator who holds an operator's licence. Such a licence permits the operator to make provision for the invitation or acceptance of bookings for a private hire vehicle.

A private hire operator must ensure that every private hire vehicle despatched by him/her is licensed and driven by a person who holds a private hire driver's licence. All three licences (operator, vehicle and driver) must be issued by the Authority.

It is a criminal offence to operate a private hire vehicle without an operator's licence.

Operators and prospective operators need to familiarise themselves with the law and ensure they employ suitable work methods in order to comply with the law and avoid committing licensing offences.

Applications for an operator's licence must be made on the prescribed form and the appropriate fee paid. The Authority will then decide whether the applicant is a fit and proper person to hold an operator's licence.

Whilst it is accepted that an operator does not have the same level of direct contact with the public as a licensed driver (unless s/he holds a hackney carriage or private hire driver's licence), it is nevertheless the case that in performing their duties an operator will be in possession of considerable amounts of personal and private information. Such information must be treated in confidence, and must not be disclosed to others or used by the operator or their staff for criminal or other unacceptable purposes.

Therefore, the Authority needs to be satisfied that an operator is a fit and proper person to hold, or continue to hold, an operator's licence.

For the reasons set out above and because the public must have trust and confidence in the safety and integrity of the private hire system, similar standards will be applied to operators as to drivers outlined in this Policy.

When determining the fitness and propriety of operators, Officers and Members will consider the following test:

"Would I be comfortable providing sensitive information such as holiday plans, movements of my family or other information to this person, and feel safe in the knowledge that such information will not be used or passed on for criminal or unacceptable purposes?"

If the answer to this question is an unqualified yes, then the test is satisfied. If Officers or Members have doubts then further consideration will be given as to whether the individual is a fit and proper person to hold an operator's licence.

The Authority may also require additional information from an applicant/operator when determining an application such as, details of policies on lost property, dealing with complaints, record keeping and employing ex-offenders in any role connected to the booking/dispatch of vehicles.

An operator will be required by way of a licence condition to keep a register of all staff that take bookings and/or dispatch vehicles and have available the information required in the 'Booking/Dispatch Staff' section below.

2. Criminal Record Checks

Private hire operator's licences will only be granted to persons that the Authority is satisfied are fit and proper and pose no threat to the public and have no links to serious criminal activity. This will be ascertained by way of a Basic Disclosure of any criminal convictions from the Disclosure and Barring Service, information requested on the application form or if deemed necessary during interview with the Licensing Officer.

Before an application for a private hire operator's licence will be considered the applicant (whether this be an individual or the Director of a limited company) must provide a current (less than 1 month old) Basic Disclosure of criminal convictions from the Disclosure and Barring Service. If the applicant is currently licensed as a driver with this Authority, they will be exempt from this requirement as they will already have had a higher level of criminal record check.

Where a private hire operator's licence is in force in the name of a limited company and a new director(s) is/are proposed to be appointed to that limited company then each proposed director will be required to provide a Basic Disclosure of convictions from the Disclosure and Barring Service. If the proposed new director is currently licensed as a driver with this Authority they will be exempt from this requirement.

In exceptional circumstances, the Authority may take relevant spent convictions into account having regard to the factors set out in the judgment of *Adamson v Waveney District Council* [1997] 2 All ER 898 when determining an individual's suitability to hold an operator's licence. In the case of a company, any relevant spent convictions of an officer of the company may be taken into account in exceptional circumstances when determining the suitability of the company to hold a licence.

3. Booking/Dispatch Staff

The Authority needs to be satisfied that an operator can demonstrate that all of their staff that have contact with the public and/or oversee the dispatching of vehicles do not pose a risk to the public. For this reason, an operator's licence will include a condition requiring the operator to keep and maintain a register of all staff that take bookings and/or dispatch vehicles.

Operators will also be required to evidence that they have had sight of a Basic DBS check on all individuals listed in their register of booking and dispatch staff and to ensure that Basic DBS checks are conducted on any individual added to the register and that this is compatible with their policy on employing ex-offenders. DBS certificates provided by the individual should be less than 1 month old when viewed by the operator, alternatively the operator could use a 'responsible organisation' to request the check on their behalf. When individuals start taking bookings and dispatching vehicles for an operator they should be required, as part of their employment contract, to advise the operator of any convictions while they are employed in this role.

The operator's register of staff must be a 'living document' that is kept up to date and maintains records of all those in these roles for the same duration as booking records are required to be kept by way of a licence condition, i.e. not less than one year. This will enable cross-referencing between the register of staff and the booking records.

A record of the fact that the operator has had sight of a basic DBS check certificate (although the certificate itself should not be retained) should be retained for the duration that the individual remains on the register. Should an employee cease to be on the register and later re-entered, a new basic DBS certificate should be requested and sight of this recorded.

The register must be available for inspection at the request of an Officer of the Authority.

4. **Tax Conditionality (HMRC)**

From 4 April 2022 all individuals applying to renew their licence to operate private hire vehicles will need to complete a tax check. Operators will need a tax check reference number which can be obtained by submitting their details into an online service. The licensing authority will use this to confirm with HMRC that a tax check has been completed. If a tax check is not completed, the licensing authority will be unable to consider your application to renew your licence and your current licence will expire.

New applicants for a licence will be required to confirm they understand their tax responsibilities and are aware of the guidance in order to be properly registered for tax in the future. If new applicants do not confirm that they are aware of the guidance they will not be issued with a licence.

Further information on is available at:

<https://www.gov.uk/government/publications/licence-application-tax-check-communications-resources/tax-check-factsheet>

5. **Conditions**

The Authority has power to impose such conditions on an operator's licence as it considers reasonably necessary.

On the grant of an operator's licence the operator must read and understand the conditions attached to the licence. Failure to adhere to the conditions of the licence could result in disciplinary action being taken against the operator.

No operator should be operating as such without being aware of the conditions attached to their licence and all operators will be expected to have read the conditions on receipt of their licence.

Appendix H sets out the model conditions to be attached to an operator's licence which cover the standards of service expected.

6. **Other obligations**

Applicants are advised to ensure that the appropriate public liability insurance has been taken out for premises and that appropriate planning permission is in place.

Applicants for operator licences (new or renewal) will be required to prove that they have a right to work in the UK before being considered for a licence. No licence will be granted until the applicant is able to prove that they have a right to work in the UK. If leave to remain in the country is less than 5 years a shorter licence will be issued.

All new applicants and on the first renewal for existing drivers a Right to Live and Work in the UK check will be carried out.

7. **Application Procedure**

8. **New Application**

The following documents are to be submitted in person at a prescribed time or by post, online or e-mail for a new application:

- Application form
- Basic Disclosure of criminal convictions certificate (if not currently licensed as a driver) of the applicant(s)
- Evidence of a right to reside and work in the UK (where required)
- Business Plan
- Confirmation tax responsibilities are understood and are aware of HMRC guidance
- A register of their staff who take bookings or despatch vehicles and operators (if available, otherwise provided within one month of the issue of the licence).
- Officers may require a site visit to the premises prior to the determination of the application for an operator's licence.
- Any additional information requested by the Licensing Section

Fees:

- Licence fee

If the application is withdrawn or refused the fee will be refunded minus an administrative charge. Should the application be appealed, the administrative charge will be higher.

9. **Renewals**

Applications to renew a licence must be submitted in person at a prescribed time or by post, on-line as applicable prior to the expiry date of the current licence.

There is no legal requirement for the Authority to send out reminders for renewals for licences, but to aid operators the Licensing Team will endeavour to do so. However, the responsibility rests with the operator to ensure documentation is provided within the appropriate timescales. If the required documents are not produced the application will not be determined and the application treated as incomplete.

The following documents are to be submitted for a **renewal** application:

- Fully completed renewal form
- Basic Disclosure of criminal convictions certificate (if not currently licensed as a driver) of the applicant

- Evidence of a right to reside and work in the UK (where required)
- Tax check reference number
- Any additional information requested by the Licensing Section.
- Officers may require a site visit to the premises prior to the determination of the application for an operator's licence.

Fees

- Licence fee.

Holders of existing operator licences must apply to renew their licence in the four weeks preceding the expiry date and the licence holder is encouraged to submit the application at least 10 working days prior to the expiry of the existing licence to allow the application to be processed. Renewal applications submitted after the expiry date will not be accepted.

If the application is withdrawn or refused the fee will be refunded minus an administrative charge. Should the application be appealed, the administrative charge will be higher.

10. Incomplete applications

An application to renew a licence that has been submitted with the appropriate licence fee prior to the expiry of that licence, but is incomplete, will not be processed.

In such cases the Authority will issue a written request to the licensee for the additional information to be provided within 14 days of the expiry of the licence. During this time the licensee can continue to operate.

If the licensee fails to provide the information within this time period the application will be refused, to which the licensee will have a right of appeal. During this time the licensee can also continue to operate. If no appeal is received within 21 days, then the operator must cease operating.

The Director of Public Health may refer a decision to renew an operator's licence to the Regulation and Review Committee. If a renewal of a licence is refused the decision and reasons for the decision will be notified in writing to the applicant or licensee within 5 working days of the decision.

11. Grandfather Rights

The Authority will take account of the previous DBS check held of any operator who has not renewed their operator's licence but re-applies within 6 months of the expiry date.

12. Licence Duration

Operator's licences will have a duration of up to five years. Fees paid in relation to operator licences will be subject to a partial refund on the unexpired portion of the licence should the operator choose to surrender their licence.

Refunds will be payable in relation to each full year remaining on the licence and an administration fee will be levied.

13. **Address from which an operator may operate**

Upon grant of an operator's licence the Authority will specify the address or addresses from which the operator may operate. The premises must be in North Tyneside.

If an operator wishes to change the premises from which they operate they should seek approval from the Authority prior to any change.

14. **Record Keeping**

Operators are required to keep records of each proprietor, vehicle and driver, booking records, including the name of the passenger, the destination, the name of the driver, the number of the vehicle and any fare agreed at the time of booking. **Appendix H** refers.

Records should be preserved for a period of not less than 12 months and be available for inspection at the request of an Officer of the Authority or Police Officer.

15. **Change of Home Address**

The operator must advise the Licensing Section of the Authority in writing of any change of his/her home address within 7 days of such a change taking place.

16. **Convictions, Cautions, Fixed Penalties and Community Resolutions**

The operator shall disclose to the Authority within 7 days in writing of any conviction, caution, fixed penalty or community resolution received in relation to themselves or in the case of a limited company, against the company, its secretary or any of its directors.

17. **Use of Passenger Carrying Vehicles (PCV) Licensed Drivers and Public Service Vehicles (PSV)**

Members of the public who book a private hire vehicle through the operator are entitled to expect that they will receive a private hire licensed vehicle and driver rather than a PCV licensed driver driving a PSV.

An operator's licence will include a condition prohibiting the use of a driver who holds only a PCV licence and the use of a PSV without the informed consent of the person making the booking. The operator will be required to evidence the informed consent of that person.

18. **Material Change in Circumstances**

If a proposed material change in the circumstances of the operator's business or method of operation since the grant of the last operator licence is considered (for example a proposed new Director or a change of premises) the operator shall notify the Authority in advance of such material change so that the proposed change can be considered by the Authority.

19. **Sub-Contracting and Outsourcing Bookings**

Private hire operators are legally permitted to sub-contract or outsource a booking to another licensed private hire operator. In cases of outsourcing the operator must ensure that the operator to which the booking has been outsourced will provide evidence of comparable protections to protect children and vulnerable adults. This evidence must be in the form of a written undertaking and shall be available for inspection at the request of an Officer of the Authority. This does not apply to bookings sub-contracted to another private hire operator.

5. Hackney Carriage Fares

Contents

1. General
2. Fare Tariff Formula
3. Table of Fares
4. Receipts
5. Overcharging
6. Additional tariffs

1. General

Licensing authorities have the power to set hackney carriage fares for journeys within the prescribed area.

Hackney carriage fares, set by the Authority, are a maximum and can be negotiated downwards by the hirer.

The Authority may review the fare scales when requested by the trade. When determining the level of fares consideration will be given to what is reasonable to expect the travelling public to pay as well as the need to give the drivers an incentive to provide a service at all times it is needed.

The Authority is not able to set fares for private hire vehicles. It is a matter for negotiation between the hirer and private hire operator.

When a hackney carriage vehicle is used for private hire services the fare charged cannot exceed that which would be charged under the table of fares applicable to hackney carriages. The meter must be used for all journeys. Failure to comply with that requirement is an offence.

When a journey ends outside of the Authority's district a fare greater than that shown on the meter may be charged but only if an agreement has been made with the hirer in advance. In the absence of such an agreement, only the metered fare can be charged. The meter must be used during all journeys. Failure to comply with these requirements is an offence.

2. Fare Tariff Formula

The Authority prescribes the maximum fares that can be charged by a hackney carriage. The table of fares is not attached to this Policy as it is reviewed annually or more frequently depending on emerging circumstances e.g. the economic climate. A current table of fares is available from the Licensing Section or on the Authority website at www.northtyneside.gov.uk.

A formula is used to set maximum fares and charges. A full explanation of the formula is available from the Licensing Office.

A Notice of any variation to the maximum fare will be advertised in the Newcastle Evening Chronicle or similar newspaper with a date set of 14 days from publication for making objections to the variation of fares.

If no objections are received the fare variation will have immediate effect at the end of the date stated for lodging objections. If any objections are received these will be referred to the Director of Public Health.

3. **Table of Fares**

Tables of fares will be provided to each hackney carriage licensee, which must be displayed in the vehicle so that they are easily visible to all hirers. Replacement fare tables are available from the Licensing Office for an additional fee.

4. **Receipts**

A hackney carriage driver must, if requested by the passenger, provide a written receipt for the fare paid.

5. **Overcharging**

All meters must be calibrated to the correct fare scale. It is an offence for the driver to demand more than the fare shown on the meter. Wheelchair users cannot be charged extra for transportation.

6. **Additional Tariffs**

Any additional tariff(s) programmed to a taximeter (for example private hire operator rates) must only be at a rate lower than the official hackney carriage fares in force at that time.

Where a vehicle is fitted with a taximeter that is found to have a tariff at a higher rate than the official hackney carriage rate the vehicle licence will be suspended.

6. Fees

Contents

1. Fee Structure
2. Variations to fee structure
3. Payments
4. Payment Refunds

1. Fee Structure

The Local Government (Miscellaneous Provisions) Act 1976 permits local authorities to set fees for hackney carriage and private hire vehicles, drivers and operator licences. The legislation permits the local authority to recover the cost of providing the licensing scheme and such fees must be reasonable.

Section 53 (2) of the 1976 Act controls the levying of fees in respect of driver's licences for both hackney carriages and private hire vehicles. Section 70 of the 1976 controls the levying of fees for hackney carriage proprietor's licences, private hire vehicle licences and private hire operator's licences.

The current scale of fees and charges are available from the Licensing Office and via the Authority website at www.northynteside.gov.uk.

2. Variations to fee structure

The fee structure is reviewed annually as part of the Authority's budgetary process. Notice of the current scale of fees will be supplied to new applicants at the time of application.

A Notice of any variation to the maximum fees will be advertised in the Newcastle Evening Chronicle newspaper or similar newspaper with a date set 28 days from publication for making objections to the variation of fees.

If no objections are received the fee variation will have immediate effect at the end of the 28 day period specified for objections. If any objections are received the matter will be referred to Regulation and Review Committee for consideration.

3. Payments

Payments can be made in the form of cheques by post made payable to the Authority or by debit or credit card.

4. Surrender of Licence Refund Payments

Where a licence is surrendered the refund of the licence fee will be calculated on annual maintenance and annual management costs and will exclude the Basic cost/Application process.

Fees paid in relation to hackney carriage and private hire vehicle licences are subject to a partial refund on the unexpired portion of the licence, minus any test fee(s), should the proprietor choose to surrender their licence during the period of the licence. Refunds are payable for each full quarter left and an administration fee will be levied.

Fees paid in relation to hackney carriage and private hire driver licences are subject to a partial refund on the unexpired portion of the licence should the driver surrender their licence during the period of the licence. Refunds are payable for each full year left and an administration fee will be levied.

Fees paid in relation to private hire operator licences are subject to a partial refund on the unexpired portion of the licence should the operator surrender their licence during the period of the licence. Refunds are payable for each full year left and an administration fee will be levied.

7. Convictions, Cautions, Conduct, Fixed Penalties, Community Resolutions & Medical Fitness

Contents:

1. Hackney Carriage & Private Hire Drivers, Hackney Carriage & Private Hire Proprietors, Private Hire Operators
2. Rehabilitation of Offenders Act 1974

Section A – Guidance as to the Relevance of Convictions, Cautions, Fixed Penalties and Community Resolutions

3. General Policy
4. Formal Cautions, Fixed Penalties and Community Resolutions and Other Matters
5. Barred Lists
6. Outstanding charges or summonses/Non-conviction information
7. Offences
8. Offences of Dishonesty
9. Crimes Resulting in Death
10. Offences of Violence
11. Discrimination
12. Possession of a Weapon
13. Drugs Offences
14. Supply of Drugs/Cultivation of Drugs
15. Possession of Drugs
16. Sexual & Indecency Offences
17. Exploitation
18. Motoring Offences
19. Minor Traffic Offences
20. Major Traffic Offences
21. Disqualification
22. Vehicle Use Offences
23. Licensing offences

24. Section B – Conduct

25. Section C – Medical Fitness

26. Production of medical certificate
27. Group 2 Standard
28. Age
29. Monitoring of medical condition
30. Drug Testing
28. Refusal, Suspension and Revocation on grounds of medical fitness

1. Hackney Carriage & Private Hire Drivers

When an application is made for a private hire or hackney carriage driver licence the Authority must be satisfied that the applicant is a **fit and proper** person before

issuing the licence. By law the Authority shall not licence drivers unless it is satisfied of this (section 51 & section 59 Local Government (Miscellaneous Provisions) Act 1976).

The legislation is worded in such a way so as to put the onus on the applicant to produce evidence to satisfy the Authority that they are a fit and proper person, rather than for the Authority to prove that they are not.

The Authority may fail to be satisfied on the balance of probability that an applicant is a fit and proper person to hold a driver's licence for any good reason. If adequate evidence that a person is a fit and proper person is not adduced or if there are grounds to question or doubt the evidence provided, then that could amount to good reason to refuse a licence.

In addition, the Authority may:

- suspend
- revoke or
- refuse to renew.

a hackney carriage or private hire driver licence:

- if the licensee has been convicted of an offence involving dishonesty, indecency or violence or
- if the licensee has been convicted of a private hire/hackney carriage licensing offence
- if, the licensee (in some cases), since the grant of the licence the licensee has been convicted of an immigration offence or required to pay an immigration penalty or
- for any other reasonable cause.

(section 61 LG(MP) Act 1976)

Any other reasonable cause will include convictions for other types of offence than those mentioned above, a lack of medical fitness or conduct.

If it appears to be in the interests of public safety to do so, then a revocation or suspension of a licence will have immediate effect and the driver will be given notice of that decision and an explanation for the decision taken. The effect of this decision will mean that a driver cannot continue to drive licensed vehicles. The revocation or suspension will continue to apply should an appeal be made against the decision. In certain cases, a licence may be revoked or suspended without taking immediate effect.

2. **Rehabilitation of Offenders Act 1974**

Hackney carriage and private hire drivers are excluded from the provisions of the Rehabilitation of Offenders Act 1974. **All** convictions, including spent convictions must be declared on first application or any renewal application and will be considered as part of the application process.

This does not apply to applicants for, or current holders of, a hackney carriage or private hire vehicle proprietor's licence, or private hire operator's licence.

3. Section A – Guidance as to the Relevance of Convictions, Cautions, Fixed Penalties and Community Resolutions

General Policy

The overriding consideration of the licensing regime is the safety of the public. The Authority has a duty to ensure that, as far as possible, those licensed to drive the public in hackney carriage or private hire vehicles are suitable persons to do so, that they are safe drivers with a good driving record, sober, courteous, mentally and physically fit, honest and not persons who would take advantage of their position to abuse or assault customers.

The aim of the Authority is not to punish the applicant/licensee following a conviction or other form of disposal but to ensure that public safety is not compromised and to protect the public from those who have demonstrated a propensity towards wrongdoing.

This guidance is intended to assist Licensing Officers and the Regulation and Review Committee (the Committee) in decision making and to ensure as far as possible that a consistent approach to decision making is maintained. However, each case has to be decided upon its own merits and officers and the Committee will not stick rigidly to this guidance if there are clear and compelling reasons to depart from it.

It may be appropriate to depart from the general policy in this guidance in some cases, if there are compelling reasons to do so, for example, in situations where an offence is isolated and there are mitigating circumstances. Similarly, multiple offences or a series of offences over a period of time are likely to give greater cause for concern and may demonstrate a pattern or trend of repeated offending or inappropriate behaviour which will be taken into account. Where there has been a conviction for a sexual offence or a crime which resulted in the death of another person an application for a licence will be refused. Where an applicant has served a custodial sentence, the Authority will consider the number of years since their release and the period for which they have been free of conviction when determining their fitness to be licensed.

Where an applicant or licensee has been convicted of a crime involving, related to, or has any connection with abuse, exploitation of another individual irrespective of whether the victims are adults or children they will not be, or continue to be, licensed. "Exploitation" is taken to include slavery, child sexual abuse including grooming, psychological abuse, emotional abuse and financial abuse.

This guidance is also intended to assist applicants, licensees and those representing them, by clearly setting out the expectations that the Authority has in relation to applicants/licenses who have received convictions. This should also

minimise the time spent and associated costs incurred by both the Authority and applicants/licensees in the licensing process.

This guidance will be taken into account and will be followed when dealing with a new application, a renewal application and when considering whether to issue a warning, suspend or revoke an existing licence.

In considering evidence of an applicant's character and fitness to hold a drivers licence, where previous convictions or other information relating to criminal matters is disclosed, the Authority will consider the nature of the offence or allegation made, when it was committed, the date of conviction, the applicants age when the offence was committed and any other factors which might be relevant. However, where an applicant has been convicted of a criminal offence, the Authority cannot review the merits of the conviction [Nottingham City Council v Mohammed Farooq (1998)] but it may look at the circumstances surrounding the conviction.

This guidance is not an attempt to define who is a fit and proper person.

This guidance does not deal with every type of offence. However, offences described in this guidance and similar offences, though differently described or worded in any statutory provision, modification or re-enactment, will be taken into account in accordance with this guidance. In all cases the safety of the public will be the primary concern of the Authority.

This guidance will also apply to applicants for, and those currently holding, a Hackney Carriage or Private Hire Vehicle Proprietors Licence and/or a Private Hire Operator Licence. However, assessment of previous convictions will not include offences relating to driving.

4. Formal Cautions, Fixed Penalties and Community Resolutions and Other Matters

For the avoidance of doubt, for the purposes of this guidance, cautions, fixed penalties and community resolutions shall be treated as though they were convictions and in this Policy/guidance any reference to "conviction" includes formal cautions, fixed penalties, community resolutions and matters that amount to criminal behaviour but which have not resulted in a conviction.

Cautions

The Authority requires applicants and licensees to reveal promptly any cautions they may have received because a caution can only be imposed following an admission of guilt which is equivalent to a guilty plea on prosecution. Before a caution can be administered the police or prosecuting authority must have considered that there was sufficient evidence to proceed with a prosecution had the offer of a caution been refused.

Fixed Penalties

Fixed penalties are not limited to motoring offences and may be given for a range of offences including shop theft, minor public order offences and offences such as littering, dog fouling etc. Fixed penalties must be declared to the Authority promptly in the same way as convictions are declared and may be taken into account by the Authority. This is because payment of a fixed penalty indicates acceptance of guilt.

Community Resolutions

A community resolution imposed for crime or anti-social behaviour must be promptly disclosed to the Authority. This is because a community resolution can only be imposed where the offender admits guilt.

Other Matters

It should be recognised that matters that have not resulted in a criminal conviction (whether as the result of an acquittal, a conviction being quashed, a decision not to prosecute or an investigation which is continuing where the applicant/licensee has been bailed or released under investigation) can and will be taken into consideration by the Authority.

In addition, complaints that do not have police or other investigating authority involvement will be considered by the Authority when assessing the fitness of a person to hold a licence.

5. Barred Lists

Part of the role of the DBS is to help prevent unsuitable people from working with vulnerable groups including children, barring them from doing so where necessary. As part of the enhanced DBS check the Authority is provided with information about whether an applicant is barred from working with children or adults and is included on either Barred List. In the interests of public safety, unless there are exceptional circumstances, an application for a licence will normally be refused where the applicant appears on either barred list.

6. Outstanding charges or summonses/Non-conviction information

Where an applicant/licensee is the subject of an outstanding charge or summons their application will not usually be determined until the conclusion of proceedings or the charge(s) has/have been withdrawn.

If an applicant/licensee has been arrested or charged, but not convicted, for a serious offence which suggests they could be a danger to the public, consideration will be given to refusing the application or if currently licensed to further action being taken having regard to this Policy and guidance.

7. **Offences**

This guidance does not deal with every type of offence.

However, offences described in this guidance and similar offences, though differently entitled in any statutory provision, modification or re-enactment, will be taken into account in accordance with the guidelines.

8. **Offences of Dishonesty**

Drivers of hackney carriage and private hire vehicles are expected to be persons of trust. It is comparatively easy for a dishonest driver to defraud the public by demanding more than the appropriate fare and in other ways. Members of the public entrust themselves to the care of drivers both for their own safety and for fair dealing. Passengers may include especially vulnerable people. For these reasons a serious view is taken of any convictions involving dishonesty.

Applicants/Licensees with a conviction for an offence involving dishonesty will not be granted a licence until at least 7 years have elapsed since the completion of any sentence.

9. **Crimes Resulting in Death**

Applicants/Licensees convicted of a crime which resulted in the death of another person or was intended to cause the death or serious injury of another person will not be licensed.

10. **Offences of Violence**

Applicants/Licensees with a conviction, for an offence of violence, or connected with any offence of violence, will not be granted a licence until between 10 years have elapsed since the completion of any sentence imposed.

11. **Discrimination**

Where an applicant/licensee has a conviction involving or connected with discrimination in any form, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

12. **Possession of a Weapon**

Where an applicant/licensee has a conviction for possession of a weapon or any other weapon related offence, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

13. **Drugs Offences**

14. **Supply of Drugs/Cultivation of Drugs**

Applicants/Licensees with a conviction for an offence of supplying or possession of drugs with intent to supply or connected with possession with intent to supply, will be refused a licence until at least 10 years have elapsed since the completion of any sentence imposed.

15. **Possession of Drugs**

Applicants/Licensees with a conviction for an offence of possession of drugs or related to the possession of drugs will be refused a licence until at least 5 years have elapsed since the completion of the sentence imposed. In these circumstances the applicant/licensee will have to undergo drugs testing at their own expense to demonstrate that they are not using controlled drugs.

16. **Sexual and Indecency Offences**

As hackney carriage and private hire vehicle drivers often carry unaccompanied passengers. Therefore, applicants/licensees with a conviction for any offence involving or connected with illegal sexual activity or any form of indecency, a licence will not be granted.

In addition, the Authority will not grant a licence to a person who is on the Sex offenders Register or on any barred list.

17. **Exploitation**

Applicants/licensees convicted for an offence involving, related to or has a connection with abuse, exploitation, use or treatment of another individual irrespective of whether the victim or victims were adults or children, they will not be licensed. This includes slavery, child sexual abuse, exploitation, grooming, psychological, emotional or financial abuse.

18. **Motoring Offences**

Hackney carriage and private hire drivers are professional drivers charged with the responsibility of carrying members of the public. Any motoring conviction demonstrates a lack of professionalism and will be considered in that light. The single occurrence of a minor traffic offence will not generally prohibit the grant of a licence or action being taken against a licensee. However, any subsequent motoring convictions may be evidence of the fact that the applicant/licensee does not take their responsibilities as a professional driver seriously and is therefore not, or no longer remains, a fit a proper person to hold a licence.

19. **Minor Traffic Offences**

Where an applicant/licensee has between 3-5 penalty points either at the time of application or during the licence period this will be considered as a "Minor Traffic offence". Convictions for minor traffic offences should not prevent a person from obtaining a licence. In the majority of cases the applicant/licensee will receive a warning or advice regarding future conduct.

Bearing in mind the number of miles they drive; it is expected that licensed drivers are more likely than the average motorist to get convictions for minor traffic offences. Where an applicant/licensee has accrued 6 or more penalty points for two or more minor traffic offences in the majority of cases a formal written warning will be issued.

20. **Major Traffic Offences**

Road Traffic Offences which carry mandatory disqualification from driving will always be considered as "Major Traffic offences". Where an applicant / licensee has 6 or more penalty points for a single offence or where the court has disqualified the driver for a single offence this will be considered as a Major Traffic offence. In the majority of cases an applicant will be refused until a period of 2 years has lapsed since the date of the last conviction or the restoration of the DVLA licence. Existing drivers will generally be referred to the Regulation and Review Committee.

Where an applicant/licensee has a conviction for drink driving or driving under the influence of drugs, a licence will not be granted until between 7 years have elapsed since the completion of any sentence or driving ban imposed. Following a conviction for driving under the influence of drugs, an applicant will have to undergo drugs testing at their own expense to demonstrate that they are not using controlled drugs.

Where an applicant/licensee has a conviction for using a hand-held mobile telephone or other hand-held interactive communication device whilst driving, a licence will not be granted until at least 5 years have elapsed since the conviction or completion of any sentence or driving ban imposed, whichever is the later.

21. **Disqualification**

In totting-up cases where disqualification is considered by the Court, even if the court does not disqualify a driver (e.g. because of exceptional circumstances), the Authority is likely to refuse a hackney carriage or private hire drivers licence and an applicant will normally be expected to show a period of 12 - 18 months free from conviction from the date the court made its finding of exceptional circumstances justifying the non-qualification. Existing drivers will generally be referred to the Regulation and Review Committee. This is because repeat motoring convictions would suggest that the driver does not take his/her professional responsibilities as a licensed driver seriously and may as a result no longer be considered a fit and proper person to hold a licence.

In totting-up cases where disqualification is imposed by the court, the Authority is likely to refuse a hackney carriage or private hire driver's licence until a period of 12 – 18 months has lapsed since the restoration of the DVLA licence. Existing drivers will be referred to the Regulation and Review Committee.

22. Vehicle Use Offences

Where an applicant/licensee has a conviction for any offence which involved the use of a vehicle (including both hackney carriage and private hire vehicles) a licence will not be granted until at least 5 years have elapsed since the completion of any sentence imposed.

23. Licensing Offences

One of the main purposes of the licensing regime set out in the Town Police Clauses Acts and Part II of the Local Government (Miscellaneous Provisions) Act 1976 (the Acts) and hackney carriage Byelaws is to ensure the protection of the public. The main private hire and hackney carriage offences are available from the Licensing Office or on the Authority's website www.northtyneside.gov.uk.

A serious view is taken of convictions for offences under the Acts and Byelaws when deciding whether an applicant/licensee is considered to be, or remain, a fit and proper person to hold a licence.

Where an applicant/licensee has a conviction for an offence concerned with or connected to hackney carriage or private hire activity (excluding vehicle use), a licence will not be granted until at least 3 years have elapsed since the completion of any sentence imposed.

Where an applicant/licensee has a conviction for any offence which involves the use of a vehicle (including hackney carriages and private hire vehicles), a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

24. Section B – Conduct

Criminal convictions are not the only criteria used when considering whether an individual is a fit and proper person to be licensed. Other factors, including the applicant or licensee's demeanour, appearance and behaviour may be taken into account in determining fitness and propriety as well as any complaints received about a current licensee.

The Authority may require an applicant to submit information it reasonably considers necessary to enable it to determine whether a licence should be granted or whether conditions should be attached to a licence (section 57 LG(MP) Act 1976).

The courts have found that the main purpose of the licensing regime is to prevent licences being given to, or used by, those who are not suitable to hold a licence, taking into account their driving record, driving experience, sobriety, mental and physical fitness, honesty and ensuring that they would not take advantage of their employment to abuse or assault passengers (Leeds City Council v Hussain [2002]).

When determining the fitness and propriety of drivers Officers and Members will consider whether they would allow their son or daughter, spouse or partner, mother or father, grandson or granddaughter or any other person for whom they care, to get into a vehicle with the applicant/licensee alone.

If the answer to this question is an unqualified “yes”, then the test is probably satisfied. If the Officers or members have doubts then further consideration will be given as to whether the individual is a fit and proper person.

Matters that have not resulted in a criminal conviction as explained in Section A of this guidance can and will be taken into account by the Authority when determining the fitness of a person to hold, or to continue to hold, a licence.

25. Section C – Medical Fitness

26. Production of medical certificate

Under section 57 of the Local Government (Miscellaneous Provisions) Act 1976 the Authority may require an applicant for a hackney carriage or private hire drivers licence to produce a certificate signed by a registered medical practitioner to the effect that s/he is physically fit to be a driver of such a vehicle. The Authority requires a medical certificate upon an initial application for a licence.

In addition or in place of such a certificate the Authority may require an applicant to submit to examination by a registered medical practitioner selected by the Authority as to his/her fitness to be a driver of a hackney carriage or private hire vehicle.

The medical practitioner must confirm that:

1. they have examined the applicant
2. the applicant is registered with the practice and/or
3. they have had full access to the applicant’s medical records
4. the medical examination was carried out to DVLA Group 2 standard
5. s/he considers the applicant to be fit to act as the driver of a hackney carriage or private hire vehicle.

If the medical practitioner has not had access to the applicant’s full medical records the Authority may require more frequent medical testing and/or select a practitioner to undertake a full medical examination of the applicant. All expenses are payable by the applicant.

27. Group 2 Standard

The Authority has adopted DVLA Group 2 driver standard for medical fitness of hackney carriage and private hire drivers. This reflects the higher risk caused by the length of time the driver may spend at the wheel in the course of his/her occupation and the responsibility they have for the safety of their passengers and the public.

28. Age

The Authority's policy is that a medical certificate is required upon an initial application for a licence. It remains valid until a driver reaches the age of **45 years** when a further medical certificate is required. A medical certificate is then required every **5 years until the age of 65** after which a certificate is required on a yearly basis.

29. Monitoring of medical condition

In addition, where a driver suffers from a medical condition that requires monitoring but would not prevent him/her from holding a licence the Authority may, as an additional condition of their licence, require written confirmation from his/her GP or consultant on each renewal that s/he remains fit to carry out the duties of a driver. Any condition attached to a driver's licence will be regularly reviewed.

It is a requirement that a driver notifies the Authority immediately of any medical condition which could affect their ability to carry out the duties of a licensed driver.

30. Drug Testing

The Authority has a strict policy in respect of illicit substance misuse. If a driver is suspected to have taken or to have been under the influence of any illicit substance, the Authority will require the driver to undertake testing through an approved service provider or medical practitioner (this can be hair strand, blood or urine).

The Authority does not carry out drug testing of drivers. Testing must be arranged by the individual driver and the cost of testing must be borne entirely by the driver.

If testing reveals a positive result for any substance the driver's licence will be suspended by the Authority.

Failure to comply with a request to provide a drug test will also result in suspension of the driver's licence.

31. Refusal, Suspension and Revocation on grounds of medical fitness

If the Authority is not satisfied on the balance of probabilities as to the medical fitness of an applicant a hackney carriage or private hire driver's licence will not be granted (section 51 & section 59 LG (MP) Act 1976).

If the Authority is not satisfied as to the medical fitness of a hackney carriage or private hire driver there will be reasonable cause to suspend, revoke or refuse to renew the licence under section 61 Local Government (Miscellaneous Provisions) Act 1976.

Section 61(2B) of the Local Government (Miscellaneous Provisions) Act 1976 allows the Authority to revoke or suspend an existing driver's licence **with immediate effect** when that driver no longer meets the Group 2 medical standard and in the opinion of the Authority's it is in the interests of public safety to take such a course of action. The Authority will only lift a suspension of a licence on receipt of written confirmation from a GP or consultant that the driver meets the Group 2 medical standard.

8. Enforcement and Discipline

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9. Section 62 Operator Licences
10. Stay of action pending outcome of Court Appeal
11. Requests for Insurance
12. Cautions
13. Prosecution

Please note: This chapter provides an overview of enforcement and disciplinary action. It is not intended to be an exhaustive list. **It does not constitute legal advice.**

1. Enforcement & Discipline - The Authority's Officers and Regulation & Review Committee

Whilst the operation of a successful hackney carriage and private hire vehicle service is important to the economic well-being of the Borough, it is equally important that the service provided by the trade is properly regulated in order to instill confidence in the travelling public who wish to use the service.

Enforcement of hackney carriage and private hire matters is undertaken by the Authority. The police may also take action in certain circumstances.

Officers of the Authority (usually Licensing Officers) can be authorised by the Authority to undertake enforcement work. The Director of Public Health may authorise such Officers. In undertaking such work the Officers will abide by the Authority's Enforcement Policy. Enforcement work includes investigating complaints made about drivers, vehicles and operators in addition to matters observed by Officers e.g. vehicle defects. The Authority can consider circumstances of concern even though a conviction has not been obtained or the conduct does not amount to a criminal offence.

The Director of Public Health may take appropriate disciplinary action against licensees in accordance with this policy. The Authority's Regulation & Review Committee may determine the appropriate disciplinary action (if any) to take against licensees referred to it by the Director of Environment, Housing & Leisure.

2. **Enforcement/Disciplinary Options**

There are various options to take depending upon the circumstances including:

- take no action
- take informal action
- use statutory and other notices/requests
- suspend a licence (with or without immediate effect)
- revoke a licence (with or without immediate effect)
- refuse to renew a licence
- use formal cautions
- prosecute
- obtain an injunction.

The Director of Public Health may refuse to grant or renew licences and may revoke or suspend licences, with or without immediate effect.

3. **Informal Action**

Informal action to secure compliance with the legislation and policy includes offering advice, verbal and written warnings and requests for action.

Informal action may be appropriate where:

- the act or omission is not serious enough to warrant more formal action
- from the individual licensee's history it can be reasonably expected that informal action will achieve compliance
- the consequences of non-compliance will not pose a significant risk to the safety of the public.

Even where the above criteria are not met, there may be circumstances in which informal action will be more effective than a formal approach.

Repeated incidents of licence infringements, complaints etc. are likely to lead to action being taken against the licensee by the Director of Public Health or a referral to the Regulation & Review Committee.

4. **Vehicle Defect Rectification Scheme (VDRS)**

In situations where non-compliance with the conditions of vehicle licence or contravention of the legislation or byelaws is noted Officers may issue a vehicle defect rectification notice to the proprietor. Such notices are appropriate where the immediate suspension of the vehicle licence is not required. The notice will require the proprietor to remedy the defect and present the vehicle for inspection by Officers within 5 working days at the Licensing Office or a mutually agreed location. If a proprietor is aggrieved at the issue of a VDRS notice, then they may request a review by Officers.

If the defect has been remedied, then usually no further action will be taken. If the defect is not remedied or the vehicle is not presented for inspection the vehicle licence may be suspended (section 60 (LG(MP) Act 1976) and/or the proprietor may be prosecuted (section 50 & section 73 LG(MP) Act 1976). A proprietor may appeal against a section 60 vehicle suspension during which time the vehicle can continue to be used.

5. **Section 68 Notices – Suspension of Vehicle Licence**

An Officer authorised by the Authority (or Police Officer) has the power at all reasonable times to inspect and test any hackney carriage or private hire vehicle (or taximeter affixed to such a vehicle) licensed by the Authority to ascertain its fitness. If s/he is not satisfied as to the fitness of the vehicle or the accuracy of the taximeter s/he may by a written notice require the proprietor to make the vehicle or taximeter available for further inspection and testing at a reasonable time and place specified in the notice. The Officer may suspend the vehicle licence until such time as they are satisfied as to fitness/accuracy using section 68 of the Local Government (Miscellaneous Provisions) Act 1976. Suspension under section 68 takes immediate effect. There is no right of appeal against such a suspension. Therefore, this action will only be taken when an Officer has reasonable grounds to suspect that the condition of the vehicle/taximeter poses an immediate risk to passengers and/or other road users.

If the Officer is not satisfied of the fitness/accuracy of the vehicle/meter within 2 months the vehicle licence will be deemed revoked. Such matters do not need to be referred to Regulation and Review Committee by the Director of Public Health. The proprietor will be given written notice of the revocation within 14 days. The proprietor may appeal against the revocation of the licence to the Magistrates' Court or alternatively, or in addition to, the proprietor may first wish to appeal to the Authority's Regulation and Review Committee. Any appeal must be lodged within 21 days of notification of the decision. The vehicle cannot be used pending any appeal.

6. **Suspend, Revoke or Refuse to Renew a Licence**

7. **Vehicle Licences – Section 60 LG(MP) Act 1976**

The Authority may suspend or revoke or refuse to renew a vehicle licence (private hire or hackney carriage) on any of the following grounds:

- a. that the vehicle is unfit for use
- b. the operator or driver has committed any offence under or has not complied with the Town Police Clauses Act 1847 or Part II of the Local Government (Miscellaneous Provisions) Act 1976 or
- c. any other reasonable cause.

Where the Authority suspends, revokes or refuses to renew a vehicle licence under section 60 LG(MP) Act 1976 it shall give the proprietor written notice of the grounds for the decision within fourteen days. The proprietor may appeal to a Magistrates' Court. Alternatively, or in addition, where the decision was made by the Director of Public Health the proprietor may first wish to appeal to the Authority's Regulation and Review Committee. Any appeal must be lodged within 21 days of notification of the decision.

8. Driver Licences - Section 61 LG(MP) Act 1976

The Authority may suspend or revoke or refuse to renew a driver licence (hackney carriage, private hire or dual hackney carriage/private hire) on any of the following grounds:

- a. that since the grant of the licence the licensee has been convicted of an offence involving dishonesty, indecency or violence or
- b. that since the grant of the licence the licensee has been convicted of an offence under or has failed to comply with the provisions of the Town Police Clauses Act 1847 or Part II of the Local Government (Miscellaneous Provisions) Act 1976
- c. in some cases, if since the grant of the licence the licensee has been convicted of an immigration offence or required to pay an immigration penalty or
- d. any other reasonable cause.

Where the Authority suspends, revokes or refuses to renew a driver licence under section 61 LG(MP) Act 1976 it shall give the driver written notice of the grounds for the decision within 14 days. The driver must on demand return to the Authority the driver's badges. The driver may appeal to a Magistrates' Court. Alternatively, or in addition, where the decision was made by the Director of Public Health, the driver may first wish to appeal to the Authority's Regulation and Review Committee. Any appeal must be lodged within 21 days of notification of the decision.

9. Operator Licences - Section 62 LG(MP) Act 1976

The Authority may suspend or revoke or refuse to renew an operator's licence on any of the following grounds:

- a. any offence under or non-compliance with Part II of the Local Government (Miscellaneous Provisions) Act 1976
- b. any conduct on the part of the operator which appears to render him/her unfit to hold an operator's licence
- c. any material change since the licence was granted in any of the circumstances of the operator on the basis of which the licence was granted
- d. in some cases, if since the grant of the licence the licensee has been convicted of an immigration offence or required to pay an immigration penalty or
- e. any other reasonable cause.

Where the Authority suspends, revokes or refuses to renew an operator licence under section 62 LG (MP) Act 1976 it shall give the operator written notice of the grounds for the decision within 14 days. The operator may appeal to a Magistrates' Court. Alternatively, or in addition, where the decision was made by the Director of Public Health the operator may first wish to appeal to the Authority's Regulation and Review Committee. Any appeal must be lodged within 21 days of notification of the decision.

10. **Stay of Action Pending Outcome of Court Appeal**

Section 77(2) LG(MP) Act 1976 stays any action against a licence pending the outcome of an appeal to the Court. This means that if a driver, operator or proprietor appeals against a decision to refuse to renew, suspend or revoke a licence, the licence is deemed to remain in force until the appeal has been disposed of or withdrawn.

The licensee has 21 days from notification of the decision to lodge an appeal with Regulation & Review Committee and/or a Magistrates Court. The licensee can continue to use the licence during that period and once an appeal is lodged, can continue to use it until the appeal has been dealt with. If the Magistrates' Court dismisses the appeal the licensee has 21 days within which to lodge an appeal in the Crown Court and again, can continue to use the licence until the appeal is determined. If no appeal is lodged the driver must cease driving at the end of this period.

The Authority may decide that a suspension or revocation should take immediate effect where it considers it is in the interests of public safety to do so. In such cases the notice is issued to the driver and will include a statement that it is an immediate suspension/revocation and an explanation why. The suspension or revocation takes effect when the notice is received by the driver.

None of the above provisions apply to the suspension of a vehicle licence under section 68 LG(MP) Act 1976. Where the suspension or revocation of a driver's licence under section 61 LG(MP) Act 1976 applies with immediate effect the driver cannot drive a hackney carriage or private hire vehicle pending any appeal made to the Regulation and Review Committee or to the Magistrates' Court.

Where a licensee's court appeal is unsuccessful the court may order them to pay the Authority's costs.

11. **Requests for Insurance**

In addition to vehicle spot checks, the Authority's Officers have a regular programme whereby requests to produce insurance documents are sent to a random selection of proprietors for the production of vehicle insurance. If insurance is not produced the vehicle licence may be suspended and the proprietor may be prosecuted under section 50(5) LG(MP) Act 1976 for failing to comply with the request.

In addition, anyone using an uninsured vehicle may be prosecuted under section 143 Road Traffic Act 1988 (or any successor legislation).

12. Cautions

A caution may be used as an alternative to a prosecution in appropriate circumstances, where the criteria for prosecution are satisfied but an offence is of a less serious nature. The Authority will have regard to all relevant guidance including the Authority's Enforcement Policy. It is necessary for the offence to be admitted prior to administering a caution.

A caution may be used to:

- deal quickly and simply with less serious offences
- divert less serious offences away from the Courts
- reduce the chances of repeat offences.

13. Prosecution

In certain cases the Authority will prosecute. In all cases the evidential and public interest test contained within the Code for Crown Prosecutors must be satisfied and regard will be given to the Authority's Enforcement Policy.

In addition to prosecution, disciplinary action (e.g. warning, suspension, revocation, refusal to renew) may be taken against the licence holder.

The current standard fines for summary offences in the Magistrates' Court are as follows:

Level 1 - £200
Level 2 - £500
Level 3 - £1,000
Level 4 - £2,500
Level 5 - Unlimited

9. Regulation & Review Committee

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1. Introduction

The Authority's Regulation and Review Committee ("the Committee") exercises the Authority's functions in relation to the individual licensing of hackney carriage vehicles, hackney carriage drivers, private hire vehicles, private hire operators and private hire drivers under the Town Police Clauses Act 1847, the Local Government (Miscellaneous Provisions) Act 1976 and other relevant legislation following referral to it by the Director of Public Health. All Members who have been appointed to this Committee receive on-going training from Authority Officers.

The Committee meets on a regular basis to discuss and determine specific taxi/private hire licensing issues. The schedule of meetings is available at www.northtyneside.gov.uk.

When considering any matter, the Regulation & Review Committee will have regard to this Policy and the Statutory Taxi and Private Hire Vehicle Standards.

A Committee will meet to determine the following:

1. Appeals against decisions of the Director of Public Health in relation to the grant, refusal, revocation and suspension of all licences.
2. Disciplinary action to take (if any) against licensees referred to it by the Director of Public Health; and
3. Referred matters - any licensing application or other matter concerning individual licensees referred to it by the Director of Public Health.

2. Decision making

Decision making in relation to licensing is an onerous responsibility and must be exercised in a way that protects the public. The Authority is aware that in respect of an application for an initial grant of a licence, it is for the applicant to satisfy the Authority on the balance of probabilities that he/she is a fit and proper person to be granted a licence and thus is someone who can be trusted to convey passengers safely.

Once a person is licensed, they shall be presumed to remain a fit and proper person to be licensed, unless the Licensing Authority is satisfied that the licensee is no longer a fit and proper person to hold a licence as a result of a conviction, fixed penalty caution, community resolution, complaint or other relevant non-conviction information.

When the Committee considers such matters concerning an applicant/licensee it is operating in an administrative capacity and the rules of natural justice must be observed, and the applicant/licensee has the right to a fair hearing. The licensee/applicant must be treated fairly and be seen to be treated fairly. The Committee will be impartial, unbiased and will act in good faith.

The Committee is required to make judgements based on the evidence submitted to it. It is not the Members' role to sit as advocates for either the Director of Public Health, the Police or the licensee/applicant but to weigh the merits of the case as presented to it, ensuring that the proper considerations are taken into account and irrelevant factors are disregarded, thereby reaching a balanced decision. The Committee must also state the reasons for its decisions.

Only Committee Members who have heard the entire application, appeal or referred matter are able to take part in the decision making process.

Committee Members should not participate in the hearing of a matter if there could be the appearance of bias or apparent bias. This can arise where a Member's outside connections make it appear that there is a real danger of actual bias or apparent bias or a member has an interest under the Authority's Code of Conduct that they must declare. Where a Member has a registerable or non-registerable interest in relation to a matter which is such that a member of the public knowing the relevant facts would reasonably think it so significant that it is likely to prejudice a Member's judgement of the public interest and either the matter will affect the financial position of a Member or a member of their family or employer or the matter concerns a request for a permission, licence, consent or registration of themselves or a family member or employer, the Member must withdraw from the meeting room.

The duty of a Member to consider whether or not to participate in a meeting is set out in Part 4 – Non-Participation in Authority Business - of the Code of Conduct for Members which forms part of the Authority's Constitution.

3. Appeals

When considering an appeal against a decision of the Director of Public Health in relation to the grant, refusal, revocation or suspension of a licence the Committee may:

1. Allow the appeal in whole or in part

For example, if an appeal concerns the refusal of a licence, the Sub-Committee may determine that the licence should be granted but may stipulate additional conditions that must be attached to the licence and/or issue a strong warning as to the licensee's future conduct.

2. Dismiss the appeal.

4. Disciplinary or Referred Matters

When considering a disciplinary or a referred matter e.g. an application for a licence, the Committee will have regard to the appropriate section of the Policy.

Appropriate disciplinary action can take a number of forms, for example: -

1. Revocation of a licence
2. Refusal to renew a licence
3. Suspension of a licence
4. A warning letter expressing the Authority's dissatisfaction with the licensee's behaviour, whilst also advising that future conduct incompatible with that expected of a licensee could lead to a suspension, refusal to renew or revocation of their licence.

Additional conditions if considered reasonably necessary may be attached to a licence when it is renewed (NB. conditions cannot be attached to a hackney carriage driver's licence).

The action to be taken in any particular case will depend on the seriousness of the conduct/conviction/medical condition concerned.

5. Regulation & Review Committee – Appeals/Disciplinary/Referred Matters - Procedure Note

The Regulation and Review Committee hearing aims to ensure that the Environment, Housing and Leisure Service and the licensee/applicant have the fullest opportunity to present all of the information they wish to the Committee. The Committee is required to give full and fair consideration to the cases presented by the Officers and the licensee/applicant and must reach a decision based on all of the relevant information presented to it at the hearing. To achieve this, the following procedure is adopted.

6. Before the Hearing

Decisions of the Director of Public Health in relation to the grant, refusal, revocation or suspension of licences are provided in writing and will enclose an appeal form as appropriate. Appeal forms can also be obtained by contacting the Licensing Office or Democratic Services of the Authority. An appeal must be lodged within 21 days of notification of the decision. Upon receiving notification of an appeal to Committee, the Director of Public Health will submit a report to the Committee.

If a licensee/applicant wishes to appeal directly to a Court they should approach the Court and/or seek independent legal advice in relation to the correct forms and procedures. Court documentation should be served upon the Director of Law and Governance, The Quadrant, Silverlink North, Cobalt Business Park, North Tyneside, NE27 0BY.

Where the Director of Public Health refers a matter to the Regulation & Review Committee for determination he/she shall inform the licensee/applicant of this and will submit a report to the Committee.

A copy of the report to Committee and the procedure to be followed at the hearing is supplied to the licensee/applicant by Democratic Services. Copies of this Policy are available on the internet or upon request from the Licensing Office.

Licensees/applicants are strongly advised to read the report and this Policy when preparing for the Committee hearing.

The licensee/applicant shall be given notice in writing at least five working days in advance of the time and place of the hearing and of their right to be accompanied by a friend, family member or other person, including a solicitor, and shall be allowed to call witnesses.

The licensee/applicant shall also be given the opportunity to submit a written statement of his/her case or other supporting documents prior to the hearing. Documentation should be provided to Democratic Services of the Authority in advance of the hearing, if it is not, or if the Committee has not had sufficient time to consider the documentation the Committee may refuse to accept the documentation or may defer the matter to be determined to a later date to afford the parties an opportunity to consider the documentation.

7. Absence of the Licensee/Applicant

The meeting may proceed in the absence of the Licensee/Applicant if they have informed the Licensing Authority or the Democratic Services Officer that they do not wish to attend or be represented at the hearing. If the Licensee/Applicant would like the meeting to be adjourned to enable them to attend then they must make this clear and provide reasons for the request.

If a licensee/applicant fails to attend or be represented at a meeting without notifying the Authority or Democratic Services Officer, the Committee may adjourn the hearing to a specific date if it considers it to be appropriate to do so. Alternatively, it may proceed with the meeting in their absence. In the interests of efficiency, meetings will generally proceed notwithstanding the absence of the Applicant if the Committee is satisfied that the applicant/licensee is aware of the hearing.

Where the Committee decides to proceed in the absence of the licensee/applicant the Committee will consider any information the licensee/applicant has supplied along with the report from the Director of Public Health.

If, a decision is made to adjourn a hearing the licensee/applicant will be advised of the new date, time and venue.

8. At the Hearing

Members of the Committee may ask questions at all stages.

The Director of Public Health or his representative shall present a report in the presence of the licensee/applicant and his/her representative and may call witnesses.

The licensee/applicant and/or his/her representative shall have the opportunity to ask questions about the information provided by the Director of Public Health or his representative and any witnesses called.

The licensee/applicant and/or his/her representative shall then put his/her case and shall call such witnesses as he/she wishes.

The Regulation and Review Committee and the Director of Public Health or his representative shall have the opportunity to ask questions of the licensee/applicant and/or his/her representative and any witnesses called by or on behalf of the licensee/applicant.

The Director of Public Health or his/her representative and the licensee/applicant and his/her representative shall have the opportunity to sum up their case if they so wish. If all parties opt to sum up, the licensee/applicant or his/her representative may speak last.

The licensee/applicant and his/her representative and witnesses and the Director of Public Health or his representative and witnesses shall withdraw from the meeting. Officers from Law and Governance will remain in the meeting to provide procedural and legal advice.

The Regulation and Review Committee shall deliberate in private, only recalling the licensee/applicant or his/her representative and the Director of Public Health or his representative to clear points of uncertainty. If this occurs all parties will be invited back into the hearing together. If the Committee has no additional queries the licensee/applicant and the Director of Public Health will be notified by a Democratic Services Officer and they will not be required to return to the meeting.

The licensee/applicant will be notified of the Regulation and Review Committee's decision and the reasons for it in writing, usually within five working days. Where a licence has been suspended, revoked or a renewal has been refused written notice must be given within 14 days.

9. Appeal to the Court

There is a statutory right of appeal to a Magistrates' Court in relation to:

- a refusal to grant a private hire or hackney carriage driver licence;
- any conditions attached to a private hire driver licence;
- a decision to suspend, revoke or refuse to renew a private hire or hackney carriage driver licence;
- a refusal to grant a private hire vehicle licence or against any conditions specified in the licence;
- a refusal to grant an operator's licence or any conditions attached to the grant of an operator's licence;
- a decision to suspend, revoke or refuse to renew an operator's licence.
- a decision to refuse to renew a hackney carriage proprietor's licence
- any conditions attached to a hackney carriage proprietor's licence

A further appeal can be made against the decision of a Magistrates' Court to the Crown Court.

An appeal against a refusal to grant a hackney carriage vehicle/proprietors licence lies straight to the Crown Court.

Any appeal must be lodged with the appropriate court within 21 days from receipt of the written decision notice and notice of right to appeal. A court fee may be payable. Costs may be awarded by the court against an unsuccessful applicant or a licensee or may in some circumstances be awarded against the Authority. Any person considering an appeal may wish to take independent legal advice with regard to the merits of an appeal.

Usually, any action against the licence is stayed pending the outcome of a Court appeal (section 77(2) LG(MP) Act 1976). However, in cases where the public interest requires that a suspension or revocation of a driver licence should take immediate effect a decision can be made that section 77(2) shall not apply. In such cases the driver must be notified in writing, with an explanation as to why the action has been taken.

Where a decision made by the Licensing Authority is appealed, the Authority will normally defend the decision and seek its costs of doing so in full from the appellant if the appeal is dismissed.

Decision making may also be challenged by judicial review in the High Court. It is recommended that independent legal advice should be sought if such a challenge is being considered.

10. WHO IS WHO?

The Licensee or Applicant	The Licensee or Applicant (accompanied by a friend or representative if so wished) is invited to attend and make representations to the Committee.
Officers of Public Health	<p>Officers representing the Director of Public Health will submit information to the Committee to enable it to consider whether and what action should be taken.</p> <p>On occasions a representative from the Police Authority, other body or a witness may attend to provide relevant information.</p>
The Regulation and Review Committee	The Regulation and Review Committee is the body which has the delegated authority from the Authority to decide upon appeals, disciplinary and other matters referred to it by the Director of Public Health.
Officers of Law and Governance	Officers representing Law and Governance advise the Committee on the relevant law and procedures. They do not take part in the decision making process.

10. Hackney Carriage Stands

Contents

1. Appointed Stands
2. Creation of a Stand/Rank
3. Waiting on Stands
4. Byelaws

1. Appointed Stands

The purpose of hackney carriage stands (also known as hackney carriage ranks) is to provide the public with a set location where they can hire a licensed hackney carriage. The stand is the only situation where a hackney carriage may ply for hire in a stationary position and should be situated in locations where the public is most likely to need hackney carriages, for example adjacent to transport facilities, retail areas and places of employment, entertainment and leisure facilities. Stands should be sited so that passengers can board or alight from the vehicle safely.

The Authority is required to continually review the provision of hackney carriage stands in the Borough. In this respect Officers work closely with the North Tyneside Hackney Carriage Trade and oversee an on-going programme of improving facilities at existing stands with, for example, the installation of illuminated taxi-cubes, guard rails and shelters at stands, all funded from an available Local Authority budget.

There are currently 24 official hackney carriage stands in the Borough providing spaces for a total of 84 vehicles. A list of the stands and their designated names and times of operation are available on the Authority website at www.northtyneside.gov.uk.

Transport facilities in the Borough are well served with a number of the busiest metro stations having a hackney carriage stand.

2. Creation of a Stand/Rank

A new hackney carriage stand can be appointed under section 63 Local Government (Miscellaneous Provisions) Act 1976 or a taxi rank created by a Traffic Regulation Order using powers contained in the Road Traffic Regulation Act 1984. This allows new stands to be created on public highways or private land with the appropriate consent of the land owner and can be for continual or part-time use.

Prior to a new stand/rank being created or the maximum number of vehicles that can use a stand is varied a notice will be given to the Chief Officer of Police and a public notice published in a local newspaper.

New stands/ranks will not be sited where they may lead to obstructions.

Officers will monitor the use of stands in the Borough and it is expected that all stands are serviced.

3. Waiting on Stands/Ranks and Etiquette

It is an offence for any person to cause or permit any vehicle other than a hackney carriage to wait in any stand for hackney carriages or a rank reserved for hackney carriages to park.

Drivers of hackney carriages may only wait in a stand/rank whilst plying for hire or waiting for a fare.

Drivers of hackney carriages who park in a stand/rank and leave their vehicle unattended commit an offence.

Drivers of hackney carriages are expected to turn their vehicles' engine off whilst waiting for a fare or to use their start stop technology if fitted.

4. Byelaws

The Authority has enacted a set of Byelaws regarding the operation and use of hackney carriages and their drivers. These include such matters as wearing of badge, driver conduct, plying for hire and use of the taxi stands/ranks. These will be reviewed as and when considered appropriate by the Authority.

11. Complaints Procedure

The Authority recognises the high standards of the private hire and hackney carriage trade and expects all licensees to uphold these standards at all times. However, it is recognised that there may be occasions for transport users and other members of the trade to make complaints and as such a complaints procedure has been devised.

All complaints received will be investigated. Complainants will receive a written acknowledgement of their complaint within 2 working days advising the name of the Officer assigned to investigate the complaint.

Complainants may be asked to put their complaint in writing if the complaint is such that formal action may result.

The Authority recognises that some complaints can be frivolous or vexatious. These complaints will not be taken further.

Licensees are expected to assist Officers investigations and make themselves available for interview at a mutually convenient time and place.

At the end of the investigation all parties concerned will receive confirmation of the result and action to be taken.

If any party is not satisfied as to the outcome the Authority's corporate complaints procedure is in place to deal with these issues.

Appendix A

Hackney Carriage and Private Hire Vehicle specifications

All licensed vehicles shall comply in all respects with the requirements set out below as appropriate for the type of vehicle. This is in addition to all requirements of the Road Traffic legislation, which relates to all motor vehicles.

All vehicles must comply with the requirements of Section A. Private Hire vehicles must comply with the requirements of Section B and Hackney Carriages must comply with the requirements of Section C.

If you are making a new application for a Hackney Carriage proprietors licence or are replacing a hackney carriage first licensed after July 1992, the vehicle must be wheelchair accessible and must also comply with the requirements of Section D.

All vehicles must have the appropriate type approval.

The following vehicle specification must be maintained throughout the licence period unless changes have prior approval by the Authority.

Section A - General specification for all vehicles

GENERAL CONSTRUCTION

1. The vehicle shall comply fully with all relevant statutory provisions relating to the construction of motor vehicles and including in particular those contained in the Road Vehicles (Construction and Use) Regulations 1986 (or any successor legislation).
2. Any modification to the vehicle (e.g. conversion to wheelchair accessible, alteration of the original seat configuration or any other 'adaptation') must be approved by the Authority and the appropriate certificate produced.
3. The vehicle shall be right hand drive with a fixed head type body.
4. The vehicle shall be capable of carrying in reasonable comfort at least four passengers.
5. The vehicle shall be M1 category. In the case of post registration conversions Individual Vehicle Approval is required.
6. The vehicle shall have a minimum unladen height of 1.325 metres (53").

PASSENGER COMFORT

7. Every passenger seat in the vehicle must meet the following minimum dimensions:
 - Individual seat width – 41cm (16")
 - Bench seat width (i.e. rear seat of a saloon vehicle) – 124.5cm (49") Width between door handles – 124.5cm (49")
 - Width between rear doors – 132cm (52")
 - Seat squab height measured from vehicle floor - 30cm (12")
 - Seat squab depth – 45cm (18")
 - Headroom measured from centre of seat to underside of roof – 87.5cm (35")
 - Legroom measured from seat back diagonally to vehicle floor – 94cm (37")
 - Unobstructed space in front of seat measured from seat back – 63.5cm (25")

Licensing Officers are able to exercise their discretion as to the suitability of a vehicle where the measurements are below the above dimensions.

8. There shall be no obstructions or features in the vehicle (e.g. prominent transmission tunnels, door furniture, vehicle controls, etc) which in the opinion of the Authority materially interferes with the comfort of any passenger.

9. The vehicle shall have an adequate heating and ventilation system for the comfort of all passengers.
10. The vehicle shall be equipped with either:
 - (a) A spare wheel of full or space save design above the legal tread requirement and the tools to change a wheel, or
 - (b) An emergency puncture repair kit (with compressor/inflation pack) or
 - (c) Run flat tyres or
 - (d) Provide evidence of a contract with a mobile tyre replacement specialist.

In the event of a space – saver tyre, run flat tyres (when punctured) or puncture repair kit being used, it is only to complete a fare and must comply and be maintained in accordance with the manufactures' recommendations. Any such defective wheel should be replaced before taking another fare to ensure passenger safety.

PASSENGER SAFETY

11. Glass shall have a minimum light transmittance of 75% for the front windscreen, 70% for the front side windows and 34% for all other vehicle window glass. If tinted windows are fitted as standard at the time of manufacture of the vehicle there will be no minimum light transmission to the windows to the rear of the B pillar.

Licensing Officers are able to exercise their discretion as to the suitability of a vehicle where the light transmittance of the windows is below 34% where tint has not been fitted as standard. This discretion however does not apply to the front windscreen or the front side windows.

12. The vehicle shall have at least 4 doors and open sufficiently wide so as to allow safe and easy access and egress. Each passenger, other than a front seated passenger, shall have access to at least two doors.
13. Every passenger seat shall be either forward or rear facing and shall be fitted with an approved (lap & diagonal) seat belt.

LUGGAGE CAPACITY

14. The vehicle shall have capacity to convey an appropriate quantity of luggage.

Section B - Specification for Private Hire Vehicles

15. The vehicle must not be black in colour or a colour which closely resembles black in the opinion of the Licensing Officer.
16. If the Private Hire vehicle is fitted with a meter, it must be properly tested and sealed.
17. Private Hire vehicles must not have a roof sign.

Section C - Specification for Hackney Carriages

18. Hackney Carriage vehicles must be black in colour.
19. Hackney Carriage vehicles must have fitted on the roof, an internally illuminated TAXI top sign meeting a specification in relation to size and colour approved by the Authority and relevant to the type of vehicle.
20. Hackney Carriage vehicles must be fitted with a taximeter, properly tested and sealed, and calibrated to enable testing in accordance with the Authority's current Hackney Carriage Fare Table.

Section D - Specification for New and Replacement Wheelchair Accessible Hackney Carriages Only

GENERAL CONSTRUCTION

- 21.** The vehicle must comply fully with the requirements of the Road Vehicles (Construction and Use) Regulations 1986 (or any successor legislation) as well as all general policies and specifications of the Authority which relate to hackney carriage vehicles.
- 22.** The vehicle must comply fully with Sections A and C of the preceding 'General Specification for all Hackney Carriages and Private Hire Vehicles'.

PASSENGER SAFETY AND COMFORT

- 23.** The vehicle must be capable of accommodating one or more wheelchairs in either a forward or rear facing position allowing adequate space to ensure the safety and comfort of the wheelchair user, and without interfering with the safety and comfort of any other passengers.
- 24.** The design of the vehicle must allow safe access and egress of passengers including elderly and disabled passengers.
- 25.** Wheelchair access to the vehicle must be from the nearside or rear of the vehicle. The door and doorway must be constructed as to permit an unrestricted opening across the doorway of at least 75cm.
- 26.** The clear height of the doorway must not be less than 1.2 metres.
- 27.** Grab handles must be placed at one or more passenger door entrances as appropriate, to assist the elderly and disabled.
- 28.** The vertical distance between the highest part of the floor and the roof in the wheelchair passenger area must be no less than 1.3 metres.
- 29.** Approved anchorages must be provided for the wheelchair and chair bound disabled person. These anchorages must be either chassis or floor linked and capable of withstanding approved dynamic or static tests. Restraints for the wheelchair and occupant must be independent of each other.
- 30.** Suitable means of wheelchair access must be fitted to the vehicle. Ramps must be of suitable design to ensure that they do not slip or tilt when in use and they provide a suitable gradient when in use. Tail-lifts must be of an approved type.
- 31.** If any of the seating within the vehicle has to be removed or adjusted in any way to accommodate one or more wheelchairs, the following conditions will also apply:
 - The removal/adjustment must be able to be carried out quickly and easily so that in the opinion of the Authority there is minimal inconvenience caused to any hirer of the vehicle by the 'conversion'
 - Where one or more seats require removal to accommodate one or more wheelchairs there must be adequate space on the vehicle for the secure storage of any removed seats.
 - Where one or more seats are either removed or they become unusable when the vehicle has been 'converted' for wheelchair use there must be at least one further useable passenger seat.

Appendix B

Conditions attached to a Hackney Carriage Proprietors Licence and Private Hire Vehicle Proprietors Licence

The following conditions are attached to the grant/renewal of the following vehicle licence:

Plate Number:

Registration Number:

Name of licensee(s) including part proprietors:

Failure to comply with the conditions may lead to action being taken against your licence.

STANDARD CONDITIONS

1. Maintenance of Vehicle

The vehicle, all of its fittings and any attached equipment shall at all times when the vehicle is in use or available for hire, be kept in a clean, safe, tidy and efficient state, and must also comply with all relevant statutory provisions including in particular those contained in the Road Vehicles (Construction and Use) Regulations 1986.

2. Alteration of Vehicle

No material alteration or change to the vehicle, its fittings or any attached equipment shall be made without the prior approval of the Authority.

3. Identification Plate

The licence plate supplied by the Authority and identifying the vehicle as a hackney carriage/private hire vehicle shall be securely fixed externally on or about the off side area of the rear bodywork or bumper of the vehicle in a conspicuous position and in such a manner as to be easily removed if necessary by an authorised Officer of the Authority or a constable. The plate must be maintained in a satisfactory condition and be legible.

4. Interior Identification Marking

A sign supplied by the Authority indicating the licence number and the number of passengers the vehicle is licensed to carry, shall be displayed inside the vehicle in a prominent position on the inside of the windscreen so as to be clearly visible to passengers. The sign must be maintained in a satisfactory condition and be legible.

5. Door Decals

There shall be attached centrally to each front door of the vehicle the appropriate hackney carriage or private hire vehicle decals supplied by the Authority. The decals must be securely affixed or in the case of Hackney Carriage Vehicle permanently affixed to the vehicle and these must be maintained in a satisfactory condition and be legible.

6. Safety Equipment

Where a ramp or ramps are used, they must be fitted/carried safely in the vehicle at all times. The ramps must be identified with the vehicle registration number.

7. Signs, Notices, Etc

No signs, notices, advertisements, video or digital display etc or other markings shall be displayed on, in or from the vehicle subject to the following exceptions:

- Any sign, notice or other marking required to be displayed by legislation or any condition attached to this licence
- Advertising on the rear doors, rear wings and boot area of the vehicle (of two-dimensional insignia type) approved by the Authority
- Advertising along the top 8 cm strip of the windscreen of the vehicle provided that it is not illuminated and it bears only the name and/or telephone number in block letters of the firm operating the vehicle.

Signs, notices, advertisements, video or digital display etc must not be of a content that the Licensing Officer deems to be offensive or abusive.

A sign must be affixed to the inside of the vehicle indicating that smoking is prohibited in the vehicle.

8. Change of Address

The proprietor shall notify the Authority in writing within seven days of any change of address during the period of the licence.

9. Convictions, Cautions, Fixed Penalty, Community Resolutions or On-going Investigations

The proprietor shall notify the Authority in writing within seven days if he/she is convicted of **any** offence or if he has been charged with an offence. He/she should **also** inform the Authority in writing within seven days of having received a caution, fixed penalty or community resolution and if released by the police on bail or under investigation.

10. Deposit of Drivers Licence

If the proprietor permits or employs any other person to drive the vehicle as a hackney carriage/private hire vehicle, the proprietor shall retain the person's hackney carriage/private hire drivers licence until such time as the driver ceases to be permitted or employed to drive the vehicle.

11. Transfer of Interest

The proprietor shall notify the Authority in writing, giving the name and the address of the new proprietor, within 14 days if he transfers his interest in the vehicle to another person.

12. Accident Notification

The proprietor shall notify the Authority as soon as is practicable, or in any case within 72 hours of any accident which results in damage to the vehicle.

13. Additional Charges

The proprietor shall pay the Authority any reasonable additional charges to be determined by the Authority for:
A) the replacement of any lost, damaged or stolen plate, decal or sign provided by the Authority (and which is required to be attached or displayed on or in the vehicle as a condition of this licence);
B) any vehicle test appointment for which the proprietor fails to present the vehicle for testing or which is cancelled by the proprietor without giving at least 48 hours notice to the Authority.

14. Insurance

All vehicles must have a current valid policy of insurance at all times appropriate to the vehicle.

If a vehicle is off the road and uninsured the proprietor must advise the Licensing Section in writing immediately or in any event within 72 hours.

15. Hackney Carriage and Private Hire Licensing Policy

All proprietors must read the Authority's Hackney Carriage and Private Hire Licensing Policy and act in accordance with the Policy as it applies to them

Additional Conditions/departure from standard conditions

As required

Stamped/dated

Appendix C

Vehicle Testing Arrangements – Components to be Inspected

Body / Vehicle Structure

Free from excessive corrosion or damage in specific areas. No sharp edges likely to cause injury.

Speedometer/Odometer

Condition and operation.

Fuel System

No leaks. Security and condition of pipes/hoses. Fuel cap fastens and seals securely.

Exhaust Emissions

Vehicle meets the requirements for exhaust emissions, dependent on the age and fuel type of the vehicle.

Exhaust System

Secure. Complete. Catalyst missing where one was fitted as standard. Without serious leaks and is not too noisy.

Seat Belts

All the seat belts fitted are checked for type, condition, operation and security. All mandatory seat belts must be in place. Check of the Malfunction Indicator Lamp (MIL) for air bags and seat belt pre tensioners and load limiters.

Seats

Driver's seat for adjustment. All seats for security and seat backs can be secured in the upright position.

Doors

Latch securely in closed position. Front doors should open from the inside and outside the vehicle. Rear doors should open from outside the vehicle. Hinges and catches for security and condition.

Mirrors

Minimum number required, condition and security. Indirect vision devices.

Load Security

Boot or tailgate can be secured in the closed position.

Brakes

Condition including inappropriate repairs or modifications, operation and performance (efficiency test). Note the removal of the road wheels and trims are not part of the test. Anti-lock Braking System (ABS) and Electronic Stability Control (ESC) where fitted. Check of the dashboard Malfunction Indicator Lamp (MIL) for ABS, ESC, electronic park brake and brake fluid warning.

Tyres and Wheels (including spare)

Condition, security, tyre size/type and tread depth. Note: vehicles first used on or after 1st January 2012 – check of the MIL for Tyre Pressure Monitoring System (TPMS).

Registration Plates

Condition, security, colour, characters correctly formed and spaced.

Lights

Condition, operation including High Intensity Discharge (HID) and Light Emitting Diode (LED) headlamps for cleaning, self-levelling and security. Headlamp aim. Main beam warning light.

Bonnet

Securely latches in the closed position.

Wipers / Washers

Operate to give the driver a clear view ahead.

Windscreen

Condition and driver's view of the road.

Horn

Correct operation and of suitable type.

Steering and Suspension

Condition, steering oil level, operation, a check for inappropriate repairs or modification including corrosion to power steering pipes or hoses. Operation of steering lock mechanism. Check of MIL for electronic power steering and steering lock.

Towbars (if fitted)

Security/condition/inappropriate repairs or modification. Correct operation of 13 pin electrical socket.

Vehicle Identification Number

Present on vehicles first used on or after 1st August 1980. A single VIN is displayed except on multistage build vehicles (e.g. van conversion, BMW/ Alpina).

Electrical

Visible electrical wiring and battery

Vehicle Interior

Clean.

Vehicle Exterior

Uniform colour.

Glass

Windscreen - minimum 75% light transmittance.

Front side windows - minimum 70% light transmittance

If tinted windows are fitted as standard there will be no minimum light transmission to the rear of the B pillar.

All other windows – minimum 34% light transmittance

Meter (if fitted)

Must be of an approved type and sealed.

Spare Wheel

The vehicle shall be equipped with either:

- (a) A spare wheel of full or space save design above the legal tread requirement and the tools to change a wheel,
or
- (b) An emergency puncture repair kit (to include compressor/inflator) or
- (c) Run flat tyres or
- (d) Provide evidence of a contract with a mobile tyre replacement specialist.

Wheel-brace & Jack (only if spare wheel present)

Present. Correct operation.

Luggage Accommodation

Compartment clean, empty.

Seats & Interior Trim

Clean, free from rips or tears.

Floor Covering

Clean. No obstructions.

Licence Plate (Annual and Interim Tests Only)

Present. Securely attached to vehicle. Correct location on vehicle. In satisfactory condition and information legible

NTC Windscreen Disc

Present. Securely attached to windscreen. In satisfactory condition, information legible.

NTC Door Signs

Present. Fitted correctly. In satisfactory condition, information legible.

NTC Emergency/ Information Signs (Minibuses/PCV's)

Present. In satisfactory condition, information legible.

For Hire Sign (hackney carriage only)

Present. Works in conjunction with meter and roof-sign.

Roof Sign (Hackney carriages only)

Present. Correct type and size for type of vehicle. Correct colours. Lettering correct size.

Advertising - bodywork

Approved. Present only on rear doors & boot area of vehicle unless approved.

Advertising - glass

Approved. Present only on top edge of windscreen.

NTC Fare Table (hackney carriage only) (Dashboard/partition/Rear Windows)

Present. In satisfactory condition. Most recent issue.

Byelaws (hackney carriage only)

Present. Satisfactory condition and legible

Interior Door Locks (Purpose built hackney carriage only)

Work in conjunction with foot-brake.

Ramps (if present)

Present. Stored securely. Adequate locking device must be fitted to ensure the ramps do not slip or tilt when in use.

Wheelchair Anchorages (if applicable)

Must be of an approved type (chassis or floor linked and capable of withstanding approved dynamic or static tests).

Tail-Lifts (if present)

Must have valid LOLER Certificate. Tail lift must not prevent the rear door(s) from being opened and must be easily moved if the power supply fails.

Appendix D
Standard 'Exemption Notice' Conditions
Executive Hire Vehicles

General Conditions

1. The Proprietor shall notify the Authority immediately in writing if there is any material change in the nature of the use of the vehicle.
2. The Proprietor shall ensure that the private hire vehicle licence identification disc issued by the Authority is displayed within the nearside of the front windscreen at all times.
3. The 'Exemption Notice' issued by the Director of Public Health in respect of the licensed private hire vehicle shall be carried within the vehicle at all times, and presented for inspection at the request of an Authorised Officer of the Authority, a Police Constable or the hirer.
4. Other than the Authority's Licence Identification Disc; the proprietor shall not display in, on or from the vehicle any advertisement, sign, logo or insignia advertising the operating company or promoting the vehicles' status as a licensed private hire vehicle, without the prior written approval of the Director of Public Health.
5. The Private Hire Vehicle proprietors licence identification plate and decals issued by the Authority shall not be affixed to the vehicle, and shall not be displayed in, on or from the vehicle at any time.
6. The Private Hire Vehicle proprietors licence identification plate issued by the Authority shall be carried in the luggage compartment of the vehicle at all times and produced for inspection at the request of an Authorised Officer of the Authority, a Police Constable or the hirer.
7. No taximeter shall be displayed within the vehicle at any time.
8. No table of fares/tariff card shall be displayed in the vehicle at any time.
9. A tariff of charges shall be deposited with the Authority and shall be carried within the vehicle at all times.
10. The Proprietor shall not change the body colour(s) which were present when the vehicle was first licensed without the prior written consent of the Director of Public Health.
11. The Proprietor shall ensure that the driver of the vehicle does not wear the private hire drivers licence identification badge issued by the Authority or display that badge in, on or from the vehicle at any time.
12. The Proprietor shall ensure that the private hire drivers identification badge issued by the Authority shall be carried within the vehicle at all times and produced for inspection at the request of an Authorised Officer of the Authority, a Police Constable or the hirer.
13. The Proprietor shall ensure that the driver of the vehicle shall be appropriately dressed in a chauffeur's uniform or business suit when the vehicle is hired.
14. The Proprietor shall ensure that the hirer shall be afforded the facility to settle accounts and/or tender direct payment by credit card, debit card, cheque or cash.

Additional Conditions

Any executive hire vehicle wishing to take advantage of the exemption limiting the window tint (less than 34% light transmittance) should not be engaged in any contract or provision of vehicle for the carriage of school children or based around the carriage of unaccompanied children/young persons (under age 18 years). The driver must not act as the accompanying adult. Further, the Operator must, unless such a vehicle has been specifically requested, inform a hirer that such a vehicle with tinted windows will be supplied.

Appendix E

Private Hire Driver Licence Conditions of Licence

The following conditions are attached to the grant of the following driver licence:

Name of licensee:

Licence Number:

Failure to comply with the conditions may lead to action being taken against your licence.

1. Conduct of Driver

The Driver shall:-

1. Afford all reasonable assistance with passenger's luggage
2. At all times comply with the Authority dress code and behave in a civil and orderly manner
3. Take all reasonable steps to ensure the safety of passengers conveyed in, entering or alighting from the vehicle driven by him/her
4. Not without the express consent of the hirer, drink or eat in the vehicle.
5. Not without express consent of the hirer, play any radio or sound reproducing instrument or equipment in the vehicle he/she is driving to be a source of nuisance or annoyance to any person, whether inside or outside the vehicle
6. Drivers are issued with two badges, one to be worn around the neck. At all times when acting in accordance with this licence a badge licensed to him/her must be displayed in such a position and manner as to be plainly and distinctly visible to passengers.

The Driver shall not smoke in the vehicle at any time, including when the vehicle is not available for hire.

2. Passengers

1. The driver shall not convey or permit to be conveyed in a private hire vehicle a greater number of persons than that prescribed in the licence for the vehicle.
2. The driver shall not allow there to be conveyed in the front of a private hire vehicle beside him/her:
 - (a) Any child below the age of three years, or
 - (b) more than one person.

3. Lost Property

If any identifiable property is left in a private hire vehicle by any person who may have been conveyed therein is found by or handed to the driver, he/her shall take it as soon as possible in any event within twenty four hours, if not sooner claimed by or on behalf of its owner to a convenient police station and leave it in the custody of the Officer on his/her giving a receipt for it.

4. Written Receipts

The driver shall if requested by the hirer of a private hire vehicle provide him/her with a written receipt for the fare paid.

5. Animals

The driver shall not convey in a private hire vehicle any animal belonging to or in the custody of himself or the proprietor or operator of the vehicle whilst the vehicle is hired and he/she shall ensure that any animal belonging to or in the custody of any passengers is conveyed in the rear of the vehicle.

This does not apply to a disabled person's guide, hearing or assistance dog which must be carried in a private hire vehicle or hackney carriage vehicle without any additional charge, unless the driver holds a Certificate of Exemption on medical grounds issued under the Equality Act 2010.

6. Prompt Attendance

The driver of a private hire vehicle shall, if he/she is aware that the vehicle has been hired to be in attendance at an appointed time and place or he/she has otherwise been instructed by the operators or proprietor of the vehicle to be in attendance at an appointed time and place, punctually attend at the appointed time and place, unless delayed or prevented by sufficient cause.

7. Deposit of Licence

If the driver is permitted or employed to drive a private hire vehicle of which the proprietor is someone, other than himself, he/she shall before commencing to drive that vehicle deposit this licence with that proprietor for retention by him until such time as the driver ceases to be permitted or employed to drive the vehicle or any other vehicle.

8. Change of Address

The driver shall notify the Licensing Office in writing of his/her address during the period of the licence within seven days of such change taking place.

9. Medical Fitness

The driver must inform the Licensing Office immediately if he/she suffers from a medical condition or disability or a condition or disability previously notified worsens that may alter his/her ability to drive a vehicle.

A driver who receives medical treatment or medical consultation shall confirm with their medical attendant whether they are at that time fit to undertake the duties of a private hire vehicle driver. Where any medical attendant specifies that a driver should not drive for a determinate or indeterminate period that driver shall notify the Authority immediately in writing of such medical opinion.

The requirement will not apply to any temporary incapacity or treatment for the duration of which the driver does not intend to drive a private hire vehicle.

10. Convictions, Cautions, Fixed Penalty, Community Resolutions or On-going Investigations

The driver shall within seven days disclose to the Authority in writing details of **any** conviction (including all motoring offences), caution, fixed penalty or community resolution received during the period of the licence. The driver shall also notify the Authority in writing within seven days if he/she has been charged with an offence or has been released by the police on bail or under investigation.

11. People who have spent time overseas

Existing licensed drivers must notify the Authority in writing when they intend to leave the country for an extended period of 3 months or more. They must also notify the Authority on their return and complete a statutory declaration on the form provided by the Authority.

12. Return of Badges

The driver shall upon the expiry, revocation or suspension of this licence forthwith return to the Authority the driver's badges issued by the Licensing Office when granting this licence.

13. Taxi Meter

If a private hire vehicle is fitted with a taxi meter or other Authority approved device used to calculate the fare, the driver shall not cause the fare recorded thereon to be cancelled or concealed until the hirer has had a reasonable opportunity of examining it and has paid the fare (unless credit is to be given).

14. Fare to Be Demanded

The driver shall not demand from any hirer of a private hire vehicle, fare in excess of any previously agreed for that hiring between the hirer and operator, or if the vehicle is fitted with a taxi meter and there has been no previous agreement as to the fare, the fare shown on the face of the taxi meter.

15. No smoking Policy

Smoking in a smoke-free place is prohibited under the Health Act 2006 by both the driver and passengers.

In this context a 'smoke-free place' includes a licensed hackney carriage and private hire vehicle as well as a private hire operator's premises.

Smoking also includes the use of e-cigarettes.

16 Renewal of Licence

The driver must apply to renew a private hire driver's licence in the four weeks preceding the expiry date of the licence.

17. Wheelchair Accessible Vehicles

All drivers of wheelchair accessible vehicles must:

(i) Be fully conversant with the correct method of operation of all ramps, lifts and wheelchair restraints fitted to the vehicle.

(ii) Before any movement of the vehicle takes place ensure that all wheelchairs are firmly secured to the vehicle using an approved restraining system and the brakes of the wheelchair have been applied.

(iii) Ensure that any wheelchairs, equipment and passengers are carried in such a manner that no danger is likely to be caused to those passengers or to anyone else, in accordance with Regulation 100 of the (Construction and Use) Regulations 1986.

18. Responsibility Towards Authority Employees

Drivers are expected to be polite and courteous at all times and to comply with any reasonable request made by a Licensing or Civil Enforcement Officer or Testing Mechanic. Verbal or physical abuse will not be tolerated.

19. Subscription to the Disclosure and Barring Service (DBS) Update Service

All drivers will be required to subscribe to the DBS update service.

20. Hackney Carriage and Private Hire Licensing Policy

All drivers must read the Authority's Hackney Carriage and Private Hire Licensing Policy and act in accordance with the Policy as it applies to them.

Appendix F

Code of Good Conduct For Licensed Drivers

In order to promote its licensing objectives as regards hackney carriage and private hire licensing, the Authority has adopted the following Code of Good Conduct, which should be read in conjunction with the other statutory and policy requirements set out in this document.

1. Responsibility to the Trade

Licensees shall endeavour to promote the image of the Hackney Carriage and Private hire trade by:

- (a) complying with this Code of Good Conduct;
- (b) complying with all the Conditions of their Licence and the Authority's Hackney Carriage and Private Hire Licensing Policy; Byelaws
- (c) behaving in a professional manner at all times.

2. Responsibility to Clients

Licensees shall:

- (a) maintain their vehicles in a safe and satisfactory condition at all times;
- (b) keep their vehicles clean and suitable for hire to the public at all times;
- (c) attend punctually when undertaking a pre-booked hiring;
- (d) assist, where necessary, passengers into and out of vehicles;
- (e) offer passengers reasonable assistance with luggage.

3. Responsibility to Residents

To avoid nuisance to residents when picking up or waiting for a fare, a driver shall:

- (a) only use the vehicle horn in accordance with the law;
- (b) keep the volume of radio/cassette/cd player and VHF/digital radios to a minimum;
- (c) switch off the engine if required to wait;
- (d) take whatever additional action is necessary to avoid disturbance to residents in the neighbourhood.

At hackney carriage stands and other places where hackney carriages ply for hire by forming queues, drivers shall, in addition to the requirements above:

- (a) stand in an orderly manner and proceed along the stand in order and promptly;
- (b) remain in the vehicle.

At private hire offices a licensee shall:

- (a) not allow their radio/cassette/cd players or VHF/digital radios to cause disturbance to residents of the neighbourhood;
- (b) take whatever additional action is necessary to avoid disturbance to residents of the neighbourhood which might arise from the conduct of their business.

4. General

Drivers shall:

- (a) pay attention to personal hygiene and dress in accordance with the Dress Code;
- (b) be polite, helpful and respectful to passengers;
- (c) drive with care and due consideration for other road users and pedestrians and in particular shall not use a hand held mobile phone whilst driving;
- (d) obey all Traffic Regulation Orders and directions at all time;
- (e) not smoke in the vehicle at any time (this includes e-cigarettes);
- (f) not consume alcohol immediately before or at any time whilst driving or being in charge of a hackney carriage or private hire vehicle;
- (g) not drive while having misused legal or illegal drugs;
- (h) fulfill their responsibility to ensure compliance with legislation regarding the length of working hours.

PLEASE NOTE: ANY AMOUNT OF ALCOHOL OR DRUGS CAN AFFECT A DRIVER'S JUDGEMENT. THE AUTHORITY WILL TAKE A VERY SERIOUS VIEW OF ANY DRIVER BEING FOUND TO HAVE CONSUMED ANY ALCOHOL OR HAVING MISUSED ANY DRUGS WHILST IN CHARGE OF A LICENSED VEHICLE.

Appendix G

Drivers Dress Code

The purpose of a driver's dress code is to seek a standard of dress that promotes a positive image of the hackney carriage and private hire trade in North Tyneside, to enhance a professional image of licensed drivers and ensure that public and driver safety is not compromised.

The dress code is not a condition of licence and will not be enforced as such, however the Licensing Authority encourages drivers to comply with the requirements.

Acceptable Standards of Dress

Tops

- Shirts, blouses, T-Shirts or sweat tops should cover the shoulders and be capable of being worn inside trousers or shorts.
- Shirts or blouses may be worn with a tie or open necked.

Footwear

- Footwear for all drivers shall fit around the heel of the foot.

Unacceptable Standard of Dress

The following are deemed unacceptable:

- Clothing not kept in a clean condition, free from holes and rips.
- Words or graphics on any clothing that is of an offensive or suggestive nature or which might offend.
- Sportswear (e.g. football/rugby kits, track suits, beach wear etc).
- Sandals with no heel straps, flip flops or any other form of footwear not secured around the heel.
- Drivers not having either the top or bottom half of their bodies suitably clothed.

Appendix H

Private Hire Operators Licence **Conditions of Licence**

1. RECORDS

- (i) The records required to be kept by the operator under section 56(2) of the Local Government (Miscellaneous Provisions) Act 1976 must be kept in a suitable book, the pages of which are numbered consecutively, or other durable recording format and the operator shall enter or cause to be entered therein **before** the commencement of each journey, the following particulars of every booking of a private hire vehicle invited or accepted by him, including where a booking is sub-contracted (whether the vehicle that is used is licensed under section 48 of the 1976 Act, or is licensed as a hackney carriage under section 37 of the Town Police Clauses Act 1847):
- the name of the hirer/passenger;
 - The date and time of the hiring;
 - The agreed date and time of the pick-up
 - the pick-up point;
 - the destination;
 - the name or unique callsign of the driver allocated to the booking;
 - the driver's licence number;
 - the vehicle registration number of the vehicle;
 - the name of any individual that responded to the booking request;
 - the name of any individual that dispatched the vehicle
 - Remarks (including details of any booking sub-contracted to another private hire operator)
- (ii) The operator shall also keep records of the particulars of all vehicles operated or used by him (whether licensed under section 48 of the Local Government (Miscellaneous Provisions) Act 1976 or under section 37 of the Town Police Clauses Act 1847, which particulars shall include details of the proprietors, registration numbers, licence number and drivers of such vehicles, together with any radio call sign used.
- (iv) The operator shall keep records of all desk clerks employed by him, including their name, date of birth and home address. A daily record must be kept of the time worked by each clerk.
- (v) The desk clerk shall sign the booking sheet at the start of each duty, or, in the case of computerised booking systems, log on at the start of each duty.
- (vi) All records kept by the operator shall be preserved for a period of not less than ONE year following the date of the last entry.
- (vii) The Operator must maintain and keep up to date a register of all staff who take bookings and/or dispatch vehicles to fulfil bookings.
- viii The Operator must have a clear policy that sets out the criteria to be applied when employing members of staff responsible for the booking and/or dispatch of vehicles who have previous convictions.
- ix) The Operator must maintain a register confirming that they have had sight of a Basic Disclosure and Barring Service check on all individuals employed as booking and dispatch staff and that this is compatible with their policy on employing those with previous convictions.
- x) The Operator must ensure that a Basic Disclosure and Barring Service check has been conducted on any individual added to the register of staff.
- xi) All records which are required to be kept under the conditions of licence must be made available upon request to an Authorised Officer of the Authority or a constable.
- xii) The Operator must not dispatch a driver who is a licensed Passenger Carrying Vehicle driver and use a Public Service Vehicle (such as a minibus) to fulfil a booking without the informed consent of the person making the booking. The Operator must be able to evidence that such consent was given by the passenger prior to the picking up of the passenger.

2. STANDARD OF SERVICE

The operator shall provide a prompt, efficient and reliable service to members of the public at all reasonable times and for this purpose shall in particular:

- a) Ensure that when a private hire vehicle has been hired to be in attendance at an appointed time and place, the vehicle shall, unless delayed or prevented by sufficient cause, punctually attend at that appointed time and place.
- b) Keep clean, adequately heated, ventilated and lit any premises which the operator provides and to which the public have access, whether for the purpose of booking or waiting.
- c) Ensure that any waiting area provided by the operator has adequate seating facilities.
- d) Ensure that any telephone facilities and radio equipment provided are maintained in a sound condition and that any defects are repaired promptly.

3. COMPLAINTS

The operator shall notify the Authority in writing, within seven days, of any complaints concerning a contract for hire or purported contract for hire relating to or arising from his business and of the action (if any) which the operator has taken or proposes to take in respect thereof.

4. CHANGE OF ADDRESS

The operator shall notify the Authority in writing of any change of his/her home address during the period of the licence within seven days of such change taking place.

5. CONVICTIONS, CAUTIONS, COMMUNITY RESOLUTION OR ON-GOING INVESTIGATIONS

The operator shall within seven days disclose to the Authority in writing details of any conviction, caution or community resolution imposed on him/her (or, if the operator is a Company, of any its Directors) during the period of the licence.

The operator shall within seven days disclose to the Authority in writing of any on-going police (or other authority) investigation of him (or, if the operator is a Company, of any its Directors).

6. OPERATORS LICENCE

Operators shall operate wholly from those premises specified in the licence and situated within the boundaries of the Borough of North Tyneside.

The Operator shall display the Operator's Licence issued by the Local Authority in a conspicuous position at the licensed premises.

7. SPECIAL CONDITIONS RELATING TO PORTACABINS

- (i) The operator will provide and maintain hot and cold running water and wash hand basin facilities, which will be permanently connected to the main sewage system.
- (ii) The operator will provide and maintain toilet facilities which are to be permanently connected to the main sewerage system.

8. HACKNEY CARRIAGE AND PRIVATE HIRE LICENSING POLICY

Operators should read the Authority's Hackney Carriage and Private Hire Licensing Policy and act in accordance with Policy as it applies to them.

9. RENEWAL of LICENCE

The Operator must apply to renew a licence in the four weeks preceding the expiry date of the licence.

BYELAWS

Metropolitan Borough of North Tyneside Byelaws made under Section 68 of The Town Police Clauses Act 1847, and Section 171 of The Public Health Act 1875 by the Authority of the Borough of North Tyneside, with respect to hackney carriages in the Borough of North Tyneside dated 4th March 1977 (all previous versions of these repealed)

INTERPRETATION

1. Throughout these byelaws “the Authority” means the Authority of the Borough of North Tyneside and “the district” means the Borough of North Tyneside.

PROVISIONS REGULATING THE MANNER IN WHICH THE NUMBER OF EACH HACKNEY CARRIAGE CORRESPONDING WITH THE NUMBER OF ITS LICENCE SHALL BE DISPLAYED

2. (a) The proprietor of a hackney carriage shall cause the number of the licence granted to him in respect of the carriage to be legibly painted or marked inside of the carriage and on plates affixed to the outside of the carriage.
- (b) A proprietor or driver of a hackney carriage shall:-
- (i) Not wilfully or negligently cause or suffer any such number to be concealed from public view while the carriage is standing or plying for hire
 - (ii) Not cause or permit the carriage to stand or ply for hire with any such painting marking or plate so defaced that any figure or material particular is illegible.

PROVISIONS REGULATING HOW HACKNEY CARRIAGES ARE TO BE FURNISHED OR PROVIDED

3. Every proprietor of a hackney carriage shall:-
- (a) provide sufficient means by which any person in the carriage may communicate with the driver
 - (b) cause any roof or covering to be kept water tight
 - (c) provide any necessary windows and a means of opening and closing not less than one window on each side
 - (d) cause the seats to be properly cushioned or covered
 - (e) cause the floor to be provided with a proper carpet mat or other suitable covering
 - (f) cause the fittings and furniture generally to be kept in a clean condition well maintained and in every way fit for public service
 - (g) provide means for securing luggage if the carriage is so constructed to carry luggage
 - (h) provide for an efficient fire extinguisher which shall be carried in such a position as to be readily available for use
 - (i) in cases of motor hackney carriage provide at least two doors for the use of persons conveyed in such carriage and a separate means of ingress and egress for the driver.
4. Every proprietor of a motor hackney carriage shall cause the same to be provided with a taximeter so constructed attached and maintained as to comply with the following requirements that is to say: -
- (a) If the taxi meter is fitted with a flag or other device bearing the words “FOR HIRE”
 - (i) the words “FOR HIRE” shall be exhibited on each side of the flag of the flag or other device in plain letters at least one and a half inches in height and the flag or other device shall be capable of being locked in a position in which the words are horizontal and legible
 - (ii) when the flag or the other device is so locked the machinery of the taximeter shall not be in action and the means of bringing it into action shall be by moving the flag or other device so that the words are not conveniently legible

(b) If the taximeter is not fitted with a flag or other device bearing the words "FOR HIRE"

- (i) the taximeter is not fitted with a key or other device the turning of which will bring the machinery of the taximeter into action and cause the word "HIRED" or other indication that the vehicle has been hired to appear on the face of the taximeter
- (ii) such key or device shall be capable of being locked in such a position that the machinery of the taximeter is not in action and no fare is recorded on the face of the taximeter

- (c) when the machinery of the taximeter is in action there shall be recorded on the face of the taximeter in figures clearly legible and free from ambiguity a fare not exceeding the rate of fare which the proprietor or driver is entitled to demand and take in pursuance of the byelaw in that behalf for the hire of the carriage by distance
- (d) the word "FARE" shall be printed on the face of the taximeter in plain letters so as clearly to apply to the fare record thereon
- (e) the taximeter shall be so placed that all letters and figures on the face thereof may be at all times plainly visible to any person being conveyed in the carriage and for the purpose the letters and figures shall be capable of being suitably illuminated during any period of hiring
- (f) the taximeter and all fittings thereof shall be affixed to the carriage with seals or other appliances that it shall not be practicable for any person to tamper with them except by breaking damaging to permanently displacing the seals of other appliances

5. Every proprietor of a motor hackney carriage provided with a taximeter not fitted with a flag or other device bearing the words "FOR HIRE" shall cause the carriage to be provided with a sign so constructed as to comply with the following requirements that is to say:-

- (a) the sign shall bear the words "FOR HIRE" in plain letters at least one and a half inches in height
- (b) the sign shall be capable of being so operated that it indicates clearly and conveniently to persons outside the vehicle whether or not the vehicle is for hire

PROVISION REGULATING THE CONDUCT OF THE PROPRIETORS AND DRIVERS OF HACKNEY CARRIAGES PLYING WITHIN THE DISTRICT IN THEIR SEVERAL EMPLOYMENTS AND DETERMINING WHETHER SUCH DRIVERS SHALL WEAR ANY AND WHAT BADGES

6. Every driver of a motor hackney carriage shall:-

(a) if the taximeter is fitted with a flag or other device bearing the words "FOR HIRE"

- (i) when standing or plying for hire keep such flag or other device locked in the position in which the words are horizontal and legible
- (ii) as soon as the carriage is hired by distance and before commencing the journey bring the machinery of the taximeter into action by moving the flag or other device so that the words are not conveniently legible and keep the machinery of the taximeter in action until the termination of hiring

(b) if the taximeter is not fitted with a flag or other device bearing the words "FOR HIRE"

- (i) when standing or plying for hire keep the taximeter locked in the position in which no fare is recorded on the face of the taximeter and operate the sign provided in pursuance of byelaw 5 so that the words "FOR HIRE" are clearly and conveniently legible by persons outside the carriage
 - (ii) as soon as the carriage is hired whether by distance or by time or at any time when the carriage is not available operate the said sign so that the words "FOR HIRE" are not conveniently legible by persons outside the carriage
 - (iii) as soon as the carriage is hired by distance and before commencing the journey, bring the machinery of the taximeter into action by moving the key or other device fitted for the purpose so that the words "HIRED" or other indication that the vehicle has been hired is legible on the face of the taximeter, and the machinery of the taximeter in action until the termination of the hiring
- (c) cause the dial of the taximeter to be properly illuminated throughout any part of the hiring which is during the hours of darkness as defined for the purposes of the Road Traffic Act 1972 and also at any other time at the request of the hirer

7. A proprietor or driver of a hackney carriage shall not tamper with or permit any person to tamper with any taximeter with which the carriage is provided, with the fittings thereof, or with the seals affixed thereto
8. The driver of a hackney carriage shall, when plying for hire in the street and not actually hired:-
 - (a) proceed with reasonable speed to one of the hackney carriage stands appointed by the Authority under the provisions of Section 63 of the Local Government (Miscellaneous Provisions) Act 1976 for his particular class of vehicle;
 - (b) if a stand, at the time of his arrival, is occupied by the full number of carriages authorised to occupy it, proceed to another stand;
 - (c) on arriving at the stand in Front Street, Tynemouth (at eastern end of the parking area in the centre of the carriageway opposite the junction with Hotspur Street) if the same is not already occupied by the full number of carriages authorised to occupy it, station the carriage obliquely to the line of the carriageway in the direction indicated by white lines painted upon the carriageway and on one of the vacant spaces indicated by such white lines; and
 - (d) on arriving at the stand other than one referred to in paragraph (c) above:-
 - (i) if the stand is not already occupied by the full number of carriages authorised to occupy it, station the carriage or carriages on the stand and so as to face the same direction; and
 - (ii) from time to time when any other carriages immediately in front is driven off or moved forward causing his carriage to be moved forward so as to fill the place previously occupied by the carriage driven off or moved forward
9. The proprietor or driver of a hackney carriage who has agreed or has been hired to be in attendance with the carriage at an appointed time and place shall, unless delayed or prevented by some sufficient cause, punctually attend with such carriage at such appointed time and place.
10. If a badge has been provided by the Authority and delivered to the driver of a hackney carriage, either with the licence granted to him by the Authority or afterwards, he shall when standing, plying for hire and when hired, wear that badge in such position and manner as to be plainly and distinctly visible.
11. Every driver of a hackney carriage so constructed as to carry luggage shall when requested by any person hiring or seeking to hire the vehicle:-
 - (a) convey a reasonable quantity of luggage
 - (b) afford reasonable assistance in loading and unloading
 - (c) afford reasonable assistance in removing it to or from the entrance to any house, station or place, at which he may take up or set down such a person
12. The proprietor or driver of a hackney carriage shall at all times when standing, plying for hire and when hired, conduct himself in an orderly manner, and shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the vehicle.
13. Every proprietor of a hackney carriage who shall knowingly convey in the carriage the dead body of any person shall immediately thereafter, notify the fact to the Chief Environmental Health Officer of the Authority.
14. A driver or proprietor of a hackney carriage, when standing or plying for hire, shall not, by calling out or otherwise, importune any persons to hire such carriage and shall not make use of the services of any other person for this purpose.
15. A proprietor of a hackney carriage shall not convey or permit to convey in such carriage any greater number of persons than the number of persons specified by the Authority which number shall be legible marked or painted on the plates required by Byelaw 2(a). For the purpose of this byelaw two children each under the age of 12 years may be regarded as one person.
16. Every driver of a hackney carriage shall at all times when standing, plying or driving for hire when required by any police constable or any person hiring such carriage produce a copy of these byelaws for the perusal and inspection of such constable or person.
17. The driver of a hackney carriage shall not at anytime when driving for hire, smoke tobacco or any like substance without the permission of the person hiring and being conveyed in such carriage.

PROVISION FOR SECURING THE DUE PUBLICATION OF FARES

18. (a) The proprietor or driver of a hackney carriage shall be entitled to demand and take for the hire of the carriage the rate or fare prescribed by the Authority, the rate or fare being calculated by distance unless the hirer expresses at the commencement of the hiring his desire to engage by time.
- (b) Provided always that where a hackney carriage furnished with a taximeter shall be hired by distance the proprietor or driver thereof shall not be entitled to demand or take a fare greater than that recorded on the face of the taximeter save for any extra charges authorised by the Authority which it may not be possible to record on the face of the taximeter.
- (c) The proprietor of a hackney carriage shall:-
- (i) cause a statement of the fares from time to time fixed by the Authority under the provisions of Section 65 of the Local Government (Miscellaneous Provisions) Act, 1976 to be painted or marked on the inside of the carriage, or on a place fixed thereto in clearly distinguishable letters and figures; and
 - (ii) renew such letters and figures as often as is necessary to keep them clearly visible
- (d) The proprietor of a hackney carriage bearing a statement of fares in accordance with this byelaw shall not wilfully or negligently cause or suffer the letters or figures in the statement to be concealed or rendered illegible at any time while the carriage is plying or being used for hire.

PROVISIONS SECURING THE SAFE CUSTODY AND REDELIVERY OF ANY PROPERTY ACCIDENTALLY LEFT IN HACKNEY CARRIAGES AND FIXING THE CHARGES TO BE MADE IN RESPECT THEREOF

19. The proprietor or driver of a hackney carriage shall immediately after termination of any hiring or as soon as practicable thereafter and before the next hiring, carefully search the carriage for any property that may have been accidentally left therein.
20. The proprietor or driver of a hackney carriage shall, if any property accidentally left therein by any person who may have been conveyed in the carriage be found by or handed to him
- (a) carry it within twenty four hours, if not sooner claimed by or on behalf of its owner, to the office of the Superintendent of Police at North Shields, Wallsend or Whitley Bay and leave it in the custody of the officer in charge on his giving a receipt for it,
 - (b) be entitled to receive from any person to whom the property shall be re-delivered an amount equal to five pence in the pound of its estimated value (or the fare for the distance from the place of finding to the nearest office of the Superintendent of Police referred to in Byelaw 22(a) whichever is the greater) but not more than five pounds.

SPECIAL PROVISIONS IN RELATION TO HACKNEY CARRIAGES DRAWN BY ANIMALS

21. The driver of a hackney carriage drawn by any animal or animals shall, while standing, ply or driving for hire, cause every part of the harness of the animal or animals drawing the carriage to be kept in order, so that the animal or animals shall be properly and securely attached to the carriage, and under due control.
22. The proprietor or driver of a horse-drawn hackney carriage shall not, in any street, feed or allow to be fed any horse harnessed or otherwise attached to such carriage, except with food contained in a proper bag or other receptacles suspended from the head of such horse or from the centre pole of the carriage, or which is held in and delivered with the hand of the person feeding such horse.
23. The proprietor or driver of a hackney carriage shall not while standing, plying or driving for hire, drive or allow to be driven, or harness or allowed to be harnessed to the carriage any animal in such condition as to expose any person conveyed or being in such carriage, or any person traversing any street, to risk of injury.
24. The distance to which the driver of a hackney carriage drawn by any animal or animals may be compelled to take passengers shall be any distance along the sea front between Feathers Caravan Site, Whitley Bay to the North, and the Haven, Tynemouth to the south, provided that, on journeys from south to north, this shall include such deviations from the Sea Front Highway along Park Avenue and Park Road, Whitley Bay as are required by the Whitley Bay one way circulatory System.

25. The following provisions shall not apply in respect of horse drawn hackney carriages:-

Byelaws 3(a), (b), (c), (d), (e), (g) and (i), 4, 5, 6, 7 and 12.

26. Every person who shall offend against any of these byelaws shall be liable on summary conviction to a fine not exceeding fifty pounds in the case of a continuing offence to a further fine not exceeding five pounds for each day during which the offence continues after conviction therefore.

PASSENGER GUIDANCE

The Authority is responsible for licensing hackney carriages, private hire vehicles, their drivers and private hire operators within the Borough of North Tyneside. The primary concern of the Authority is the safety of the public.

Vehicles

The Authority licences two types of vehicle: Hackney Carriages – also known as taxis or cabs and Private Hire Vehicles.

Either vehicle must only be driven by drivers who are also licensed by North Tyneside Council. Before a vehicle is licensed the vehicle must be of an approved type and must meet certain, minimum specifications. It undergoes a thorough inspection at the Authority's Test Station at Killingworth (which includes an MOT) and must be appropriately insured. Vehicles over four years of age undergo an additional safety check every 6 months.

Hackney Carriages

Hackney Carriages licensed by North Tyneside Council can be flagged down in the street (only within the North Tyneside district) and they can also wait on one of the many official taxi ranks in the Borough. They can also be pre-booked.

Hackney carriages must:

- be black in colour,
- display a white licence plate on the rear of the vehicle showing the licence number, description of the vehicle including the registration number, maximum number of passengers that can be carried and contact details to make a complaint,
- be fitted with a roof-sign which must be illuminated when available to hire,
- be fitted with an operating taximeter which must be sealed and must be used during each hiring to record the fare,
- not charge more than the fare displayed on the meter,
- display the Authority's maximum Hackney Carriage fare tariff in a prominent position in the vehicle,
- display a white decal on each front door showing the licence number,
- display a disc in the top left-hand corner of the windscreen showing the licence number, the maximum number of passengers that can be carried and contact details to make a complaint,

Private Hire Vehicles

Private Hire Vehicles can only be pre-booked in advance via an Operator (they cannot be flagged down or wait in the street or wait on a rank). They are not subject to the Council's maximum fare tariff and the cost should therefore be agreed before the start of your journey.

Private Hire Vehicles must:

- not be black in colour, or any colour resembling black,
- display a yellow licence plate on the rear of the vehicle showing the licence number, description of the vehicle including the registration number, maximum number of passengers that can be carried and contact details to make a complaint.
- not be fitted with a roofsign of any description,
- display a yellow decal on each front door showing the licence number.
- display a disc in the top left-hand corner of the windscreen showing the licence number, the maximum number of passengers that can be carried and contact details to make a complaint.

Private Hire Operators

These are licensed by the Authority to make provision for the invitation or acceptance of private hire bookings. Before a licence is issued an operator must undergo a criminal record check and provide a business plan setting how he/she intends to operate.

It is the responsibility of an operator to ensure that all vehicles and drivers working from the office are licensed. Operators are therefore required to maintain and make available for inspection various records relating to the operation of their business including lists of vehicles and drivers operated by them.

Drivers

The Authority issues two types of driver's licence depending on the type of vehicle the driver wishes to drive: Hackney Carriage and Private Hire. The criteria and qualifications for each are virtually identical.

Before a licence is issued an applicant must prove to the Authority that he/she is a 'fit and proper' person. This is done by:

- proving they have held a full UK or EEA driving licence for at least a year,
- undergoing a criminal record check,
- providing a Group 2 medical (which is the same standard as for bus and lorry drivers),
- pass a knowledge/locality test,
- prove a right to live and work in the UK,
- undergo training on preventing Child and Adult Exploitation,

Once an applicant has proven they are 'fit and proper' the Authority will issue a licence for up to 3 years. Two identity badges are also issued to the driver showing their photograph and the expiry date of the licence. One badge must be worn at all times when the driver is working in a position that is clearly visible to passengers; the other badge must be displayed on the dashboard of the vehicle.

Enforcement

The Authority employs Licensing Officers to undertake enforcement work and this includes investigating complaints and carrying out spot check inspections of vehicles both during the day and out of hours when the late night economy is active. Where non-compliance with conditions of licence or legislation is noted officers will follow this up with appropriate action. This may be by verbal advice or a warning, the issue of a notice requiring a vehicle defect to be remedied, suspension of a vehicle licence and in some cases prosecution of the driver and/or proprietor/operator.

Complaints

Using taxis and private hire vehicles is a safe form of transport and the vast majority of journeys take place without incident. If you do want to make a complaint about the conduct of a driver or the condition of a vehicle contact the Licensing Office by telephone (0191 6432165), by email at taxi.licensing@northynteside.gov.uk or online via the Authority's website at www.northynteside.gov.uk. To assist us please make a note of the licence/plate number of the vehicle, the name or description of the driver and the date, time and place of the incident.

Refusals

A driver can refuse a fare with a reasonable excuse, for example a risk of physical violence, passengers who are abusive, racist, sexist, foul mouthed, extremely drunk, refuse to stop smoking, likely to vomit or have vomited over themselves etc.

Assistance dogs

A driver can only refuse to carry an assistance dog if he/she has a medical exemption certificate issued by the Authority. This must be shown on request.

Overcharging

It is an offence for a driver to charge a person with a disability, for example a wheelchair-user, more for a journey than any other comparable booking.

Staying safe

- If possible, pre-book your return journey before going out.
- Let a third party know the details of your journey.
- Check the vehicle has a rear licence plate and door decals, otherwise do not get in the vehicle.
- Make a note of the licence number displayed on the plate, decal and windscreen disc.
- Ask to see the driver's badge, make a note of his/her name and number.
- Do not get in the vehicle if the driver is unable to show you a badge or if it has expired.
- If you are on your own, sit in the back behind the driver.

North Tyneside Council Report to Cabinet Date: 22 May 2023

Title: Approval of the Better Care Fund Plan 2023-25 and Authorisation to Enter Section 75 Partnership Agreement – Better Care Fund

Portfolio(s): Adult Social Care Public Health and Wellbeing	Cabinet Member(s): Councillor A McMullen Councillor K Clark
Report from Service Area: Responsible Officer:	Health, Education, Care and Safeguarding Eleanor Binks, Director of Adult Services Tel: (0191) 6437317
Wards affected:	All

PART 1

1.1 Executive Summary:

This report seeks approval of the draft Better Care Fund Plan for 2023-25 and authorisation for the Director of Adults Services to enter into a partnership agreement under section 75 of the National Health Service Act 2006 (“a section 75 Agreement”) following appropriate consultation.

The Authority is obliged by the “Better Care Fund planning requirements 2023-2025” published by NHS England as part of the Better Care Fund planning process to enter into a section 75 Agreement. All such agreements nationally must be signed and in place by 31 October 2023.

The Authority must submit its Better Care Fund Plan (BCF Plan) to NHS England by the national deadline of 28 June 2023. The BCF Plan requires spending on all funding elements of the Plan to be jointly agreed by the Authority and the Integrated Care Board (ICB) and for such funding to be a “pooled fund” and for the fund to be governed by a section 75 Agreement.

The deadlines published for the 2023-2025 planning round require this report to come to the 22 May 2023 Cabinet to allow for consideration by the Health and Wellbeing Board on 22 June prior to submission of the planning documents on 28 June. The documents submitted to Cabinet remain draft at this stage and this reports requests delegation for the Director of Adult Social Care in consultation with the Lead Member for Adult Social Care to agree further changes as discussions with the ICB continue.

The planning documentation and s75 agreement will cover a two-year period 2023-2025 however not all of the financial allocations for 2024/25 have been confirmed. It is anticipated that a further return will be required confirming the schemes and financial values in that year.

The BCF funding that the Authority will receive is dependent on the Authority having submitted an acceptable plan and entered into a Section 75 Agreement.

1.2 Recommendation(s):

It is recommended that Cabinet:

- A. Approve the draft BCF Plan for submission to the Health and Wellbeing Board for further approval prior to submission to NHS England.
- B. Authorise the Director of Adults Services, in consultation with the Lead Member for Adult Social Care to agree further changes to the plans prior to submission to NHS England; and
- C. Authorise the Director of Adults Services, in consultation with the Director of Resources, the Director of Commissioning and Asset Management and Head of Law, to enter into an Agreement under section 75 of the National Health Service Act 2006 and to implement the financial and administrative arrangements for the Better Care Fund.

1.3 Forward Plan:

Twenty-eight days' notice of this report have been given and this item first appeared in the Forward Plan that was published on 6th April 2023.

1.4 Council Plan and Policy Framework

This item relates specifically to the following theme and priorities of the Our North Tyneside Plan 2021-2025:

A caring North Tyneside

- We will provide great care to all who need it, with extra support available all the way through to the end of the pandemic.
- We will work with the care provision sector to improve the working conditions of care workers.
- People will be cared for, protected and supported if they become vulnerable, including if they become homeless.

1.5 Information:

1.5.1 Background

The Better Care Fund (BCF) has been in operation since 2015/16, and is a government initiative to improve the integration of health and care services, with an emphasis on keeping people well outside of hospital and facilitating discharge from hospital.

The BCF creates a pooled fund, managed jointly by the Authority and the North East and North Cumbria Integrated Care Board (the ICB). The value of contributions to the fund in 2023/24 is £35,331,742 compared to £31,931,675 in the 2022/23 BCF pooled fund.

ICBs are required to contribute a defined amount to the fund to support adult social care. The resulting income from the NHS is £13,007,385. Together with the “Improved Better Care Fund” grant, which is paid directly by Government to the Authority, the BCF supports 22% of adult social care revenue expenditure within the Borough.

BCF income helps to fund community based social care services, such as reablement, immediate response home care, CareCall, and loan equipment/adaptations. It also contributes towards the Authority’s services offered to support carers, the Community Falls First Responder Service, and to independent living support for people with learning disabilities.

1.5.2 Governance arrangements

The detailed operations of the BCF in North Tyneside are set out in a nationally prescribed Planning Template and narrative plan which must be approved by the local Health and Wellbeing Board before submission to NHS England by 28 June 2023. The plan will then go through an assurance process and once approved, a Section 75 Agreement will be prepared, between the North-East and North Cumbria Integrated Care Board (the ICB). That Agreement establishes a BCF Partnership Board with representatives from the Authority and the ICB.

The Health and Wellbeing Board will consider the BCF Plan on 22 June 2023 prior to its submission to NHS England. Regular reports on the operation and performance of the BCF are provided to the Adult Social Care, Health and Wellbeing Sub-Committee of the Overview and Scrutiny Committee and this will continue to be the case.

The BCF Policy Framework requires that BCF Plan be agreed by the appropriate governance arrangements of the ICB as well as the Health and Wellbeing Board.

The BCF policy framework has operated on an annual basis for a number of years, however, this has moved to a two-year planning period covering financial years 2023/24 and 2024/25. Funding values for 2024/25 are not fully known at this stage so there will be a future requirement to update the initial plan submitted on 28 June 2023. This report therefore only provides financial information for 2023/24.

1.5.3 The value of the Better Care Fund

The minimum value of the North Tyneside BCF is set nationally. Table 1 below shows the value in the current year, and changes from previous years.

Table 1

Income Component	2022/23	2023/24	% change this year
Minimum ICB Contribution	19,326,469	20,420,347	5.66%
Improved Better Care Fund	9,578,514	9,578,514	0.00%
Discharge Support Fund	1,761,723	2,206,549*	25.2%
Disabled Facilities Grant	1,869,024	1,869,024**	0.00%

Disabled Facilities Grant carried forward	1,157,668	1,257,308	8.6%
Grand total	31,931,675	35,331,742	10.6%

*The value in 2023/24 covers a 12-month period however the 2022/23 value covered the period 22 September 2022 to 31 March 2023

**An additional sum of £130m has been announced nationally for Disabled Facilities Grants in the two-year period 2023-2025 however, allocations per local authority have not yet been published.

The national framework also stipulates minimum contributions to be paid by the ICB to adult social care, and minimum spend on NHS-commissioned out of hospital services

Table 2

	2022/23	2023/24	% change this year
ICB minimum contribution to adult social care	12,310,605	13,007,385	5.66%
NHS commissioned out-of-hospital spend	5,492,034	5,802,883	5.66%

1.5.4 The Schemes within the BCF Plan

The schemes within the BCF Plan are a continuation from 2022/23. The Discharge Support Fund was introduced during 2022/23 and formed part of the final s75 agreement. The Discharge Support Fund has continued into 2023/24 and will continue to fund step down arrangements brought in from October 2022 to support discharges and maintain hospital flow with the aim to supporting people to return home after appropriate interventions.

1.5.5 Requirement under the Policy Guidance

The guidance outlines some changes in 2023-25 compared to 2022/23. The core aims however continue enshrined in the national conditions.

1. A jointly agreed plan between local health and social care commissioners, signed off by the Health and Wellbeing Board;
2. Enable people to stay well, safe, and independent at home for longer and,
3. Provide the right care in the right place at the right time.
4. Maintaining NHS's contribution to adult social care and invest in NHS out of hospital services.

Metrics

The Policy Framework mandates the setting of targets to support the national conditions. The four metrics remain unchanged since 2022/23.

1. Effectiveness of reablement
2. Permanent admissions of older people to residential care
3. Unplanned hospitalisations due to chronic ambulatory care sensitive conditions
4. Unplanned admissions resulting from falls in the 65+ age group (new for 23-25)
5. Hospital discharge to normal place of residence

From quarter 3 in 2023/24, a new metric will be introduced measuring timely discharge from hospital.

This plan provides continuity with the previous BCF plan. The COVID-19 pandemic accelerated the provision of hospital discharge services based on a “home-first” approach, which was already under way. The Authority’s priorities for 2023/24 and beyond are to continue progress in the establishment of the integrated frailty service, and to maintain admission avoidance and hospital discharge services, thus supporting hospital capacity.

A new planning template on demand and capacity for intermediate care forms part of the assured BCF plans this year.

1.5.6 The impact of the Better Care Fund

The Better Care Fund continues to play a key role in integrating health, social care and housing. The fund provides the governance and a context in which the NHS and local authorities work together, as equal partners, with shared objectives.

The BCF plan has enabled the Authority to have a single, local plan for the integration of health and social care which has improved joint working and had a positive impact on integration. This has helped to relieve pressure on the health care system, with system performance in the North East remaining relatively strong against a difficult picture nationally.

The BCF accounts for 22% of adult social care revenue expenditure. Hence, the Authority would be unable to maintain the current level of services without the benefit of the Better Care Fund income.

1.6 Decision options:

The following decision options are available for consideration by Cabinet

Option 1

To agree the recommendations set out in paragraph 1.2 of this report.

Option 2

Not agree to the recommendations set out in paragraph 1.2 of this report and propose an alternative approval mechanism to ensure that the BCF Plan can be submitted by 28 June 2023 and an Agreement under section 75 of the National Health Service Act 2006 is entered into before 31 October 2023.

Cabinet is recommended to agree Option 1.

1.7 Reasons for recommended option:

The continuation of the Better Care Fund presents an opportunity to take forward the principles of the Health and Wellbeing Strategy. If the requirement to submit a BCF Plan by 28 June 2023 and enter into a Section 75 Agreement is not met by 31 October 2023 the release of funds by NHS England could be delayed.

1.8 Appendices:

1.9 Contact officers:

Scott Woodhouse, Strategic Commissioning Manager, Adults. Tel (0191) 643 7082.

Sue Graham, Health and Social Care Integration Manager. Tel (0191) 643 4036

Jane Cross, Senior Business Partner, HECS. Tel (0191) 643 3166

1.10 Background information:

The following background papers have been used in the compilation of this report:

1. 2023-2025 Better Care Fund Policy Framework. Department of Health and Social Care and the Department for Levelling Up, Housing & Communities.
[2023 to 2025 Better Care Fund policy framework - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/policies/better-care-fund-policy-framework)
2. Better Care Fund Planning Requirements for 2023 to 2025. Department of Health and Social Care and the Department for Levelling Up, Housing & Communities.
[NHS England » Better Care Fund planning requirements 2023-25](https://www.nhs.uk/england/better-care-fund/better-care-fund-planning-requirements-2023-25)

PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

2.1 Finance and other resources

The plan does not of itself create additional demands for the Authority's services above those which are created by the growth of the population and in particular the number of elderly and vulnerable people the Authority serves.

As in previous years, the Authority is in discussion with the ICB to create a section 75 pooled budget to operationalise the BCF.

2.2 Legal

The National Health Service Act 2006 gives NHS England the powers to attach conditions to the payment of the Better Care Fund Plan. Amongst other things, the Better Care Fund planning requirements for 2023-25 published by NHS England have set a requirement that the Health and Wellbeing Board agrees the BCF plan as well as the ICB. The Health and Wellbeing Board will consider the BCF Plan on 22 June 2023. The 2023-25 Requirements also require the Authority and the ICB to enter into an Agreement under section 75 of the National Health Service Act 2006 to obtain funding through BCF.

This report in addition to seeking approval to the draft BCF Plan being submitted seeks authority from Cabinet for the Director of Services for Adults to enter into an Agreement under section 75 of the National Health Service Act 2006 on behalf of the Authority.

2.3 Consultation/community engagement

2.3.1 Internal Consultation

2.3.2 External Consultation/Engagement

The Health and Wellbeing Board will consider the BCF Plan on 22 June 2023.

Any relevant service developments would be considered by the Future Care Programme Board, which includes representation from the ICB, the Authority, NHS providers, the GP federation, Healthwatch, the Patient Reference Group, and the community and voluntary sector. The BCF plan includes no new service developments but is a continuation of previously planned schemes. Arrangements are in hand to obtain internal ICB approval of the Plan.

2.4 Human rights

There are no human rights implications arising directly from this report.

2.5 Equalities and diversity

There are no changes to schemes funded by the Better Care fund so there are no equality and diversity implications arising directly from this report. BCF services are particularly used by older and disabled persons, in accordance with their needs.

2.6 Risk management

The Better Care Fund Partnership Board maintains a risk assessment for the BCF.

2.7 Crime and disorder

There are no crime and disorder implications directly arising from this report.

2.8 Environment and sustainability

There are no environment and sustainability implications arising from this report.

PART 3 - SIGN OFF

- | | |
|-----------------------------|-------------------------------------|
| • Chief Executive | <input checked="" type="checkbox"/> |
| • Director(s) of Service | <input checked="" type="checkbox"/> |
| • Mayor/Cabinet Member(s) | <input checked="" type="checkbox"/> |
| • Chief Finance Officer | <input checked="" type="checkbox"/> |
| • Monitoring Officer | <input checked="" type="checkbox"/> |
| • Assistant Chief Executive | <input checked="" type="checkbox"/> |

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North Tyneside Health and Wellbeing Board

Better Care Fund Plan 2023-25

Executive Summary

The Better Care Fund (BCF) plan has evolved over a number of years as an element of the implementation of the North Tyneside Future Care strategy, shaped by the Future Care Programme Board which is our place-based planning mechanism. The Future Care Programme Board includes representatives of the local NHS providers (acute, mental health and primary care), social care, primary care networks, the Council for Voluntary Service, North Tyneside Carers Centre, and the Community and Health Care Forum.

The plan is centred around delivering against the BCF policy objectives to:

- Enable people to stay well, safe and independent at home for longer
- Provide the right care in the right place at the right time

To deliver against these objectives the Plan provides for a range of investments in:

- Community-based services, which includes CarePoint - our multi-agency, multi-disciplinary integrated team which delivers a home-first approach to hospital discharge and admission avoidance; reablement; immediate response home care; adaptations and loan equipment service; telecare including falls first responder service; and seven day social work including bank holidays.
- Intermediate Care beds, including bed-based facilities complemented by a community rehabilitation team
- Out of hospital community health services
- A hospice-at-home service for end of life care
- Liaison Psychiatry for working-age adults
- Support for people with learning disabilities to live independently at home
- Implementation of the Care Act, support for carers, and the provision of advice and information.

The Improved Better Care Fund element will be used to support the social care market to ensure the right care is available, including meeting the costs of paying at least the Living Wage to staff in care homes and home care with movement towards paying the Real Living Wage. These investments also support hospital capacity by helping to ensure that discharge services are sufficient to meet demand.

The Disabled Facilities Grant (DFG) will be used to enable people to live independently in their own home; minimise risk of injury for customer and carer; prevent admission to hospital and long term care; reduce dependency upon high level care packages;

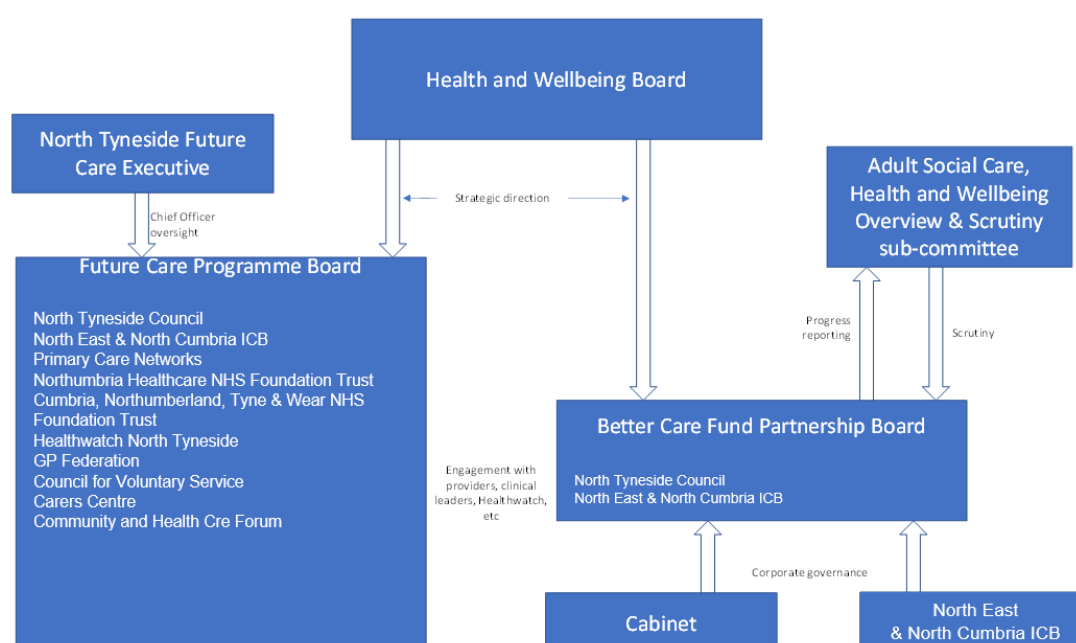
improving quality of life and wellbeing; maintain family stability; improve social inclusion; and enhance employment opportunities of the disabled person.

The Discharge Support Fund was added to the Better Care Fund for the winter of 2022/23 and continues into 2023-25. This part of the fund aims to enable local areas to build additional adult social care and community-based reablement capacity to reduce delayed discharges and improve outcomes for clients. A range of step down facilities were developed with a rehabilitation ethos with the aim of returning clients home at the end of a short further period of recovery.

This plan provides continuity with the previous BCF plan. The COVID-19 pandemic has accelerated the provision of hospital discharge services based on a “home-first” approach, which was already under way. Our priorities for 2023-25 and beyond are to continue the progress in the establishment of the integrated frailty service. This service is established to enable people to stay well, safe and independent at home for longer and to ensure that the right care is provided in the right place at the right time.

Governance

The Better Care Fund (BCF) plan has evolved over a number of years as an element of the implementation of the North Tyneside Future Care strategy, shaped by the Future Care Programme Board which is our place-based planning mechanism. The Future Care Programme Board includes representatives of the local NHS providers (acute, mental health and primary care), social care, primary care networks, the Council for Voluntary Service, North Tyneside Carers Centre, and the Community and Health Care Forum. This Governance structure is expected to continue under the place based arrangements within the North East and North Cumbria Integrated Care Board (referred to as the ICB).



The Future Care Programme Board is our place-based planning mechanism which brings together stakeholders to define and implement a strategy to deliver a patient-centred sustainable health and social care system. It is supported by sub-groups including the Ageing Well Board, which is responsible for the design and delivery of

the Ageing Well strategy, including development of an integrated frailty service, end of life care, mental wellbeing in later life, and falls services

The Local Authority leads on ensuring housing strategy is contributing to integration with an updated Strategic Housing Market Assessment undertaken in 2021/22 to feed into requirements over the next five years. A Strategic Housing Group meets within the Local Authority with Directors of Adult Social Care, Commissioning and Investment and Housing jointly overseeing the development of sufficient and appropriate housing for residents with specific needs. A Specialist Housing Market Position Statement is being updated with input from health partners sought through the Better Care Fund governance processes ensuring place-based alignment with an integrated care approach.

Strategic management of the Disabled Facilities Grant sits with the Assistant Director of Integrated Services within North Tyneside Council who works closely with the Director of Housing to ensure strategy lines up with overall Housing priorities. This senior officer oversees the use of the grant and the way it can support people to remain independent at home, prevent admissions to hospital and remove barriers to effective and rapid discharge from hospital. This officer is also responsible for the strategic and operational management of the local authority provided elements of CarePoint and works into the Ageing Well and Frailty sub groups of the Future Care Board. This officer also sits on the Better Care Fund Board in North Tyneside to ensure that the strategic direction around the use of the DFG is lined up with Better Care Fund objectives.

Northumbria Healthcare NHS Foundation Trust and Newcastle upon Tyne Hospital NHS Foundation Trust have been consulted on the approach to the BCF hospital discharge metrics.

The Better Care Fund Partnership Board includes senior representatives of the ICB and Local Authority. The Board defines the BCF plan based on national guidance and the place-based strategy which is driven by the Future Care Programme Board, and agrees and manages a Section 75 Agreement to give effect to the BCF plan.

The North Tyneside Health and Wellbeing Board authorises the BCF plan. It provides reports to enable scrutiny by the Adult Social Care, Health and Wellbeing sub-committee of the Overview and Scrutiny sub-committee.

Overall approach to integration

The Future Care programme has a vision to deliver a patient centered sustainable health and social care system with a focus on:

- Self-care and preventing ill health
- Resilient communities and families
- People living longer and with better quality of life
- People staying as independent and as well as they can for as long as possible
- Those at the end of life to have support and care to enable them to live in the best way they can, taking into account their wishes, beliefs and values
- People dying with dignity in their chosen place of death
- A more resilient, responsive and financially stable health and social care system.

- High quality, fully integrated services
- High levels of people and staff satisfaction with services
- Evidence based practice and care models
- Reduced reliance on acute services and on bed based care
- Right Care, Right Place and Right Time including ensuring every decision about care is a decision about appropriate housing
- North Tyneside system is seen as a preferred place to work with high levels of wellbeing and satisfaction however, in line with national trends, recruitment and retention is concern.

This plan represents a natural progression from the previous plan, with some changes to take into account progress that has been made. Within the Future Care Programme, action is under way to further develop services for older people, which will lead to reconfiguration of some services included in the BCF, within the overall financial envelope set out in the BCF Plan.

The Local Authority and the ICB work collaboratively on a number of initiatives linked to ensuring there are high quality services and support arrangements in place for the people of North Tyneside. More so, since the start of the Pandemic, we have seen increasing need for collaboration, joint working and integrated services to meet the health and social care needs of the borough.

Partners across the system are focussed on continuous improvement including self assessment against the High Impact Change Model and improvement work to ensure progress against the 100 Day Challenge. Plans for improving flow and discharge are summarised below;

Plans for improving flow:

- Trusts have in place Discharge Boards at which all potential discharges are discussed each morning in the Site Brief. Length of Stay meetings take place, the frequency of which depends on current system pressures
- Discharge lounges are either already in place or are being established and dedicated transport is in place to move patients between hospital sites.
- Trusts work to ensure prompt transfer from the discharge lounges (1 hr for pathway 0 and same day all others).
- Local authority discharge teams work very closely with Trusts to ensure that the onward transfer from discharge area is undertaken as promptly as possible (7 day basis), aiming to meet national requirements for the majority of patients to be transferred in 2 hrs or same day.
- Improvements in data availability with updates to the Acute and Community Daily Discharge Situation Reporting Questions provided.
- Social circumstances and care needs are included in the admission sections of all nursing and medical documentation. Community discharge teams are involved at the earliest opportunities where any level of complexity or ongoing care is required. Proactive assessment for referral to intermediate care settings take place.
- Full implementation of the Discharge to Assess model in line with discharge policy percentages are in place. Data is reviewed to ascertain if the national discharge funding had an impact on flow and to inform discussions with partners on the challenges in the systems and work towards solutions.

- Recruitment to specific posts is being considered where it has been identified that this will be of benefit such as a System Flow Coordinator post. Additional specialist care home support team staff, District Nursing staff and Community and Rehabilitation Team staff are being recruited where appropriate.

Plans for improving discharge:

- Systems are in place to identify where additional staff education or training would be appropriate e.g. knowledge of ward staff of right to reside criteria and system flow for patients, encouraging earlier planning for discharge.
- Collect home situation details on admission, communicate discharge process with families and carers (leaflets are available in the Policy)
- The 3 stage D2A model implemented (review, agree plan to transfer, follow up by assessment at home) is in place in North Tyneside
- Information on pathway 0 to pathway 3 - numbers, % and any reasons they didn't go home - is collated 5 days per week.
- The Local Authority work with Community & Voluntary sector organisations to ensure that service users and discharged patients have all of the necessary needs met e.g. food in their home, to enable them to return home safely
- North Tyneside has care home capacity and has developed good working relationships with care homes. As has happened in previous years, particularly during the COVID-19 pandemic, capacity is available to stand up more beds in addition to the 40 intermediate care beds already commissioned through the BCF. This includes capacity for patients who have received a COVID positive result.

Anticipatory Care

Anticipatory care (AC) is a Long-Term Plan commitment focused on provision of proactive care in the community for multimorbid and frail individuals who would benefit most from integrated evidence-based care. Integrated Care Systems are expected to design, plan for and commission anticipatory care for their system. Systems need to work with health and care providers to develop a plan for delivering anticipatory care from 2023/24 in line with a national operating model for anticipatory care.

In North Tyneside, anticipatory care is part of the strategy for the development of the Integrated frailty service (Ageing Well). The Care Point service has been enhanced:

Care point Health & Social care model with Reablement, Discharge to Assess, Hospital avoidance and planned pathway (48 hour) and urgent crisis response (Nurse Practitioner) pathway part of 2 UCR. We are in the process of streamlining existing Care Point services and Jubilee Day Hospital into an integrated hub, which includes bed based intermediate care. We are developing "spokes" and Multi Disciplinary Teams within each Primary Care Network.

We have trained and deployed 16 Community Nurse Practitioners attached to PCNs across the hub and spokes as part of this integrated frailty programme and are developing a model in community services for Long Term Condition management, including mapping demand and workforce planning to meet need. We have developed and costed a delirium at home model and are incorporating the Community Falls Clinic within the Integrated Frailty Service. We are also developing contingency plans to

commission additional community beds as part of a major incident response to winter pressures and/or covid surge.

Collaborative Commissioning

The Better Care Fund is a vehicle to support collaborative commissioning to ensure that the right services are in place to keep people safe and well at home freeing up health services and ensuring there is a good flow of people either out of hospital or preventing admission in the first place. Specific examples of this would include:

- The Local Authority leads on the commissioning of nursing placements, shared funding placements in the community and S117 mental health act funded placements for individuals following a detention for assessment and treatment in hospital under the Mental Health Act
- The Adaptation and Loan Equipment Service and the Disabled Facilities Grant (both under the Better Care Fund arrangements) put in place services and environmental changes to support people at home
- The Authority leads on developing a range of housing solutions suitable for a variety of needs including extra care housing for older people and adapted housing for younger adults with physical or learning difficulties. A new recovery based supported housing option for adults with mental health issues is under development to replace current use of residential care.
- The work undertaken within the Frailty Pathway Group will deliver on a new Integrated Frailty Service for the borough with integrated provision and services

Strengths Based Approach

Our use of a strengths-based approach and person-centred care is shown by the development of the “Ways to Wellbeing” model within adult social care. This provides a practice model which;

- describes our approach to working with adults
- is values-based and transformative
- is responsive to challenges that our customers face
- provides consistent knowledge, tools and skills for staff
- enables great quality of practice

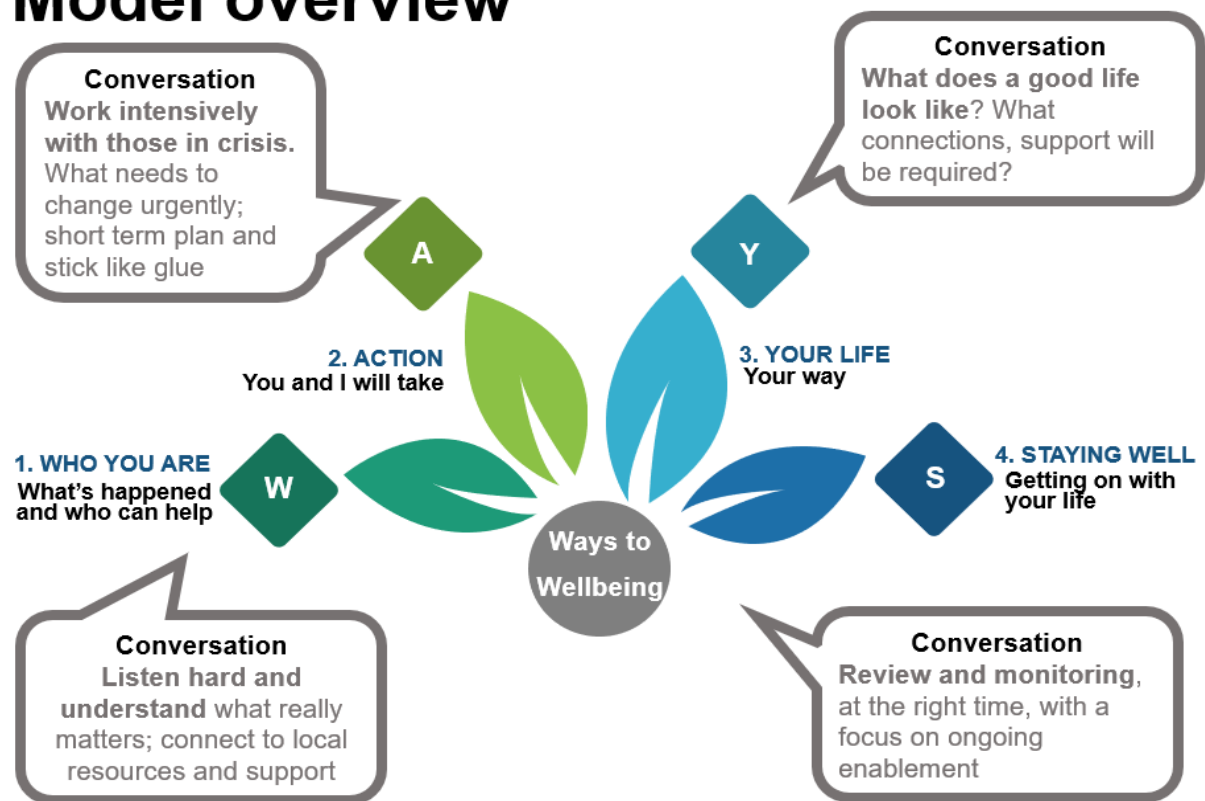
The underlying principles of the model are:

- Always start the conversation with the strengths of people, families and communities
- Always exhaust conversations 1 and 2 before conversation 3 (see Figure 1 below)
- Never make a long-term plan in a crisis
- Stick to people like glue during conversation 2 – support people to regain control of their life
- No hand-offs, no referrals, no waiting lists, no pending cases
- Listen to people – understand from their perspective
- Know the neighbourhoods and communities that people live in

- Work collaboratively with members of the community, networks, and support system
- Strengthen focus on maximising family support, and keeping people connected to communities
- Use **technology** wherever we can

Figure 1: The "ways to wellbeing" practice model

Model overview

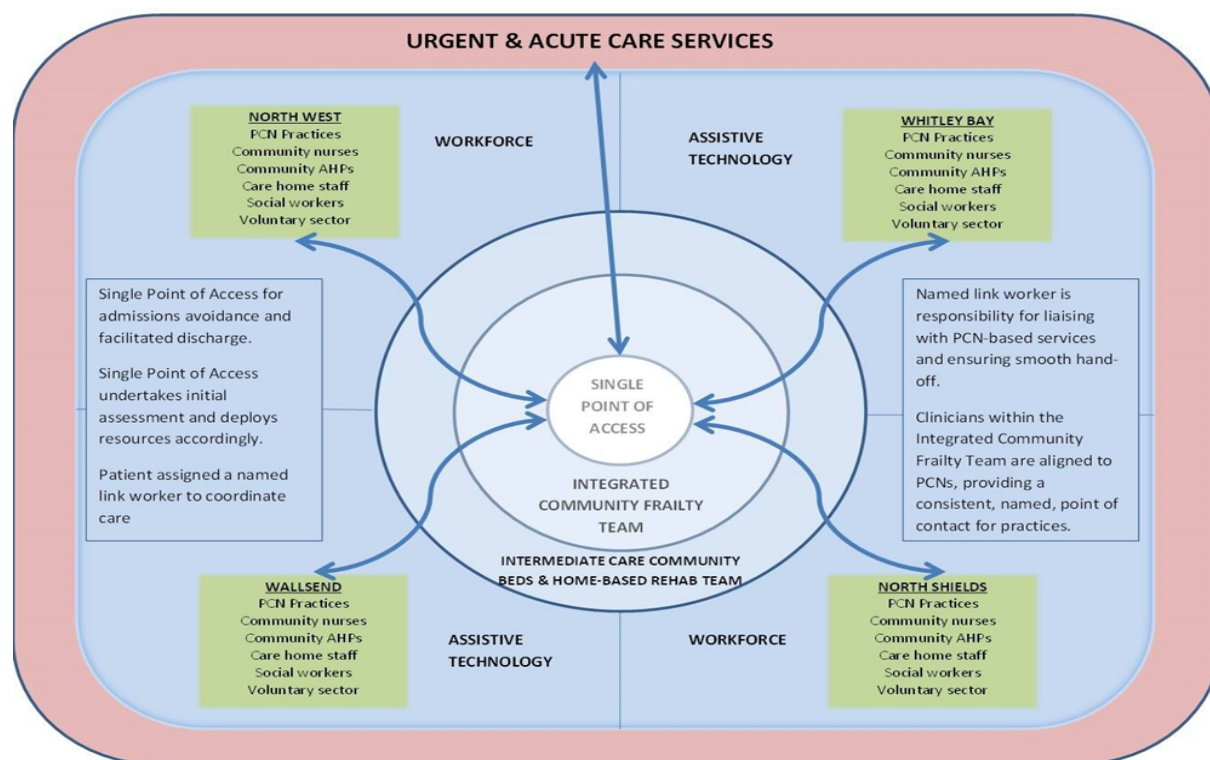


The Integrated Frailty Service

An Integrated Community Frailty Service for North Tyneside is being created through the reconfiguration of Care Point, Care Plus, Jubilee Day Hospital and intermediate care beds.

- The development of an integrated frailty service within existing NHS and Local Authority services contracts.
- The development of a new community bed based intermediate care facility at Backworth in North Tyneside, which will also house an integrated community frailty / aging well service, bringing together Care Point, Jubilee Day Hospital, and community bed based care under a shared management structure to provide a 'one-stop-shop' for frail elderly patients. Planning permissions have been obtained and building work is expected to commence in 2023/24.

Figure 2: Integrated Frailty service model



The key components of the planned model are:

- A single point of access and assessment, capable of understanding demand and deploying resources to avoid admission and facilitate rapid discharge.
- A single integrated community frailty team providing proactive and reactive, multidisciplinary assessment, interventions, rehabilitation, reablement and care planning for frail elderly patients in North Tyneside.
- All North Tyneside residents have rapid and equitable access to step-up and step-down beds, regardless of which local hospital they are accessing that care from.
- Coordination of care and closer alignment with community nursing teams, including mental health and Primary Care Networks.
- This service will consist of:
 - Single point of access
 - Integrated Community Frailty Team
 - Integrated Care community beds and reablement
 - Integration with primary care networks and community services

Single point of access

The single point of access will:

- Act as a true single access to the Integrated Community Frailty Service. This will end the current system whereby referrals can be made via Care Point or directly into individual services themselves.
- Assess the patient's needs and deploy the resources of the Integrated Community Frailty Team accordingly. This will include the assignment of a clinical link-worker who will take responsibility for coordinating the patient's care.
- Assess patients requiring access to community step-up and step-down beds.
- Replicate the 'back of house functions' of the existing Care Point service and the admissions avoidance and discharge planning resource funded under the BCF.
- Coordinate the alignment of the clinical and social care workforce within the integrated community frailty team to the localities, ensuring that there is a consistent, named, point of contact for practices and community nursing teams seeking guidance and support.
- Use technology to manage system wide community capacity and demand in real-time

Integrated community frailty team

The integrated community frailty team will bring together the teams currently delivering the following services:

- Jubilee Day Hospital
- Care Point 'front of house functions and teams'
- Enhanced CarePoint
- Community Falls Clinic (once existing contracts expire)

To provide:

- Single MDT-based assessment, diagnosis and management of frail elderly patients with the aim of enabling self-management, preventing further deterioration, avoiding admission and facilitating discharge.
- A person centred single assessment and care plan based upon CGA process
- Patients will also be assigned a clinical link worker to act as their main point of contact to ensure person centred care coordinated care delivery.
- Care will be delivered in the patient's place of residence or a community-based setting wherever possible, particularly for patients with more severe levels of frailty.
- The service will be accessed on an equitable basis which reflects the fact that approximately 40% of North Tyneside residents access acute care in Newcastle.

Intermediate care community beds and reablement

More care will be delivered in a community setting, with additional investment in community services and social care provision being used to support this transition. This will include:

- Creation of a new community-based facility capable of housing the Single Point of Access and the Integrated Community Frailty Team alongside the intermediate care beds.

- Creation of step-up community bed pathways to support admission avoidance and functions of the single point of access.
- Strengthening the role of the peripatetic service.
- Enhancing the role of Personal Independence Coordinator workers and volunteers

Integration with Primary Care Networks and community services

Patients and clinicians have both identified the need for a single named person to coordinate care and manage transition into and out of specialist frailty services. This ensures that patients will only have to “tell their story once” during a specific episode of care and that healthcare is delivered more efficiently by removing unnecessary duplication of assessment.

The Community Matrons that are currently deployed within Enhanced CarePoint will normally act as the named link-worker for the majority of patients referred into the Integrated Community Frailty Service. They will also act as the primary point of contact between the specialist frailty teams and the wider healthcare system, including practices, district nursing teams and hospital-based services.

In order to foster strong working relationships between the Community Matrons, GP practices and community services, the Community Matron workforce will be aligned to an existing locality of North Tyneside.

Other BCF services

In addition to the Integrated Frailty Service, the BCF supports a range of other developments:

Liaison Psychiatry for Working Age Adults provides an interface between psychiatry and medicine focusing on providing improved management for patients with co-morbid physical and mental health conditions.

Care Act implementation, Support for Carers, and Advice and Information support carers to maintain their caring role through good quality assessment and planning; support prevention through access to advice and information; ensure advocacy support is available; and help to ensure there is a viable and sustainable care market.

Hospice at home provides a rapid response end of life service to ensure all patients in non-palliative settings receive emergency palliative care trying to keep people in their place of choice, offering emotional and practical support for carers and family members as well as specialist input where needed.

Independent support for people with a learning disability provides support for people with a learning disability to maintain and increase their independence in the community.

Funded through the Improved Better Care Fund, are initiatives to support the social care provider market, through meeting the cost of paying the Living Wage to staff of social care providers, and of responding to increased volume and complexity of social care provision. The social care market, across the country, is facing severe workforce shortages and these provisions aim to prevent market failures which would have an impact on the ability to provide post-hospital discharge care.

Supporting Hospital Discharge

The CarePoint service, funded through the BCF, and provided jointly by Northumbria Healthcare FT and North Tyneside Council, uses an interdisciplinary approach to achieve safe and efficient admission avoidance and discharge. The team has a holistic focus on the entire patient pathway from hospital to home. This proactive and preventative approach aims to ensure seamless transitions and help to avoid unnecessary admission and readmission to hospital. The response and care is coordinated across organisations involved; older people have a named coordinator. CarePoint has access to resource availability and has the authority to deploy accordingly based on the needs of the individuals and to ensure optimal utilisation of commissioned services. This will ensure that care and support interventions are provided at the right time; by the person with the most appropriate skills, in order to get the right care, first time, every time.

New step-down services were introduced in 2022/23 funded through the Discharge Support Fund announced on 22 September 2022.

An additional 20 short term assessment beds (10 residential and 10 able to take clients with nursing needs) have been established for patients who are medically optimised but who require a short period of convalescence whilst their future care needs are determined and/or who are unable to move to their future place of residence due to a delay in obtaining appropriate social care.

Extra Care step-down services with 14 beds identified with extra care schemes within the borough where patients can stay for a short period of time while they receive some support and reablement to help them return home. One of these schemes specialises in dementia and is suitable for patients with a cognitive impairment.

Funding within the Discharge Support Fund has been identified to increase capacity within homecare and smaller amounts have been identified to remove barriers to discharge around transport and welfare assistance. Funding has also been identified to provide programme management support to improve the efficiency and effectiveness of discharge pathways.

BCF also funds:

- the *Adaptations and Loan Equipment Service* to ensure that people have equipment that they need to recover at home following discharge, as well as to avoid admission.
- The *Care Call crisis response team* which provides telecare services to help avoid admission and maintain independence following hospital discharge. This service also provides a falls first responder service which diverts pressure from ambulance services.

Supporting Unpaid Carers

The Authority and the ICB recognise the value that unpaid carers have in supporting people to continue to live independently at home or in the community. Both organisations are also committed to ensuring that Young Carers in North Tyneside will be recognised as young people first and will be protected from undertaking inappropriate levels and types of caring; able to access the same opportunities as other young people; and their education and life-chances outcomes are supported.

The work that carers do is invaluable and often supports some complex and intensive individuals in some very difficult circumstances. Without these carers the individual may well be in hospital or in more permanent residential or nursing home care, often at a much higher cost to social care and health.

The provision of good quality advice and information and emotional support for carers is critical. Contingency planning and respite provision can be integral to enable carers, whether they care for older relatives, people with learning disabilities, people with a mental health problem, or people with physical disabilities to continue to undertake their caring roles and continue to be a valued part of their community.

The Care Act 2014 placed additional duties and responsibilities on local authorities with regard to supporting carers. The provision of advice and information which needs to be timely and in an appropriate format was given a greater focus. The Care Act placed greater responsibility on local authorities to assess a carer's own needs for support; explore the outcomes that a carer wants to achieve in their daily life; and the impact of caring responsibilities on their desire and ability to work and to partake in education, training or recreational activities. The assessment process for carers is being refreshed to adopt the Ways to Wellbeing approach taking a strength based approach to assessing carers' needs.

The Partnership commissions North Tyneside Carers Centre to deliver services which play a vital role in supporting carers to continue their caring role. This support includes;

- Provision of general advice and support via a web offer, telephone, 121 sessions and drop in sessions across the Borough
- Statutory carers assessment on behalf on the Local Authority, in situations of complexity, conflicting needs, or where more intensive ongoing support may be required by the carer
- Light touch assessments to understand needs and offer tailored support.
- Advocacy support
- Overseeing volunteers who facilitate specialist and general peer support groups
- Links with specialist services e.g. Memory Clinic
- The delivery a programme of information and training sessions for carers in the community
- Working to develop and deliver specialist information and training sessions for carers
- Delivery of carer awareness training sessions for professionals

The service also works to raise the profile of carers through a web site, social media, local media and community events.

There is also a Young Carers Service in North Tyneside which aims to improve and maintain the health and wellbeing of young carers by supporting improved awareness of the issues young carers and their families face and to build capacity within services across the borough to increase identification and to support the with the implementation of the young carers' statutory assessment.

During 2022/23, in excess of 5000 carers were supported by North Tyneside Carers' Centre.

Respite / Short-break services

The support many carers require involves a service delivered to the person they care for including residential short break and respite services and forms of domiciliary care and day care. Other forms of support are often provided by access to a peer support group, training or being provided with advice and information on the condition of the person being cared for. Funding from the BCF allocation is used to support the cost of these services.

There are a number of contracts in place with independent and voluntary sector providers for the provision of respite, day services and sitting services which allow carers to take a break from their caring role and put contingency arrangements in place if a carer was unable to undertake their caring role in an emergency.

Disabled Facilities Grant (DFG)

The DFG aims to:

- Enable people to live independently in their own home
- Minimise risk of injury for customer and carer
- Prevent admission to hospital and long term care
- Reduce dependency upon high level care packages
- Improving quality of life and well being
- Maintain family stability
- Improve social inclusion
- Enhance employment opportunities of the disabled person
- Support the local economy

Cabinet agreed a new policy on the use of the Disabled Facilities Grant in March 2018, in line with the Regulatory Reform Order 2002. The revised policy contained the following significant changes:

- Any adaptation that costs less than £10,000 will not involve a means test allowing adaptations to be delivered quicker, expediting hospital discharge, reducing care package costs, and preventing admission to hospital or residential settings.
- The Grant can be used to remove a Category 1 Hazard under the Housing Health and Safety Rating System, where there is assess need. This national system for assessing risk in homes defines a Category 1 Hazard as one posing a serious threat to people living in or utilising a home (for example poor wiring or heating). In line with national best practice, local housing need and the experience of our healthy homes work, the evidence shows that this will allow improvements to poor

quality owner-occupied or rented property where the resident has an assessed need to prevent escalation of that need and further care costs

- The upper ceiling of the Grant was increased from £30,000 to £40,000;
- The Grant can be used in specific cases for homes out of North Tyneside, where the Council is responsible for care costs.
- The Grant will be used for equipment to meet assessed need; over time, the overlap between “equipment” and “adaptation” has become greater. The policy will allow the Grant to be used for items of equipment, where that item is specific to assessed need and can be seen to prevent additional care costs
- The Grant will allow for maintenance of the asset, for example by including maintenance arrangements in the initial price.
- The Grant will be used to support people who chose to move home in order to live independently. This use of the Grant will secure a better outcome to assess need; represents better value than adaptation; can be used when adaptation of the current home is not practical, and can avoid a more expensive care arrangement (for example, admission to residential care).

North Tyneside Council actively seeks to target the Grant in order to make the most difference:

- In terms of people; children with assessed needs, young adults with a lifelong disability, and older people seeking to continue independent living are most likely to benefit from the Grant.
- In terms of housing types; experience and practical delivery shows that bungalows, ground floor flats, homes with large downstairs spaces, and homes with outhouses or garages can best be adapted.
- In terms of places; this work is done with an eye to creating a longer term asset, improving poor quality housing and places with access to local amenities and public transport, which promotes independent living.

Equality and health inequalities in North Tyneside – CORE20PLUS5

In North Tyneside, the Equally Well Strategy is being developed, which is a system-wide plan at place to improve the health and wellbeing of our population. It builds on the previous strategy and existing work to reduce inequalities in the Borough and initially outlines the approach for the next 4 years

The North Tyneside Health and Wellbeing Board is responsible for the strategy, which has been developed by its representative partners and will shape and inform plans for commissioning and providing services that address the wider determinants of health and reduce inequalities.

Engagement with our Voluntary, Community and Social Enterprise sector (VCSE), residents, young people, elected members and health and care professionals has also been carried out to identify work that is already happening and current challenges. This engagement will continue to be important in the detailed implementation plan for the strategy.

The approach within the strategy is based on the up-to-date evidence of how best to effectively reduce inequalities and is informed by the considerable work led by Sir Michael Marmot and the Institute of Health Equity.

Part of our Future Care Plan is population health management. We have agreed in our Plan a number of objectives for the next few years, focussing on reducing health inequalities and unwarranted variation in health outcomes through stronger action by all NHS partners at a local level (Foundation Trusts, primary care, Primary Care Networks (PCNs), ICBs) to deliver actions contained within Joint Health and Wellbeing Strategies and Health and Wellbeing Boards. We will build upon existing partnerships and we continue to develop a whole systems approach for tobacco, alcohol, substance misuse, obesity and sexual health. We continue to build the capacity of our population to self-care including embedding social prescribing across the system and to increase public health capacity and skills (including Making Every Contact Count (MECC) and brief interventions) within the NHS in order to support the move from reactive care towards a model of NHS services that embodies population health. We also recognise the role of the NHS in tackling the wider determinants of health, for example through action on air pollution, its contribution to the local economy, improved access to employment for those from highest areas of deprivation, and promotion of green spaces to increase physical activity.

A number of initiatives and programmes are underway in North Tyneside to achieve our objectives:

- Better Together Programme across health, the local authority and the VCS, and have introduced a grant scheme in recognition of the important role that voluntary and community sector organisations play. The schemes provide support into deprived communities in North Tyneside. This includes provision of support for families with low income, for refugees and for homeless people.
- Working within the Carers partnership in North Tyneside, we are piloting a Carers Passport scheme within a hospital setting, to improve the identification, recognition and support for carers and also piloting a carers support worker role within hospital settings. Additionally, Healthwatch North Tyneside and North Tyneside Carers Centre to undertake research to understand carers experiences and issues.
- Every household in North Tyneside received a copy of a HOWfit leaflet to ensure equity and maximise the impact of people undertaking the exercise and health and wellbeing contained within the leaflet. It offers general advice on physical activity and is aimed at adults who could benefit from simple exercise and activity to reduce the impact of a sedentary lifestyle and for those at risk of falls.
- We have a dedicated nursing team in North Tyneside ICB providing support to care homes. All care homes in North Tyneside have been provided with the Whzan News kits for undertaking clinical observations and recording of the NEWS2 score. Homes received training on the use of the Whzan kit. This helps establish what clinical interventions might be required and can be communicated to relevant health professionals.

- The 4 Primary Care Networks in North Tyneside (North West, Wallsend, North Shields, Whitley Bay) and have collaborated to deliver a range of objectives around extended hours access, access to clinical pharmacy and development of social prescribing initiatives. Living Well North Tyneside has also been established with the 4 Primary Care Networks, to make health and wellbeing information easier to find and access online. Social prescribing and care navigators are available to help people through primary care networks and access appropriate levels of support

The Better Care Fund Board regularly monitors the impact of services against the protected characteristics of the residents in North Tyneside who use the services.

Figure 3 below shows the age spread of clients who receive reablement.

Figure 3: Age bands of clients receiving reablement

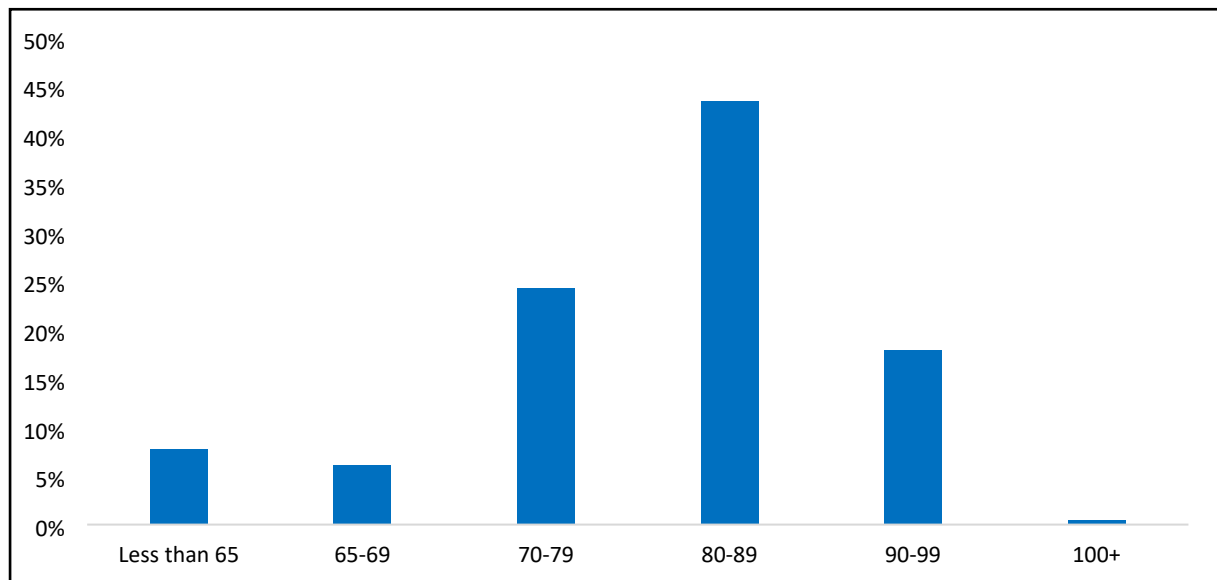


Figure 4 below shows that ethnic minority patients are very slightly more likely than white patients to be discharged from hospital to their usual place of residence. This trend has reversed compared to 2020/21

Figure 4: Percentage of hospital patients who are discharged to their usual place of residence, by ethnic origin.
Source: NHS Digital BCF Data Pack v2

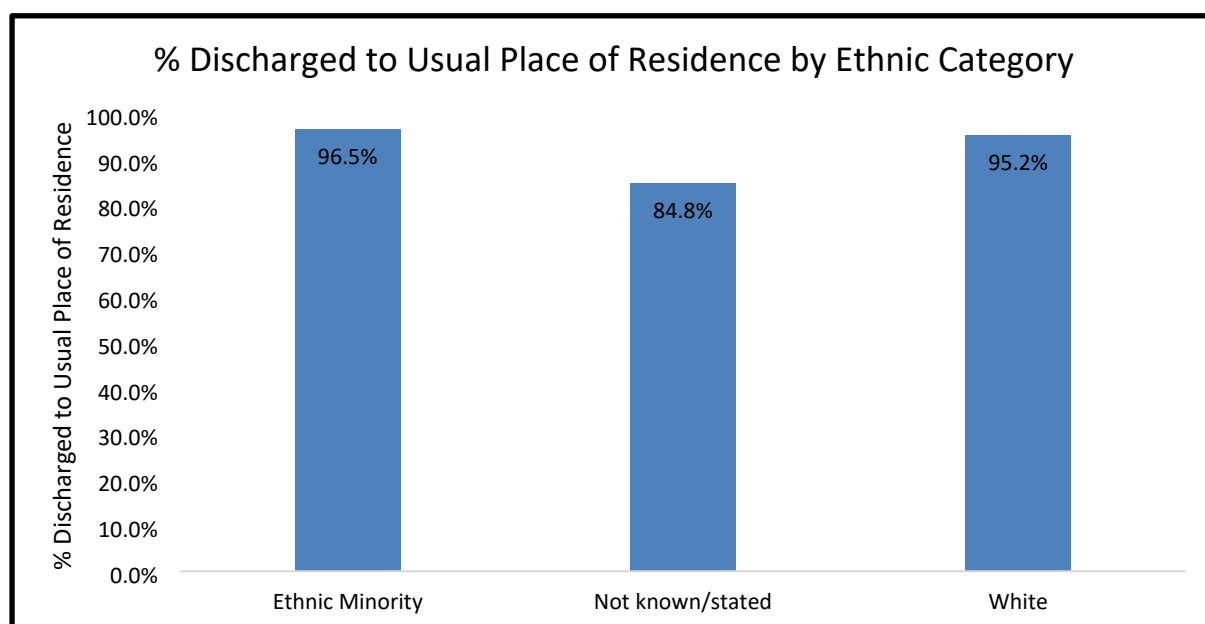
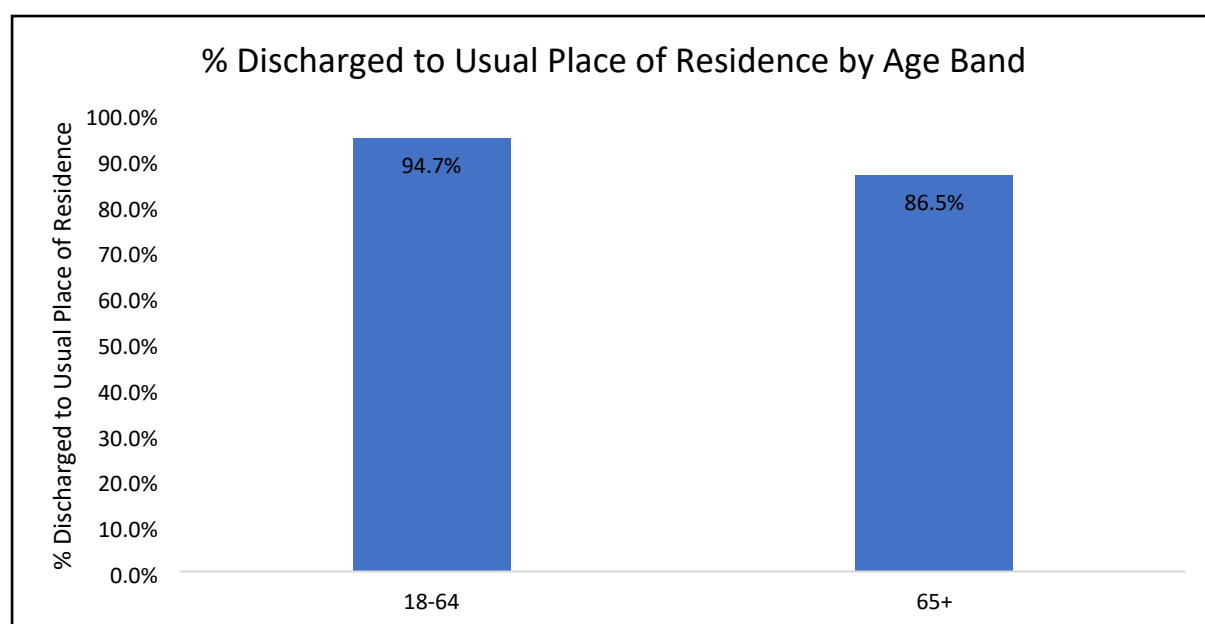


Figure 5 shows that the probability of being discharged to usual place of residence declines with age. The majority of our BCF services are focused on older people in response to the growing levels of need in the older age groups.

Figure 5: Percentage of hospital patients discharged to their usual place of residence. by age bands. Source: Secondary Uses Service



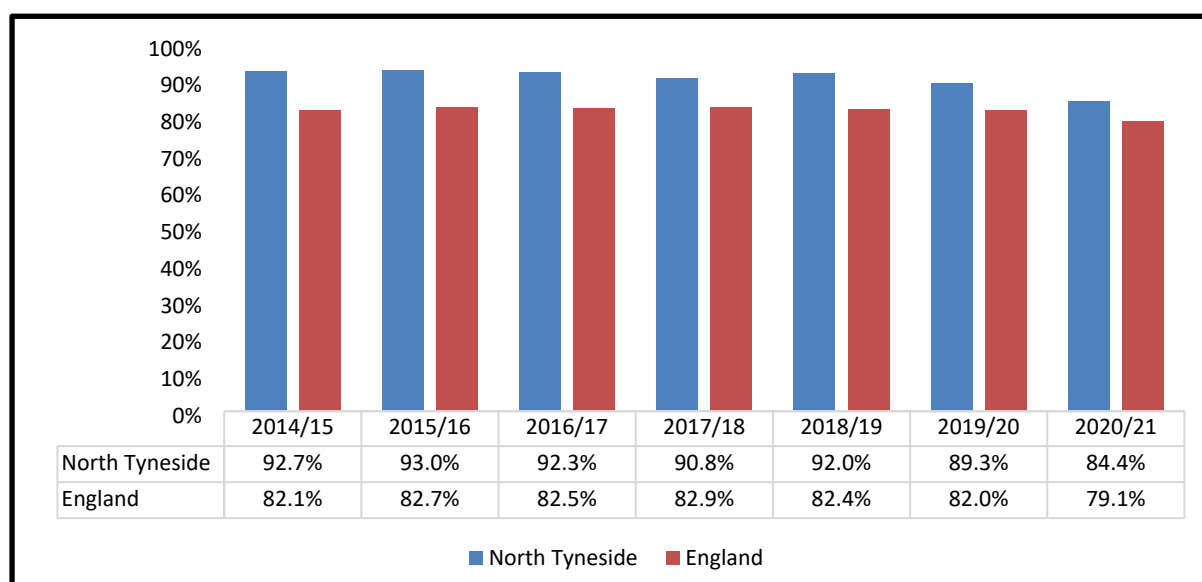
Appendix 1 - BCF Metrics

This section outlines current performance against the national BCF metrics and explains our level of ambition.

1 *Effectiveness of reablement (proportion of older people still at home 91 days after discharge from hospital into reablement or rehabilitation)*

Figure 6 below shows that North Tyneside has consistently performed on this metric well above the England average. Locally and nationally, performance was impacted by the COVID-19 pandemic in 2020/21; the North Tyneside rate reduced to 84.4% but remained above the England average. Performance in 2021/22 was 90.8% returning to pre-Pandemic levels (national comparative data is not yet available for 2021/22). Due to recent issues with recruitment and retirement of experienced staff, we have set the target for 2022/23 at 90.0%. The service has undergone restructuring to provide an optimum skill mix and provide career development opportunities for staff to progress within the service and the target aims to maintain the performance from 2022/23 while new staff and the new structure bed in.

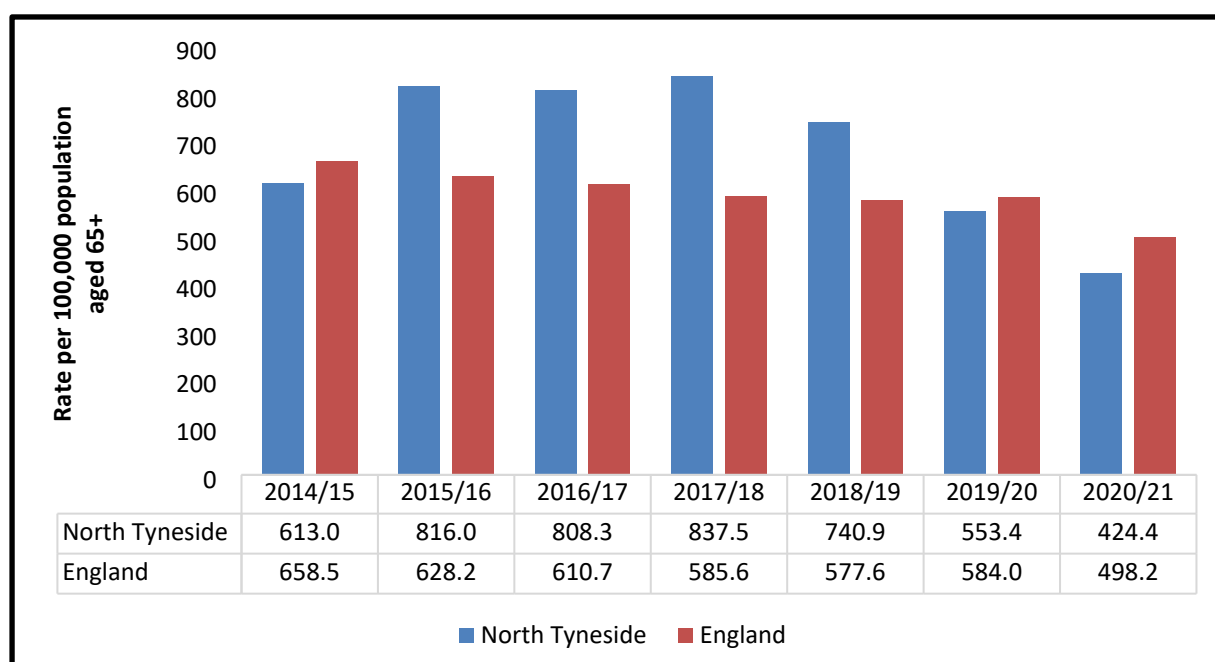
Figure 6: Effectiveness of reablement metric, time series



2 *Older adults whose long-term care needs are met by admission to residential or nursing care per 100,000 population.*

Figure 7 shows that North Tyneside has historically had a greater than average reliance on permanent residential care for older people but this reduced to below the England average in each of the last two financial years where national comparatives are available. In 2020/21 and 2021/22, the outturn was influenced by the COVID-19 pandemic and shortages of capacity in homecare resulting from workforce recruitment and retention issues, which led to a greater proportion of patients being discharged from hospital into short term residential care, funded for a period through the NHS post-discharge funding arrangements. The outturn for 2021/22 was 423 admissions.

Figure 7: Time series of permanent admissions to residential care for persons aged 65+, per 100,000 population aged 65+



For 2022/23 we expect the outturn to be 402.3 admissions per 100,000 people aged 65+ delivering a 5% improvement on the outturn for 2021/22 which will be challenging to deliver as capacity issues remain in the homecare market in line with national trends despite local and regional measures to improve workforce recruitment and retention.

BCF services will impact this goal through:

- The continued operation of the CarePoint service, promoting a Home First response to hospital discharges, and it's development as an element of the Integrated Frailty Service
- The provision of the Adaptations and Loan Equipment Service, which helps people to maintain their independence at home.

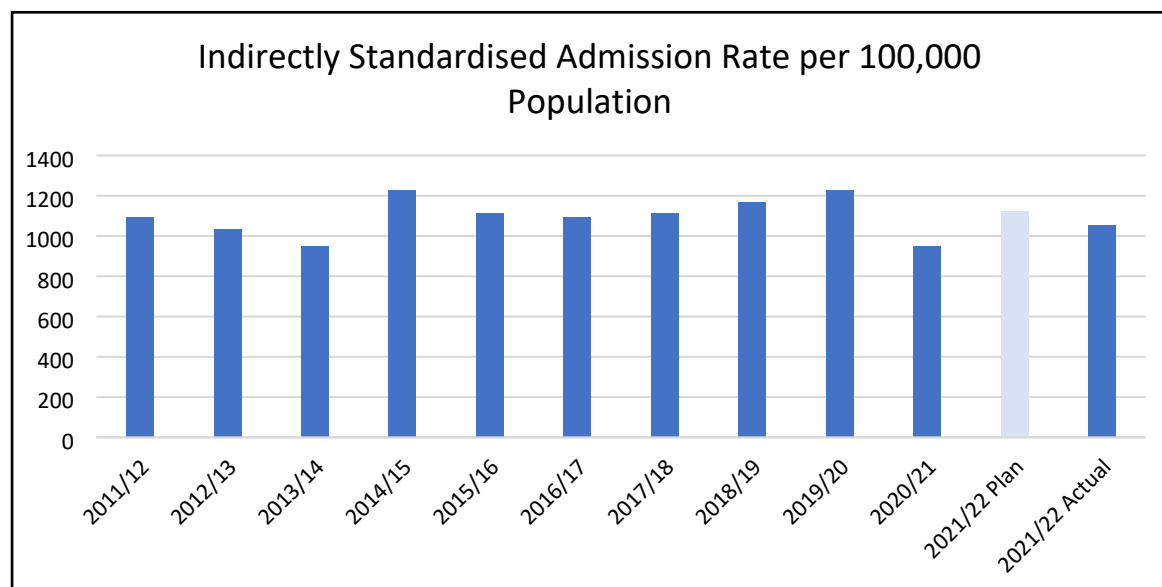
Other developments, not part of the BCF scope, will impact as follows:

- Up to 2021/22 there were nine extra care schemes across North Tyneside with 375 apartments. Most of these are rental but a small number are shared ownership. Extra care offers individuals the ability to continue to live in the community, at home and have access to on-site care and support through a 24/7 commissioned care team. All apartments are self-contained and individuals are supported to maximise the maintain their independence.
- A further two extra care schemes with 104 apartments came on stream at the end of 2021/22. One of these schemes with 40 beds is dementia specific and offers a real alternative to a placement in a care home.

3 *Avoidable admissions (unplanned hospitalisation for chronic ambulatory care sensitive conditions).*

Figure 8 below shows a time-series of unplanned hospitalisation for chronic ambulatory care sensitive conditions, expressed as an indirectly standardised rate per 100,000 people. In 2021/22 North Tyneside's actual performance of 1052.89 was within the target of 1125.

Figure 8: Standardised admission rate of chronic ambulatory care sensitive conditions



Our ambition for 2022/23 is a rate of 1044 which is the average performance in the region and would represent a modest improvement but a significant improvement against the last pre-Pandemic year's result of 1229.4

BCF services will impact this goal by:

- The Enhanced Care in Care Homes service continues to improve the planning and delivery of healthcare for care home residents, maintains and enhances the quality of care, and increases the number of healthcare interventions that are carried out in a care home setting, hence reducing the number of unplanned admissions to secondary care from nursing and residential care homes.
- The provision of support to carers reduces the number of cases where carer breakdown results in an unplanned hospital admission and the more holistic approach to carers assessment using the Ways to Wellbeing model will further strengthen this effect in 2022/23.
- The provision of high quality discharge planning by CarePoint (an element of the Ageing Well service) reduces the probability of readmission following a sub-optimal discharge.

Other developments, not part of the BCF scope, will impact as follows:

- The increasing use of a Same Day Emergency Care (SDEC) approach – also known as ambulatory care - is a key component of the approach to reducing unplanned admissions. It aims to minimise and remove delays in the patient pathway allowing services to process emergency patients within the same day as an alternative to hospital admission

- Our urgent and emergency care action plan notes that a number of projects are in place to improve hospital flow and discharge, including a review of the current Same Day Emergency Care clinical models to identify opportunities to increase or expand SDEC where appropriate.

4 *Percentage of people who are discharged from acute hospital to their normal place of residence.*

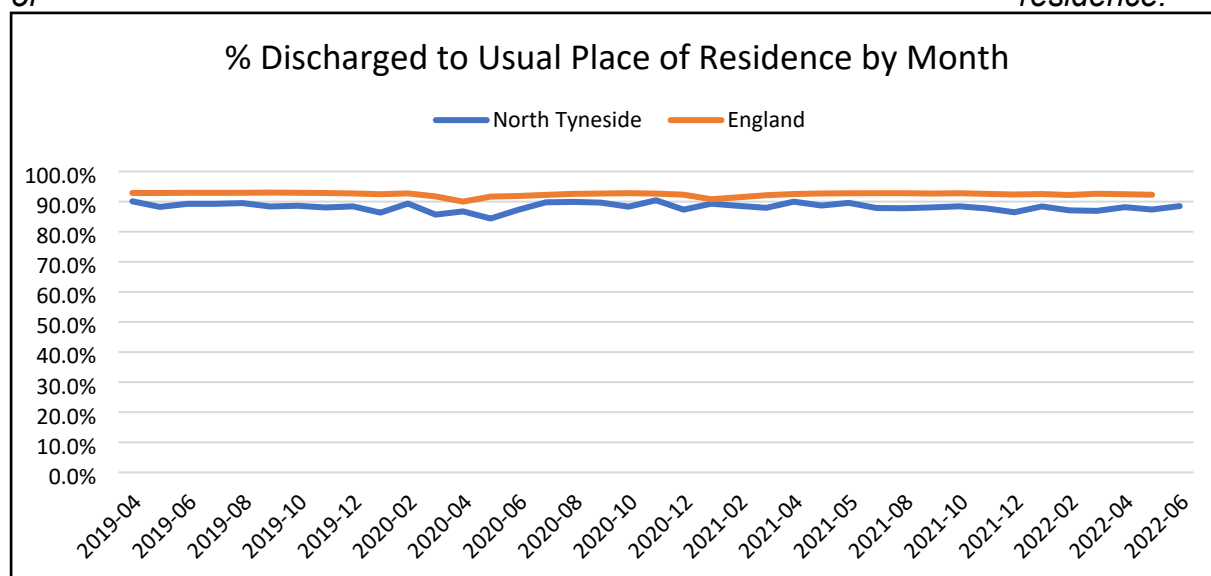
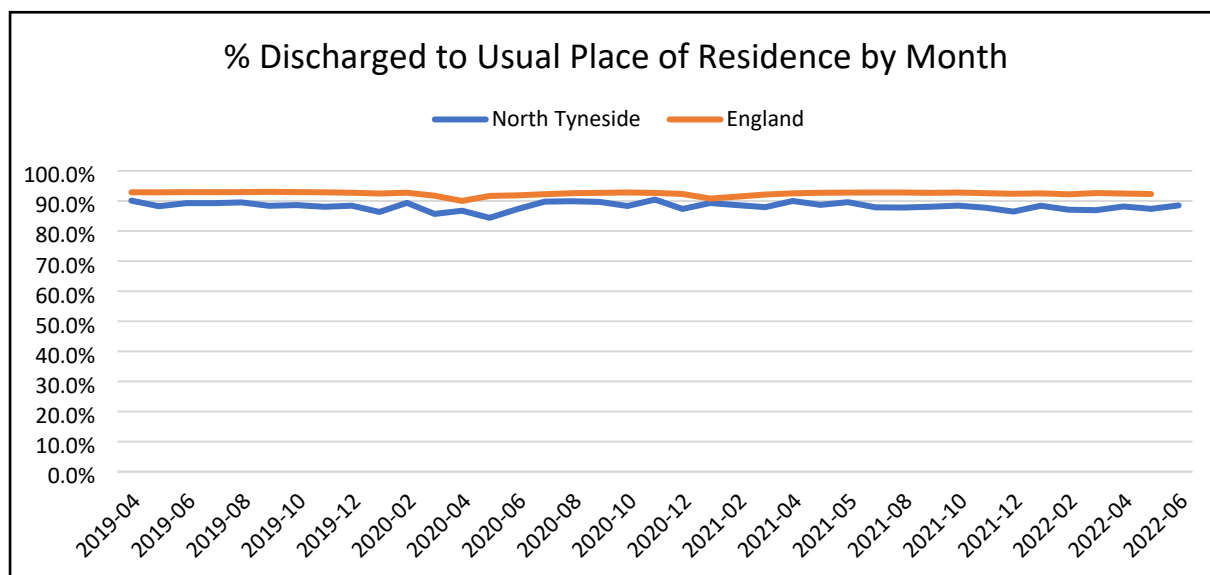


Figure 9 below shows the proportion of people discharged to their normal place of residence from April 2019 to August 2021. The rate for North Tyneside was below the England average throughout the period, by an average of approximately 4%.

Figure 9: % discharged to usual place of residence, North Tyneside compared to England



The outcome for 2021/22 was 88.1% and it is proposed that the target for 2022/23 is 89.0% representing a small improvement in line with North Tyneside's recent performance and moving closer to the England average.

BCF services will impact this goal by:

- The continued operation of the CarePoint service, promoting a Home First response to hospital discharges, and its development as an element of the Integrated Frailty Service
- The provision of the Adaptations and Loan Equipment Service, and the use of the Disabled Facilities Grant, which helps people to maintain their independence at home.

Appendix 2 – BCF services and expenditure

Scheme ID	Scheme Name	Brief Description of Scheme	Area of Spend	Source of Funding	Expenditure (£)
1	Community--based support	Includes Carepoint; reablement; immediate response and overnight home care; adaptations and loan equipment service; CareCall/telecare including falls first responder; and seven-day social work	Social Care	Minimum CCG Contribution	9,626,721
27	Community-based support	Health contribution to CarePoint	Community Health	Minimum CCG Contribution	2,674,748
2	Intermediate Care beds	Intermediate Care	Community Health	Minimum CCG Contribution	3,616,877
3	Intermediate Care - Community Services	Community Rehabilitation Team	Social Care	Minimum CCG Contribution	963,456
4	Liaison Psychiatry - Working Age Adults	Liaison Psychiatry - Working Age Adults	Mental Health	Minimum CCG Contribution	858,351
19	End of Life Care - RAPID	End of Life Care	Community Health	Minimum CCG Contribution	262,987
8	Improving access to advice and information	MyCare and Living Well in North Tyneside digital services	Social Care	Minimum CCG Contribution	40,355
9	Care Act implementation	Care Act implementation	Social Care	Minimum CCG Contribution	825,131
10	Carers Support	Carers Support	Social Care	Minimum CCG Contribution	749,107
12	Independent Support for People with Learning Disabilities	Independent Support for People with Learning Disabilities	Social Care	Minimum CCG Contribution	802,614
13	Impact on care home fees of	Meet costs of paying living wage	Social Care	iBCF	2,718,394

Scheme ID	Scheme Name	Brief Description of Scheme	Area of Spend	Source of Funding	Expenditure (£)
	national living wage	to staff in care homes			
14	Impact on domiciliary care fees of national living wage	Meet costs of paying living wage to staff of home care providers	Social Care	iBCF	865,017
15	Impact on other increased fees (ISL, day care, direct payments, etc) of national living wage	Meet costs of paying living wage to staff of other social care providers	Social Care	iBCF	4,037,099
16	Effect of demographic growth and change in severity of need	Increased volume and complexity of social care provision	Social Care	iBCF	1,958,003
	Step down beds - residential	Provision of 10 additional step down residential care beds	Social Care	Discharge Funding	557,279
	Step down – extra care	Provision of additional extra care beds for short term use	Social Care	Discharge Funding	470,205
	Expand homecare capacity	Support the development of additional homecare capacity	Social Care	Discharge Funding	252,283
	Welfare assistance	Welfare assistance at our hospital based single point of absence to remove barriers to discharge	Social Care	Discharge Funding	10,000
	Pathway development	Project management to improve the efficiency and effectiveness of discharge pathways	Social Care	Discharge Funding	38,126
	Transport	Additional transport to remove barriers and speed up discharge	Social Care	Discharge Funding	15,000

Scheme ID	Scheme Name	Brief Description of Scheme	Area of Spend	Source of Funding	Expenditure (£)
	Step down beds - nursing	Provision of 10 additional step down nursing care beds	Social Care	Discharge Funding	557,280
	GP cover for step down arrangements	GP cover for step down arrangements	Social Care	Discharge Funding	100,000
	Pathway development	Project management to improve the efficiency and effectiveness of discharge pathways	Social Care	Discharge Funding	38,126
	Step down beds extra care	Provision of additional extra care beds for short term use	Social Care	Discharge Funding	168,251
26a	Disabled Facilities Grant	Disabled Facilities Grant	Social Care	DFG	1,869,024
26b	Disabled Facilities Grant carry forward	Disabled Facilities Grant carry forward	Social Care	DFG	1,257,308
TOTAL					35,331,742

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BCF Planning Template 2023-25

1. Guidance

Overview

Note on entering information into this template

Throughout the template, cells which are open for input have a yellow background and those that are pre-populated have a blue background, as below:

Data needs inputting in the cell

Pre-populated cells

2. Cover

1. The cover sheet provides essential information on the area for which the template is being completed, contacts and sign off.
2. Question completion tracks the number of questions that have been completed; when all the questions in each section of the template have been completed the cell will turn green. Only when all cells are green should the template be sent to the Better Care Fund Team: england.bettercarefundteam@nhs.net (please also copy in your Better Care Manager).
3. The checklist helps identify the sheets that have not been completed. All fields that appear highlighted in red with the word 'no', should be completed before sending to the Better Care Fund Team.
4. The checker column, which can be found on each individual sheet, updates automatically as questions are completed. It will appear 'Red' and contain the word 'No' if the information has not been completed. Once completed the checker column will change to 'Green' and contain the word 'Yes'.

5. The 'sheet completed' cell will update when all 'checker' values for the sheet are green containing the word 'Yes'.

6. Once the checker column contains all cells marked 'Yes' the 'Incomplete Template' cell (below the title) will change to 'Template Complete'.

7. Please ensure that all boxes on the checklist are green before submission.

8. Sign off - HWB sign off will be subject to your own governance arrangements which may include delegated authority.

4. Capacity and Demand

Please see the guidance on the Capacity&Demand tab for further information on how to complete this section.

5. Income

1. This sheet should be used to specify all funding contributions to the Health and Wellbeing Board's (HWB) Better Care Fund (BCF) plan and pooled budget for 2023-25. It will be pre-populated with the minimum NHS contributions to the BCF, iBCF grant allocations and allocations of ASC Discharge Fund grant to local authorities for 2023-24. The iBCF grant in 2024-25 is expected to remain at the same value nationally as in 2023-24, but local allocations are not published. You should enter the 2023-24 value into the income field for the iBCF in 2024-25 and agree provisional plans for its use as part of your BCF plan

2. The grant determination for the Disabled Facilities Grant (DFG) for 2023-24 will be issued in May. Allocations have not been published so are not pre populated in the template. You will need to manually enter these allocations. Further advice will be provided by the BCF Team.

3. Areas will need to input the amount of ASC Discharge Fund paid to ICBs that will be allocated to the HWB's BCF pool. These will be checked against a separate ICB return to ensure they reconcile. Allocations of the ASC discharge funding grant to local authority will need to be inputted manually for Year 2 as allocations at local level are not confirmed. Areas should input an expected allocation based on the published national allocation (£500m in 2024-25, increased from £300m in 2023-24) and agree provisional plans for 2024-25 based on this.

4. Please select whether any additional contributions to the BCF pool are being made from local authorities or ICBs and enter the amounts in the fields highlighted in 'yellow'. These will appear as funding sources in sheet 5a when you planning expenditure.

5. Please use the comment boxes alongside to add any specific detail around this additional contribution.

6. If you are pooling any funding carried over from 2022-23 (i.e. **underspends from BCF mandatory contributions**) you should show these as additional contributions, but on a separate line to any other additional contributions. Use the comments field to identify that these are underspends that have been rolled forward. All allocations are rounded to the nearest pound.

7. Allocations of the NHS minimum contribution are shown as allocations from each ICB to the HWB area in question. Where more than one ICB contributes to the area's BCF plan, the minimum contribution from each ICB to the local BCF plan will be displayed.

8. For any questions regarding the BCF funding allocations, please contact england.bettercarefundteam@nhs.net (please also copy in your Better Care Manager).

6. Expenditure

This sheet should be used to set out the detail of schemes that are funded via the BCF plan for the HWB, including amounts, units, type of activity and funding source. This information is then aggregated and used to analyse the BCF plans nationally and sets the basis for future reporting.

The information in the sheet is also used to calculate total contributions under National Condition 4 and is used by assurers to ensure that these are met.

The table is set out to capture a range of information about how schemes are being funded and the types of services they are providing. There may be scenarios when several lines need to be completed in order to fully describe a single scheme or where a scheme is funded by multiple funding streams (eg: IBCF and NHS minimum). In this case please use a consistent scheme ID for each line to ensure integrity of aggregating and analysing schemes.

On this sheet please enter the following information:

1. Scheme ID:

- This field only permits numbers. Please enter a number to represent the Scheme ID for the scheme being entered. Please enter the same Scheme ID in this column for any schemes that are described across multiple rows.

2. Scheme Name:

- This is a free text field to aid identification during the planning process. Please use the scheme name consistently if the scheme is described across multiple lines in line with the scheme ID described above.

3. Brief Description of Scheme

- This is a free text field to include a brief headline description of the scheme being planned. The information in this field assists assurers in understanding how funding in the local BCF plan is supporting the objectives of the fund nationally and aims in your local plan.

4. Scheme Type and Sub Type:

- Please select the Scheme Type from the drop-down list that best represents the type of scheme being planned. A description of each scheme is available in tab 6b.

- Where the Scheme Types has further options to choose from, the Sub Type column alongside will be editable and turn "yellow". Please select the Sub Type from the drop down list that best describes the scheme being planned.

- Please note that the drop down list has a scroll bar to scroll through the list and all the options may not appear in one view.

- If the scheme is not adequately described by the available options, please choose 'Other' and add a free field description for the scheme type in the column alongside. Please try to use pre-populated scheme types and sub types where possible, as this data is important in assurance and to our understanding of how BCF funding is being used nationally.

- The template includes a field that will inform you when more than 5% of mandatory spend is classed as other.

5. Expected outputs

- You will need to set out the expected number of outputs you expect to be delivered in 2023-24 and 2024-25 for some scheme types. If you select a relevant scheme type, the 'expected outputs' column will unlock and the unit column will pre populate with the unit for that scheme type.

- You will not be able to change the unit and should use an estimate where necessary. The outputs field will only accept numeric characters.

A table of each type of output and the units it will prepopulate with is viewable in tab 6b. Expenditure Guidance.

You do not need to fill out these columns for certain scheme types. Where this is the case, the cells will turn blue and the column will remain empty.

6. Area of Spend:

- Please select the area of spend from the drop-down list by considering the area of the health and social care system which is most supported by investing in the scheme.

- Please note that where 'Social Care' is selected and the source of funding is "NHS minimum" then the planned spend would count towards eligible expenditure on social care under National Condition 4.

- If the scheme is not adequately described by the available options, please choose 'Other' and add a free field description for the scheme type in the column alongside.

- We encourage areas to try to use the standard scheme types where possible.

7. Commissioner:

- Identify the commissioning body for the scheme based on who is responsible for commissioning the scheme from the provider.

- Please note this field is utilised in the calculations for meeting National Condition 3. Any spend that is from the funding source 'NHS minimum contribution', is commissioned by the ICB, and where the spend area is not 'acute care', will contribute to the total spend on NHS commissioned out of hospital services under National Condition 4. This will include expenditure that is ICB commissioned and classed as 'social care'.

- If the scheme is commissioned jointly, please select 'Joint'. Please estimate the proportion of the scheme being commissioned by the local authority and NHS and enter the respective percentages on the two columns.

8. Provider:

- Please select the type of provider commissioned to provide the scheme from the drop-down list.

- If the scheme is being provided by multiple providers, please split the scheme across multiple lines.

9. Source of Funding:

- Based on the funding sources for the BCF pool for the HWB, please select the source of funding for the scheme from the drop down list. This includes additional, voluntarily pooled contributions from either the ICB or Local authority

- If a scheme is funded from multiple sources of funding, please split the scheme across multiple lines, reflecting the financial contribution from each.

10. Expenditure (£) 2023-24 & 2024-25:

- Please enter the planned spend for the scheme (or the scheme line, if the scheme is expressed across multiple lines)

11. New/Existing Scheme

- Please indicate whether the planned scheme is a new scheme for this year or an existing scheme being carried forward.

12. Percentage of overall spend. This new requirement asks for the percentage of overall spend in the HWB on that scheme type. This is a new collection for 2023-25. This information will help better identify and articulate the contribution of BCF funding to delivering capacity.

You should estimate the overall spend on the activity type in question across the system (both local authority and ICB commissioned where both organisations commission this type of service. Where the total spend in the system is not clear, you should include an estimate. The figure will not be subject to assurance. This estimate should be based on expected spend in that category in the BCF over both years of the programme divided by both years total spend in that same category in the system.

7. Metrics

This sheet should be used to set out the HWB's ambitions (i.e. numerical trajectories) and performance plans for each of the BCF metrics in 2023-25. The BCF policy requires trajectories and plans agreed for the fund's metrics. Systems should review current performance and set realistic, but stretching ambitions for 2023-24.

A data pack showing more up to date breakdowns of data for the discharge to usual place of residence and unplanned admissions for ambulatory care sensitive conditions is available on the Better Care Exchange.

For each metric, areas should include narratives that describe:

- a rationale for the ambition set, based on current and recent data, planned activity and expected demand
- the local plan for improving performance on this metric and meeting the ambitions through the year. This should include changes to commissioned services, joint working and how BCF funded services will support this.

1. Unplanned admissions for chronic ambulatory care sensitive conditions:

- This section requires the area to input indirectly standardised rate (ISR) of admissions per 100,000 population by quarter in 2023-24. This will be based on NHS Outcomes Framework indicator 2.3i but using latest available population data.
- The indicator value is calculated using the indirectly standardised rate of admission per 100,000, standardised by age and gender to the national figures in reference year 2011. This is calculated by working out the SAR (observed admission/expected admissions*100) and multiplying by the crude rate for the reference year. The expected value is the observed rate during the reference year multiplied by the population of the breakdown of the year in question.
- The population data used is the latest available at the time of writing (2021)
- Actual performance for each quarter of 2022-23 are pre-populated in the template and will display once the local authority has been selected in the drop down box on the Cover sheet.
- Please use the ISR Tool published on the BCX where you can input your assumptions and simply copy the output ISR:
<https://future.nhs.uk/bettercareexchange/view?objectId=143133861>
- Technical definitions for the guidance can be found here:
<https://digital.nhs.uk/data-and-information/publications/statistical/nhs-outcomes-framework/march-2022/domain-2---enhancing-quality-of-life-for-people-with-long-term-conditions-nof/2.3.i-unplanned-hospitalisation-for-chronic-ambulatory-care-sensitive-conditions>

2. Falls

- This is a new metric for the BCF and areas should agree ambitions for reducing the rate of emergency admissions to hospital for people aged 65 or over following a fall.
- This is a measure in the Public Health Outcome Framework.
- This requires input for an Indicator value which is directly age standardised rate per 100,000. Emergency hospital admissions due to falls in people aged 65 and over.
- Please enter provisional outturns for 2022-23 based on local data for admissions for falls from April 2022-March 2023.
- For 2023-24 input planned levels of emergency admissions
- In both cases this should consist of:
 - emergency admissions due to falls for the year for people aged 65 and over (count)
 - estimated local population (people aged 65 and over)
 - rate per 100,000 (indicator value) (Count/population x 100,000)

- The latest available data is for 2021-22 which will be refreshed around Q4.

Further information about this measure and methodology used can be found here:

<https://fingertips.phe.org.uk/profile/public-health-outcomes-framework/data#page/6/gid/1000042/pat/6/par/E12000004/ati/102/are/E06000015/iid/22401/age/27/sex/4>

3. Discharge to normal place of residence.

- Areas should agree ambitions for the percentage of people who are discharged to their normal place of residence following an inpatient stay. In 2022-23, areas were asked to set a planned percentage of discharge to the person's usual place of residence for the year as a whole. In 2023-24 areas should agree a rate for each quarter.
- The ambition should be set for the health and wellbeing board area. The data for this metric is obtained from the Secondary Uses Service (SUS) database and is collected at hospital trust. A breakdown of data from SUS by local authority of residence has been made available on the Better Care Exchange to assist areas to set ambitions.
- Ambitions should be set as the percentage of all discharges where the destination of discharge is the person's usual place of residence.
- Actual performance for each quarter of 2022-23 are pre-populated in the template and will display once the local authority has been selected in the drop down box on the Cover sheet.

4. Residential Admissions:

- This section requires inputting the expected numerator of the measure only.
- Please enter the planned number of council-supported older people (aged 65 and over) whose long-term support needs will be met by a change of setting to residential and nursing care during the year (excluding transfers between residential and nursing care)
- Column H asks for an estimated actual performance against this metric in 2022-23. Data for this metric is not published until October, but local authorities will collect and submit this data as part of their salt returns in July. You should use this data to populate the estimated data in column H.
- The prepopulated denominator of the measure is the size of the older people population in the area (aged 65 and over) taken from Office for National Statistics (ONS) subnational population projections.
- The annual rate is then calculated and populated based on the entered information.

5. Reablement:

- This section requires inputting the information for the numerator and denominator of the measure.
- Please enter the planned denominator figure, which is the planned number of older people discharged from hospital to their own home for rehabilitation (or from hospital to a residential or nursing care home or extra care housing for rehabilitation, with a clear intention that they will move on/back to their own home).
- Please then enter the planned numerator figure, which is the expected number of older people discharged from hospital to their own home for rehabilitation (from within the denominator) that will still be at home 91 days after discharge.
- Column H asks for an estimated actual performance against this metric in 2022-23. Data for this metric is not published until October, but local authorities will collect and submit this data as part of their salt returns in July. You should use this data to populate the estimated data in column H.
- The annual proportion (%) Reablement measure will then be calculated and populated based on this information.

8. Planning Requirements

This sheet requires the Health and Wellbeing Board to confirm whether the National Conditions and other Planning Requirements detailed in the BCF Policy Framework and the BCF Planning Requirements document are met. Please refer to the BCF Policy Framework and BCF Planning Requirements documents for 2023-2025 for further details.

The sheet also sets out where evidence for each Key Line of Enquiry (KLOE) will be taken from.

The KLOEs underpinning the Planning Requirements are also provided for reference as they will be utilised to assure plans by the regional assurance panel.

1. For each Planning Requirement please select 'Yes' or 'No' to confirm whether the requirement is met for the BCF Plan.

2. Where the confirmation selected is 'No', please use the comments boxes to include the actions in place towards meeting the requirement and the target timeframes.



HM Government



NHS
England

Better Care Fund 2023-25 Template

2. Cover

Version 1.1.1

Please Note:

- The BCF planning template is categorised as 'Management Information' and data from them will be published in an aggregated form on the NHSE website and gov.uk. This will include any narrative section. Also a reminder that as is usually the case with public body information, all BCF information collected here is subject to Freedom of Information requests.
- At a local level it is for the HWB to decide what information it needs to publish as part of wider local government reporting and transparency requirements. Until BCF information is published, recipients of BCF reporting information (including recipients who access any information placed on the BCE) are prohibited from making this information available on any public domain or providing this information for the purposes of journalism or research without prior consent from the HWB (where it concerns a single HWB) or the BCF national partners for the aggregated information.
- All information will be supplied to BCF partners to inform policy development.
- This template is password protected to ensure data integrity and accurate aggregation of collected information. A resubmission may be required if this is breached.

Health and Wellbeing Board:	North Tyneside
Completed by:	Sue Graham
E-mail:	sue.graham@northtyneside.gov.uk
Contact number:	07753 113741
Has this report been signed off by (or on behalf of) the HWB at the time of submission?	<Please Select>
If no please indicate when the HWB is expected to sign off the plan:	

Complete:

Yes
Yes
Yes
Yes
No
No

	Role:	Professional Title (e.g. Dr, Cllr, Prof)	First-name:	Surname:	E-mail:
* Area Assurance Contact Details:	Health and Wellbeing Board Chair	Ms	Karen	Clark	karen.clark@northtyneside.gov.uk
	Integrated Care Board Chief Executive or person to whom they have delegated sign-off	Ms	Sam	Allen	s.allen24@nhs.net
	Additional ICB(s) contacts if relevant	Ms	Anya	Paradis	a.paradis@nhs.net
	Local Authority Chief Executive	Mr	Paul	Hanson	paul.hanson@northtyneside.gov.uk
	Local Authority Director of Adult Social Services (or equivalent)	Mrs	Eleanor	Binks	eleanor.binks@northtyneside.gov.uk
	Better Care Fund Lead Official	Ms	Sue	Graham	sue.graham@northtyneside.gov.uk
	LA Section 151 Officer	Mr	Jon	Ritchie	jon.ritchie@northtyneside.gov.uk
Please add further area contacts that you would wish to be included in official correspondence e.g. housing or trusts that have been part of the process -->					

Yes
Yes
Yes
Yes
Yes
Yes
Yes

Question Completion - When all questions have been answered and the validation boxes below have turned green, please send the template to the Better Care Fund Team: england.bettercarefundteam@nhs.net saving the file as 'Name HWB' for example 'County Durham HWB'. Please also copy in your Better Care Manager.

Please see the Checklist below for further details on incomplete fields

	Complete:
2. Cover	No
4. Capacity&Demand	Yes
5. Income	Yes
6a. Expenditure	No
7. Metrics	Yes
8. Planning Requirements	Yes

[<< Link to the Guidance sheet](#)

^^ Link back to top

Better Care Fund 2023-25 Template

3. Summary

Selected Health and Wellbeing Board:

North Tyneside

Income & Expenditure

[Income >>](#)

Funding Sources	Income Yr 1	Income Yr 2	Expenditure Yr 1	Expenditure Yr 2	Difference
DFG	£1,869,024	£1,869,024	£1,869,024	£1,869,024	£0
Minimum NHS Contribution	£20,420,347	£21,576,138	£20,420,348	£21,576,138	-£1
IBCF	£9,578,514	£9,578,514	£9,578,513	£9,578,513	£1
Additional LA Contribution	£1,257,308	£0	£1,257,308	£0	£0
Additional ICB Contribution	£0	£0	£0	£0	£0
Local Authority Discharge Funding	£1,342,893	£2,238,155	£1,342,893	£2,238,155	£0
ICB Discharge Funding	£863,656	£1,439,427	£863,657	£1,439,427	-£1
Total	£35,331,742	£36,701,258	£35,331,743	£36,701,257	-£1

[Expenditure >>](#)

NHS Commissioned Out of Hospital spend from the minimum ICB allocation

	Yr 1	Yr 2
Minimum required spend	£5,802,883	£6,131,326
Planned spend	£7,412,963	£7,832,535

Adult Social Care services spend from the minimum ICB allocations

	Yr 1	Yr 2
Minimum required spend	£13,007,385	£13,743,603
Planned spend	£13,007,385	£13,743,603

[Metrics >>](#)

Avoidable admissions

	2023-24 Q1 Plan	2023-24 Q2 Plan	2023-24 Q3 Plan	2023-24 Q4 Plan
Unplanned hospitalisation for chronic ambulatory care sensitive conditions (Rate per 100,000 population)	266.0	266.0	266.0	266.0

Falls

		2022-23 estimated	2023-24 Plan
Emergency hospital admissions due to falls in people aged 65 and over directly age standardised rate per 100,000.	Indicator value	3,500.0	3,400.0
	Count	1500	1450
	Population	43213	43213

Discharge to normal place of residence

	2023-24 Q1 Plan	2023-24 Q2 Plan	2023-24 Q3 Plan	2023-24 Q4 Plan
Percentage of people, resident in the HWB, who are discharged from acute hospital to their normal place of residence	90.0%	90.0%	90.0%	90.0%
(SUS data - available on the Better Care Exchange)				

Residential Admissions

		2021-22 Actual	2023-24 Plan
Long-term support needs of older people (age 65 and over) met by admission to residential and nursing care homes, per 100,000 population	Annual Rate	497	588

Reablement

		2023-24 Plan
Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services	Annual (%)	91.0%

[Planning Requirements >>](#)

Theme	Code	Response
NC1: Jointly agreed plan	PR1	Yes
	PR2	Yes
	PR3	Yes
NC2: Social Care Maintenance	PR4	Yes
NC3: NHS commissioned Out of Hospital Services	PR5	Yes
NC4: Implementing the BCF policy objectives	PR6	Yes
Agreed expenditure plan for all elements of the BCF	PR7	Yes
Metrics	PR8	Yes

3.3 Capacity - Hospital Discharge

Capacity - Hospital Discharge													
Service Area	Metric	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Social support (including VCS)	Monthly capacity. Number of new clients.	30	30	30	30	30	30	30	30	30	30	30	30
Reablement at Home	Monthly capacity. Number of new clients.	88	88	88	88	88	88	88	88	88	88	88	88
Rehabilitation at home	Monthly capacity. Number of new clients.	44	44	44	44	44	44	44	44	44	44	44	44
Reablement in a bedded setting	Monthly capacity. Number of new clients.	26	26	26	26	26	26	26	26	26	26	26	26
Rehabilitation in a bedded setting	Monthly capacity. Number of new clients.	52	52	52	52	52	52	52	52	52	52	52	52
Other short term social care	Monthly capacity. Number of new clients.	12	12	12	12	12	12	12	12	12	12	12	12
Short-term residential/nursing care for someone likely to require a longer-term care home placement	Monthly capacity. Number of new clients.	30	30	30	30	30	30	30	30	30	30	30	30

Commissioning responsibility (% of each service type commissioned by LA/ICB or jointly)		
ICB	LA	Joint
		100%
		100%
		100%
		100%
	100%	
		100%
		100%

3.4 Capacity - Community

Capacity - Community													
Service Area	Metric	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Social support (including VCS)	Monthly capacity. Number of new clients.	450	450	450	450	450	450	450	450	450	450	450	450
Urgent Community Response	Monthly capacity. Number of new clients.	0	0	0	0	0	0	0	0	0	0	0	0
Reablement at Home	Monthly capacity. Number of new clients.	29	29	29	29	29	29	29	29	29	29	29	29
Rehabilitation at home	Monthly capacity. Number of new clients.	14	14	14	14	14	14	14	14	14	14	14	14
Other short-term social care	Monthly capacity. Number of new clients.	0	0	0	0	0	0	0	0	0	0	0	0
Reablement in a bedded setting	Monthly capacity. Number of new clients.	0	0	0	0	0	0	0	0	0	0	0	0
Rehabilitation in a bedded setting	Monthly capacity. Number of new clients.	0	0	0	0	0	0	0	0	0	0	0	0

Commissioning responsibility (% of each service type commissioned by LA/ICB or jointly)		
ICB	LA	Joint
		100%
		100%
		100%

Better Care Fund 2023-25 Template

4. Income

Selected Health and Wellbeing Board:

North Tyneside

Local Authority Contribution		
Disabled Facilities Grant (DFG)	Gross Contribution Yr 1	Gross Contribution Yr 2
North Tyneside	£1,869,024	£1,869,024
DFG breakdown for two-tier areas only (where applicable)		
Total Minimum LA Contribution (exc iBCF)	£1,869,024	£1,869,024

Complete:

Yes

Local Authority Discharge Funding	Contribution Yr 1	Contribution Yr 2
North Tyneside	£1,342,893	£2,238,155

Yes

ICB Discharge Funding	Contribution Yr 1	Contribution Yr 2
NHS North East and North Cumbria ICB	£863,656	£1,439,427
Total ICB Discharge Fund Contribution	£863,656	£1,439,427

Yes

iBCF Contribution	Contribution Yr 1	Contribution Yr 2
North Tyneside	£9,578,514	£9,578,514
Total iBCF Contribution	£9,578,514	£9,578,514

Yes

Are any additional LA Contributions being made in 2023-25? If yes, please detail below	Yes
--	-----

Yes

Local Authority Additional Contribution	Contribution Yr 1	Contribution Yr 2	Comments - Please use this box to clarify any specific uses or sources of funding
North Tyneside	£1,257,308	£0	DFG carry forward
Total Additional Local Authority Contribution	£1,257,308	£0	

Yes

NHS Minimum Contribution	Contribution Yr 1	Contribution Yr 2
NHS North East and North Cumbria ICB	£20,420,347	£21,576,138
Total NHS Minimum Contribution	£20,420,347	£21,576,138

Are any additional ICB Contributions being made in 2023-25? If yes, please detail below	No
---	----

Yes

Additional ICB Contribution	Contribution Yr 1	Contribution Yr 2	Comments - Please use this box clarify any specific uses or sources of funding
Total Additional NHS Contribution	£0	£0	
Total NHS Contribution	£20,420,347	£21,576,138	

Yes

	2023-24	2024-25
Total BCF Pooled Budget	£33,125,193	£33,023,676

Funding Contributions Comments
Optional for any useful detail e.g. Carry over

See next sheet for Scheme Type (and Sub Type) descriptions

Better Care Fund 2023-25 Template

5. Expenditure

Selected Health and Wellbeing Board: North Tyneside

<< Link to summary sheet

Running Balances	2023-24			2024-25				
	Income	Expenditure	Balance	Income	Expenditure	Balance		
DFG	£1,869,024	£1,869,024	£0	£1,869,024	£1,869,024	£0		
Minimum NHS Contribution	£20,420,347	£20,420,348	-£1	£21,576,138	£21,576,138	£0		
iBCF	£9,578,514	£9,578,513	£1	£9,578,514	£9,578,513	£1		
Additional LA Contribution	£1,257,308	£1,257,308	£0	£0	£0	£0		
Additional NHS Contribution	£0	£0	£0	£0	£0	£0		
Local Authority Discharge Funding	£1,342,893	£1,342,893	£0	£2,238,155	£2,238,155	£0		
ICB Discharge Funding	£863,656	£863,657		£1,439,427	£1,439,427	£0		
Total	£35,331,742	£35,331,743	-£1	£36,701,258	£36,701,257	£1		

Required Spend

This is in relation to National Conditions 2 and 3 only. It does NOT make up the total Minimum ICB Contribution (on row 33 above).

	2023-24			2024-25		
	Minimum Required Spend	Planned Spend	Under Spend	Minimum Required Spend	Planned Spend	Under Spend
NHS Commissioned Out of Hospital spend from the minimum ICB allocation	£5,802,883	£7,412,963	£0	£6,131,326	£7,832,535	£0
Adult Social Care services spend from the minimum ICB allocations	£13,007,385	£13,007,385	£0	£13,743,603	£13,743,603	£0

Checklist																			
Column complete:																			
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
>> Incomplete fields on row number(s):																			
58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83																			

Scheme ID	Scheme Name	Brief Description of Scheme	Scheme Type	Sub Types	Please specify if 'Scheme Type' is 'Other'	Expected outputs 2023-24	Expected outputs 2024-25	Units	Planned Expenditure		Commissioner	% NHS (if Joint Commissioner)	% LA (if Joint Commissioner)	Provider	Source of Funding	New/ Existing Scheme	Expenditure 23/24 (£)	Expenditure 24/25 (£)	% of Overall Spend (Average)
									Area of Spend	Please specify if 'Area of Spend' is 'other'									
17	Impact on care home fees of national living	meet costs of paying national living wage to staff in care homes	Residential Placements	Care home	meet costs of paying national living wage to	66	66	Number of beds/Placements	Social Care		LA			Private Sector	iBCF	Existing	£2,718,394	£2,718,394	8%
8	Impact on domiciliary care fees of national	Meet costs of paying real living wage to staff in homecare providers	Home Care or Domiciliary Care	Domiciliary care packages	Meet costs of paying real living wage to staff in	43250	43250	Hours of care	Social Care		LA			Private Sector	iBCF	Existing	£865,017	£865,017	2%
15	Impact on other fees (ISL, day care, direct	meet costs of paying national living wage to staff in care providers	Community Based Schemes	Other	meet costs of paying national living wage to				Social Care		LA			Private Sector	iBCF	Existing	£4,037,099	£4,037,099	11%
19	Effect of democratic growth and	increased volume and complexity in care provision	Community Based Schemes	Other	increased volume and complexity in				Social Care		LA			Private Sector	iBCF	Existing	£1,958,003	£1,958,003	6%
4	Community based support	includes Carepoint, reablement,immediate response and overnight	Community Based Schemes	Multidisciplinary teams that are supporting independence, such as					Social Care		LA			Local Authority	Minimum NHS Contribution	Existing	£9,626,722	£10,171,593	100%
12	Intermediate Care - community based	Community Rehabilitation Team	Home-based intermediate care services	Rehabilitation at home (to support discharge)		1400	1400	Packages	Social Care		LA			Local Authority	Minimum NHS Contribution	Existing	£963,456	£1,017,988	100%
16	Improving Access to advice and Information	Mycare and Living Well in North Tyneside	Prevention / Early Intervention	Other	web based support providing				Social Care		LA			Local Authority	Minimum NHS Contribution	Existing	£40,355	£42,640	10%

[illegible]

Further guidance for completing Expenditure sheet

Schemes tagged with the following will count towards the planned **Adult Social Care services spend** from the NHS min:

- **Area of spend** selected as 'Social Care'
- **Source of funding** selected as 'Minimum NHS Contribution'

Schemes tagged with the below will count towards the planned **Out of Hospital spend** from the NHS min:

- **Area of spend** selected with anything except 'Acute'
- **Commissioner** selected as 'ICB' (if 'Joint' is selected, only the NHS % will contribute)
- **Source of funding** selected as 'Minimum NHS Contribution'

2023-25 Revised Scheme types

Number	Scheme type/ services	Sub type	Description
1	Assistive Technologies and Equipment	1. Assistive technologies including telecare 2. Digital participation services 3. Community based equipment 4. Other	Using technology in care processes to supportive self-management, maintenance of independence and more efficient and effective delivery of care. (eg. Telecare, Wellness services, Community based equipment, Digital participation services).
2	Care Act Implementation Related Duties	1. Independent Mental Health Advocacy 2. Safeguarding 3. Other	Funding planned towards the implementation of Care Act related duties. The specific scheme sub types reflect specific duties that are funded via the NHS minimum contribution to the BCF.
3	Carers Services	1. Respite Services 2. Carer advice and support related to Care Act duties 3. Other	Supporting people to sustain their role as carers and reduce the likelihood of crisis. This might include respite care/carers breaks, information, assessment, emotional and physical support, training, access to services to support wellbeing and improve independence.
4	Community Based Schemes	1. Integrated neighbourhood services 2. Multidisciplinary teams that are supporting independence, such as anticipatory care 3. Low level social support for simple hospital discharges (Discharge to Assess pathway 0) 4. Other	Schemes that are based in the community and constitute a range of cross sector practitioners delivering collaborative services in the community typically at a neighbourhood/PCN level (eg: Integrated Neighbourhood Teams) Reablement services should be recorded under the specific scheme type 'Reablement in a person's own home'
5	DFG Related Schemes	1. Adaptations, including statutory DFG grants 2. Discretionary use of DFG 3. Handyperson services 4. Other	The DFG is a means-tested capital grant to help meet the costs of adapting a property; supporting people to stay independent in their own homes. The grant can also be used to fund discretionary, capital spend to support people to remain independent in their own homes under a Regulatory Reform Order, if a published policy on doing so is in place. Schemes using this flexibility can be recorded under 'discretionary use of DFG' or 'handyperson services' as appropriate
6	Enablers for Integration	1. Data Integration 2. System IT Interoperability 3. Programme management 4. Research and evaluation 5. Workforce development 6. New governance arrangements 7. Voluntary Sector Business Development 8. Joint commissioning infrastructure 9. Integrated models of provision 10. Other	Schemes that build and develop the enabling foundations of health, social care and housing integration, encompassing a wide range of potential areas including technology, workforce, market development (Voluntary Sector Business Development: Funding the business development and preparedness of local voluntary sector into provider Alliances/ Collaboratives) and programme management related schemes. Joint commissioning infrastructure includes any personnel or teams that enable joint commissioning. Schemes could be focused on Data Integration, System IT Interoperability, Programme management, Research and evaluation, Supporting the Care Market, Workforce development, Community asset mapping, New governance arrangements, Voluntary Sector Development, Employment services, Joint commissioning infrastructure amongst others.
7	High Impact Change Model for Managing Transfer of Care	1. Early Discharge Planning 2. Monitoring and responding to system demand and capacity 3. Multi-Disciplinary/Multi-Agency Discharge Teams supporting discharge 4. Home First/Discharge to Assess - process support/core costs 5. Flexible working patterns (including 7 day working) 6. Trusted Assessment 7. Engagement and Choice 8. Improved discharge to Care Homes 9. Housing and related services 10. Red Bag scheme 11. Other	The eight changes or approaches identified as having a high impact on supporting timely and effective discharge through joint working across the social and health system. The Hospital to Home Transfer Protocol or the 'Red Bag' scheme, while not in the HICM, is included in this section.
8	Home Care or Domiciliary Care	1. Domiciliary care packages 2. Domiciliary care to support hospital discharge (Discharge to Assess pathway 1) 3. Short term domiciliary care (without reablement input) 4. Domiciliary care workforce development 5. Other	A range of services that aim to help people live in their own homes through the provision of domiciliary care including personal care, domestic tasks, shopping, home maintenance and social activities. Home care can link with other services in the community, such as supported housing, community health services and voluntary sector services.
9	Housing Related Schemes		This covers expenditure on housing and housing-related services other than adaptations; eg: supported housing units.
10	Integrated Care Planning and Navigation	1. Care navigation and planning 2. Assessment teams/joint assessment 3. Support for implementation of anticipatory care 4. Other	Care navigation services help people find their way to appropriate services and support and consequently support self-management. Also, the assistance offered to people in navigating through the complex health and social care systems (across primary care, community and voluntary services and social care) to overcome barriers in accessing the most appropriate care and support. Multi-agency teams typically provide these services which can be online or face to face care navigators for frail elderly, or dementia navigators etc. This includes approaches such as Anticipatory Care, which aims to provide holistic, co-ordinated care for complex individuals. Integrated care planning constitutes a co-ordinated, person centred and proactive case management approach to conduct joint assessments of care needs and develop integrated care plans typically carried out by professionals as part of a multi-disciplinary, multi-agency teams. Note: For Multi-Disciplinary Discharge Teams related specifically to discharge, please select HICM as scheme type and the relevant sub-type. Where the planned unit of care delivery and funding is in the form of Integrated care packages and needs to be expressed in such a manner, please select the appropriate sub-type alongside.

11	Bed based intermediate Care Services (Reablement, rehabilitation in a bedded setting, wider short-term services supporting recovery)	1. Bed-based intermediate care with rehabilitation (to support discharge) 2. Bed-based intermediate care with reablement (to support discharge) 3. Bed-based intermediate care with rehabilitation (to support admission avoidance) 4. Bed-based intermediate care with reablement (to support admissions avoidance) 5. Bed-based intermediate care with rehabilitation accepting step up and step down users 6. Bed-based intermediate care with reablement accepting step up and step down users 7. Other	Short-term intervention to preserve the independence of people who might otherwise face unnecessarily prolonged hospital stays or avoidable admission to hospital or residential care. The care is person-centred and often delivered by a combination of professional groups.
12	Home-based intermediate care services	1. Reablement at home (to support discharge) 2. Reablement at home (to prevent admission to hospital or residential care) 3. Reablement at home (accepting step up and step down users) 4. Rehabilitation at home (to support discharge) 5. Rehabilitation at home (to prevent admission to hospital or residential care) 6. Rehabilitation at home (accepting step up and step down users) 7. Joint reablement and rehabilitation service (to support discharge) 8. Joint reablement and rehabilitation service (to prevent admission to hospital or residential care) 9. Joint reablement and rehabilitation service (accepting step up and step down users) 10. Other	Provides support in your own home to improve your confidence and ability to live as independently as possible
13	Urgent Community Response		Urgent community response teams provide urgent care to people in their homes which helps to avoid hospital admissions and enable people to live independently for longer. Through these teams, older people and adults with complex health needs who urgently need care, can get fast access to a range of health and social care professionals within two hours.
14	Personalised Budgeting and Commissioning		Various person centred approaches to commissioning and budgeting, including direct payments.
15	Personalised Care at Home	1. Mental health /wellbeing 2. Physical health/wellbeing 3. Other	Schemes specifically designed to ensure that a person can continue to live at home, through the provision of health related support at home often complemented with support for home care needs or mental health needs. This could include promoting self-management/expert patient, establishment of 'home ward' for intensive period or to deliver support over the longer term to maintain independence or offer end of life care for people. Intermediate care services provide shorter term support and care interventions as opposed to the ongoing support provided in this scheme type.
16	Prevention / Early Intervention	1. Social Prescribing 2. Risk Stratification 3. Choice Policy 4. Other	Services or schemes where the population or identified high-risk groups are empowered and activated to live well in the holistic sense thereby helping prevent people from entering the care system in the first place. These are essentially upstream prevention initiatives to promote independence and well being.
17	Residential Placements	1. Supported housing 2. Learning disability 3. Extra care 4. Care home 5. Nursing home 6. Short-term residential/nursing care for someone likely to require a longer-term care home replacement 7. Short term residential care (without rehabilitation or reablement input) 8. Other	Residential placements provide accommodation for people with learning or physical disabilities, mental health difficulties or with sight or hearing loss, who need more intensive or specialised support than can be provided at home.
18	Workforce recruitment and retention	1. Improve retention of existing workforce 2. Local recruitment initiatives 3. Increase hours worked by existing workforce 4. Additional or redeployed capacity from current care workers 5. Other	These scheme types were introduced in planning for the 22-23 AS Discharge Fund. Use these scheme descriptors where funding is used to for incentives or activity to recruit and retain staff or to incentivise staff to increase the number of hours they work.
19	Other		Where the scheme is not adequately represented by the above scheme types, please outline the objectives and services planned for the scheme in a short description in the comments column.

Scheme type	Units
Assistive Technologies and Equipment	Number of beneficiaries
Home Care and Domiciliary Care	Hours of care (Unless short-term in which case it is packages)
Bed Based Intermediate Care Services	Number of beds/placements
Home Based Intermediate Care Services	Packages
Residential Placements	Number of beds/placements
DFG Related Schemes	Number of adaptations funded/people supported
Workforce Recruitment and Retention	WTE's gained
Carers Services	Beneficiaries

Better Care Fund 2023-25 Template

6. Metrics for 2023-24

Selected Health and Wellbeing Board:

North Tyneside

8.1 Avoidable admissions

*Q4 Actual not available at time of publication

		2022-23 Q1 Actual	2022-23 Q2 Actual	2022-23 Q3 Actual	2022-23 Q4 Plan	Rationale for how ambition was set	Local plan to meet ambition
Indirectly standardised rate (ISR) of admissions per 100,000 population (See Guidance)	Indicator value	272.8	280.7	307.7	266.0	Target was not achieved in 2022/23 with continuing pressure experienced at emergency departments. Retained ambition at last years level which was the regional average performance in 2021/22	Supported by the ongoing development of the frailty pathway and the integration of existing provision including mental health roles supporting the multi-disciplinary health and social care approach to delivery. Improvements relating to 2 hour urgent community response and the introduction of virtual ward approach for
	Number of Admissions	656	675	740	-		
	Population	205,985	205,985	205,985	205,985		
	2023-24 Q1 Plan	266	266	266	266		
	Indicator value	266	266	266	266		

>> link to NHS Digital webpage (for more detailed guidance)

Complete:

Yes

Yes

8.2 Falls

		2021-22 Actual	2022-23 estimated	2023-24 Plan	Rationale for ambition	Local plan to meet ambition
Emergency hospital admissions due to falls in people aged 65 and over directly age standardised rate per 100,000.	Indicator value	3,213.8	3,500.0	3,400.0	There was a worsening between 2021/22 and 2022/23 in line with the general understanding of residents presenting later with more complex needs. We are aiming for a 3% improvement on 2022/23	Local falls service consisting of a fall pathway with specialist clinic, local exercise campaign and support, telecare service responding to falls including non injurious falls referred by ambulance service
	Count	1,360	1500	1450		
	Population	43,213	43213	43213		

Public Health Outcomes Framework - Data - OHID (phe.org.uk)

Yes

Yes

Yes

8.3 Discharge to usual place of residence

*Q4 Actual not available at time of publication

		2022-23 Q1 Actual	2022-23 Q2 Actual	2022-23 Q3 Actual	2021-22 Q4 Plan	Rationale for how ambition was set	Local plan to meet ambition
Percentage of people, resident in the HWB, who are discharged from acute hospital to their normal place of residence (SUS data - available on the Better Care Exchange)	Quarter (%)	88.1%	87.6%	87.6%	90.0%	Set a target of 90% which is a small improvement on 2021/22. We are concerned about continuing challenges in homecare capacity because of workforce issues.	Continued development of Carepoint within the integrated frailty service implementing the 'home first' response to hospital discharges. Measures to improve workforce issues in the local care market include paying a fee increase to support the Real Living wage and use of assistive technology solutions to increase the capacity of care in a person's own home.
	Numerator	4,496	4,605	4,676	4,550		
	Denominator	5,101	5,258	5,340	5,055		
	2023-24 Q1 Plan	90.0%	90.0%	90.0%	90.0%		
	Numerator	4,590	4,770	4,860	4,860		
	Denominator	5,100	5,300	5,400	5,400		

Yes

Yes

Yes

8.4 Residential Admissions

		2021-22 Actual	2022-23 Plan	2022-23 estimated	2023-24 Plan	Rationale for how ambition was set	Local plan to meet ambition
Long-term support needs of older people (age 65 and over) met by admission to residential and nursing care homes, per 100,000 population	Annual Rate	497.1	402.3	802.3	588.0	National average rate in 2021/22 was xxx so the 2022/23 represented a better than average performance. Aiming for a 5% reduction in the rate of long term admissions on the basis of availability of new extra care and measures to improve	Additional extra care available from 2022/23 and are now largely filled (approx 100 units), measures to improve workforce issues in local homecare market (e.g. paying a fee increase to support the Real Living Wage) and use of short term
	Numerator	212	178	355	266		
	Denominator	42,649	44,249	44,249	45,235		

Yes

Yes

Long-term support needs of older people (age 65 and over) met by admission to residential and nursing care homes, per 100,000 population (aged 65+) population projections are based on a calendar year using the 2018 based Sub-National Population Projections for Local Authorities in England:

<https://www.ons.gov.uk/releases/subnationalpopulationprojectionsforengland2018based>

8.5 Reablement

		2021-22 Actual	2022-23 Plan	2022-23 estimated	2023-24 Plan	Rationale for how ambition was set	Local plan to meet ambition
Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services	Annual (%)	90.8%	90.0%	90.0%	91.0%	Performance is significantly greater than national average. Aim to maintain and slightly improve this in a year when a restructure of the service continues to bed in and newer staff develop their experience.	Careful management of skill mix within the service to maintain capacity - levels of experience and skill of staff vary due to recruitment issues and the age profile of staff. Restructuring of the service has taken place to deliver this target and to
	Numerator	167	180	180	182		
	Denominator	184	200	200	200		

Yes

Yes

Yes

Please note that due to the demerging of Cumbria information from previous years will not reflect the present geographies.

As such, the following adjustments have been made for the pre-populated figures above:

- Actuals and plans for Cumberland and Westmorland and Furness are using the Cumbria combined figure for all metrics since a split was not available; Please use comments box to advise.
- 2022-23 and 2023-24 population projections (i.e. the denominator for **Residential Admissions**) have been calculated from a ratio based on the 2021-22 estimates.

Better Care Fund 2023-25 Template

7. Confirmation of Planning Requirements

Selected Health and Wellbeing Board:

North Tyneside

	Code	Planning Requirement	Key considerations for meeting the planning requirement These are the Key Lines of Enquiry (KLOEs) underpinning the Planning Requirements (PR)	Confirmed through	Please confirm whether your BCF plan meets the Planning Requirement?	Please note any supporting documents referred to and relevant page numbers to assist the assurers	Where the Planning requirement is not met, please note the actions in place towards meeting the requirement	Where the Planning requirement is not met, please note the anticipated timeframe for meeting it
NC1: Jointly agreed plan	PR1	A jointly developed and agreed plan that all parties sign up to	Has a plan, jointly developed and agreed between all partners from ICB(s) in accordance with ICB governance rules, and the LA; been submitted? <i>Paragraph 11</i> Has the HWB approved the plan/delegated approval? <i>Paragraph 11</i> Have local partners, including providers, VCS representatives and local authority service leads (including housing and DFG leads) been involved in the development of the plan? <i>Paragraph 11</i> Where the narrative section of the plan has been agreed across more than one HWB, have individual income, expenditure and metric sections of the plan been submitted for each HWB concerned? Have all elements of the Planning template been completed? <i>Paragraph 12</i>	Expenditure plan Expenditure plan Narrative plan Validation of submitted plans Expenditure plan, narrative plan	Yes			
	PR2	A clear narrative for the integration of health, social care and housing	Is there a narrative plan for the HWB that describes the approach to delivering integrated health and social care that describes: • How the area will continue to implement a joined-up approach to integration of health, social care and housing services including DFG to support further improvement of outcomes for people with care and support needs <i>Paragraph 13</i> • The approach to joint commissioning <i>Paragraph 13</i> • How the plan will contribute to reducing health inequalities and disparities for the local population, taking account of people with protected characteristics? This should include - How equality impacts of the local BCF plan have been considered <i>Paragraph 14</i> - Changes to local priorities related to health inequality and equality and how activities in the document will address these. <i>Paragraph 14</i> The area will need to also take into account Priorities and Operational Guidelines regarding health inequalities, as well as local authorities' priorities under the Equality Act and NHS actions in line with Core20PLUS5. <i>Paragraph 15</i>	Narrative plan	Yes			
	PR3	A strategic, joined up plan for Disabled Facilities Grant (DFG) spending	Is there confirmation that use of DFG has been agreed with housing authorities? <i>Paragraph 33</i> • Does the narrative set out a strategic approach to using housing support, including DFG funding that supports independence at home? <i>Paragraph 33</i> • In two tier areas, has: - Agreement been reached on the amount of DFG funding to be passed to district councils to cover statutory DFG? or - The funding been passed in its entirety to district councils? <i>Paragraph 34</i>	Expenditure plan Narrative plan Expenditure plan	Yes			
NC2: Implementing BCF Policy Objective 1: Enabling people to stay well, safe and independent at home for longer	PR4	A demonstration of how the services the area commissions will support people to remain independent for longer, and where possible support them to remain in their own home	Does the plan include an approach to support improvement against BCF objective 1? <i>Paragraph 16</i> Does the expenditure plan detail how expenditure from BCF sources supports prevention and improvement against this objective? <i>Paragraph 19</i> Does the narrative plan provide an overview of how overall spend supports improvement against this objective? <i>Paragraph 19</i> Has the intermediate care capacity and demand planning section of the plan been used to ensure improved performance against this objective and has the narrative plan incorporated learnings from this exercise? <i>Paragraph 66</i>	Narrative plan Expenditure plan Narrative plan Expenditure plan, narrative plan	Yes			
Additional discharge funding	PR5	An agreement between ICBs and relevant Local Authorities on how the additional funding to support discharge will be allocated for ASC and community-based reablement capacity to reduce delayed discharges and improve outcomes.	Have all partners agreed on how all of the additional discharge funding will be allocated to achieve the greatest impact in terms of reducing delayed discharges? <i>Paragraph 41</i> Does the plan indicate how the area has used the discharge funding, particularly in the relation to National Condition 3 (see below), and in conjunction with wider funding to build additional social care and community-based reablement capacity, maximise the number of hospital beds freed up and deliver sustainable improvement for patients? <i>Paragraph 41</i> Does the plan take account of the area's capacity and demand work to identify likely variation in levels of demand over the course of the year and build the workforce capacity needed for additional services? <i>Paragraph 44</i> Has the area been identified as an area of concern in relation to discharge performance, relating to the 'Delivery plan for recovering urgent and emergency services'? If so, have their plans adhered to the additional conditions placed on them relating to performance improvement? <i>Paragraph 51</i> Is the plan for spending the additional discharge grant in line with grant conditions?	Expenditure plan Narrative and Expenditure plans Narrative plan Narrative and Expenditure plans	Yes			

Complete:

Yes

Yes

Yes

Yes

Yes

NC3: Implementing BCF Policy Objective 2: Providing the right care in the right place at the right time	PR6	A demonstration of how the services the area commissions will support provision of the right care in the right place at the right time	Does the plan include an approach to how services the area commissions will support people to receive the right care in the right place at the right time? <i>Paragraph 21</i>	Narrative plan	Yes				
			Does the expenditure plan detail how expenditure from BCF sources supports improvement against this objective? <i>Paragraph 22</i> Does the narrative plan provide an overview of how overall spend supports improvement against this metric and how estimates of capacity and demand have been taken on board (including gaps) and reflected in the wider BCF plans? <i>Paragraph 24</i> Has the intermediate care capacity and demand planning section of the plan been used to ensure improved performance against this objective and has the narrative plan incorporated learnings from this exercise? <i>Paragraph 66</i> Has the area reviewed their assessment of progress against the High Impact Change Model for Managing Transfers of care and summarised progress against areas for improvement identified in 2022-23? <i>Paragraph 23</i>	Expenditure plan Narrative plan Expenditure plan, narrative plan Expenditure plan Narrative plan					
NC4: Maintaining NHS's contribution to adult social care and investment in NHS commissioned out of hospital services	PR7	A demonstration of how the area will maintain the level of spending on social care services from the NHS minimum contribution to the fund in line with the uplift to the overall contribution	Does the total spend from the NHS minimum contribution on social care match or exceed the minimum required contribution? <i>Paragraphs 52-55</i>	Auto-validated on the expenditure plan	Yes				

Yes
Yes

Agreed expenditure plan for all elements of the BCF	PR8	Is there a confirmation that the components of the Better Care Fund pool that are earmarked for a purpose are being planned to be used for that purpose?	<p>Do expenditure plans for each element of the BCF pool match the funding inputs? <i>Paragraph 12</i></p> <p>Has the area included estimated amounts of activity that will be delivered, funded through BCF funded schemes, and outlined the metrics that these schemes support? <i>Paragraph 12</i></p> <p>Has the area indicated the percentage of overall spend, where appropriate, that constitutes BCF spend? <i>Paragraph 73</i></p> <p>Is there confirmation that the use of grant funding is in line with the relevant grant conditions? <i>Paragraphs 25 – 51</i></p> <p>Has an agreed amount from the ICB allocation(s) of discharge funding been agreed and entered into the income sheet? <i>Paragraph 41</i></p> <p>Has the area included a description of how they will work with services and use BCF funding to support unpaid carers? <i>Paragraph 13</i></p> <p>Has funding for the following from the NHS contribution been identified for the area:</p> <ul style="list-style-type: none"> - Implementation of Care Act duties? - Funding dedicated to carer-specific support? - Reablement? <i>Paragraph 12</i> 	<p>Auto-validated in the expenditure plan</p> <p>Expenditure plan</p> <p>Expenditure plan</p> <p>Expenditure plan</p> <p>Expenditure plan</p> <p>Narrative plans, expenditure plan</p> <p>Expenditure plan</p>	Yes				Yes
Metrics	PR9	Does the plan set stretching metrics and are there clear and ambitious plans for delivering these?	<p>Have stretching ambitions been agreed locally for all BCF metrics based on:</p> <ul style="list-style-type: none"> - current performance (from locally derived and published data) - local priorities, expected demand and capacity - planned (particularly BCF funded) services and changes to locally delivered services based on performance to date? <i>Paragraph 59</i> <p>Is there a clear narrative for each metric setting out:</p> <ul style="list-style-type: none"> - supporting rationales for the ambition set, - plans for achieving these ambitions, and - how BCF funded services will support this? <i>Paragraph 57</i> 	<p>Expenditure plan</p> <p>Expenditure plan</p>	Yes				Yes

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North Tyneside Council Report to Cabinet Date: 22 May 2023

Title: Public Spaces Protection Orders

Portfolio(s): Environment		Cabinet Member(s): Councillor Sandra Graham
Report from Service Area:	Environment	
Responsible Officer:	Samantha Dand, Director of Environment	Tel: (0191) 643 3442
Wards affected:	All	

PART 1

1.1 Executive Summary:

Tackling environmental crime is a key priority for the Elected Mayor and Cabinet, to ensure that North Tyneside remains a great place to live, work and visit.

Having legal powers available to effectively manage and enforce environmental crime is essential to the quality of life of the community. Public Spaces Protection Orders (PSPOs) provides the Authority with an important enforcement tool.

In October 2020, Cabinet approved the extension of existing PSPOs within the Borough, covering the control of dogs and the consumption of alcohol in public spaces. PSPOs however cannot last for more than 3 years, therefore the PSPOs currently in place will expire in October 2023.

It is proposed that these PSPOs are extended without variation for a further 3 years using the appropriate powers that the Authority has and to continue to work in partnership with Northumbria Police to tackle environmental crime.

This report seeks approval for the commencement of a 4-week consultation exercise to be undertaken based on this proposal.

1.2 Recommendations:

It is recommended that Cabinet:

- i. agree to the commencement of a 4-week consultation exercise on the proposed extension of the Public Space Protection Orders attached at **Appendix 1**, of this report;

- ii. authorise the Director of Environment in consultation with the Cabinet Member for Environment, to take all appropriate steps to undertake the consultation exercise and any ancillary matters relating to it; and
- iii. agree to receive a further report following the conclusion of the consultation exercise to consider the consultation responses and to determine if there are reasonable grounds for the Public Space Protection Orders to be extended for a further period of 3 years.

1.3 Forward Plan:

Twenty-eight days' notice of this report has been given and it first appeared on the Forward Plan that was published on 17 March 2023.

1.4 Council Plan and Policy Framework

This report relates to the following priorities in the 2021-2025 Our North Tyneside Plan:

A secure North Tyneside:

- Council Wardens will work in partnership with Northumbria Police to prevent and tackle all forms of anti-social behaviour.

A Green North Tyneside:

- Council environmental hit squads will crack down on littering.

1.5 Information:

1.5.1 Background

Preventing and tackling all forms of anti-social behavior and cracking down on littering are key objectives of the Our North Tyneside Plan 2021-2025.

In the 2021 Residents Survey conducted by Ipsos on behalf of the local authority, when asked what factors were most important in making somewhere a good place to live residents identified:

- Health services (49% residents)
- Clean streets (46% residents)
- Low levels of anti-social behavior (43% residents).

Perception of community safety is a key driver of resident satisfaction in the local area as a place to live. Residents consider crime and anti-social behavior as important issues and most in need of improvement with results showing a steady increase in concern since 2016.

89% of people in North Tyneside feel safe in their local area during the day, which is consistent to previous years. However, fewer residents, 45%, reported feeling safe after dark, which is a drop of 17 percentage points since 2016. The importance to residents of being able to address crime and tackle anti-social behavior has increased at a national level, as well as locally in North Tyneside.

Over the years, additional officer capacity has been introduced, which includes new community protection wardens and an environmental rapid response team. Also, an additional two fully electric CCTV vehicles have been introduced, along with more mobile CCTV cameras to tackle anti-social behavior and environmental crime.

Having legal powers available to deter environmental crime and to take action when it is appropriate to do so, is key to ensuring that the borough remains a great place to live, work and visit. Public Spaces Protection Orders (PSPOs) provide the Authority with an important and highly visible enforcement tool.

1.5.2 What is a PSPO?

PSPOs were introduced by 'The Anti-social Behaviour, Crime and Policing Act 2014' (the 'Act'). The Act gave powers to local authorities to introduce PSPOs to deal with any particular nuisance or problem having a detrimental effect on the quality of life of those in communities.

A PSPO effectively prohibits specified things from being done or requires certain things to be done in an area covered by it, whilst ensuring that law-abiding members of the public can use and enjoy that area.

A PSPO can be made by the Authority where it is satisfied on reasonable grounds, that two conditions are met:

- 1) Activities carried on in a public place within the borough have had, or are likely to have, a detrimental effect on the quality of life of those living or working in the locality; and
- 2) That the effect, or likely effect, of the activities:
 - a) is, or is likely to be, of a persistent or continuing nature;
 - b) is, or is likely to be, such as to make the activities unreasonable, and
 - c) justifies the restrictions imposed by the PSPO.

1.5.3 PSPOs in North Tyneside

During 2017, proposals to introduce PSPOs resulted in draft Orders being consulted on in accordance with the requirements of the Act. At its meeting on 9 October 2017, Cabinet approved the making of PSPOs within the Borough and these were made on 20 October 2017 and are attached at **Appendix 1** of this report.

On 21 September 2020, Cabinet agreed to the extension of the PSPOs made in October 2017 for a period of 3 years up to 19 October 2023. The Extension Orders are attached at **Appendix 2** of this report. Cabinet is being asked to agree to the commencement of statutory consultation on a further extension of the PSPOs for 3 years.

The PSPOs introduced prohibitions and requirements, and consolidated several existing prohibitions and requirements contained in by-laws and other types of Orders made by the Authority to tackle anti-social behaviour. A summary of the activities controlled by the PSPOs is attached as **Appendix 3** of this report.

The prohibitions and requirements introduced by the PSPOs were aimed at continuing to tackle problems relating to irresponsible dog ownership and the irresponsible

consumption of alcohol in designated public places. However, the opportunity was taken in 2017 to extend some of those controls whilst preserving what was in place under the by-laws or Designated Places Orders in place at that time.

For example, the control of dogs was extended to exclude dogs from all play sites in the Borough, not just some sites, and the restriction on the consumption of alcohol in a public space was extended from specified designated areas to include the whole of the public spaces in the Borough.

PSPOs are enforceable by means of a Fixed Penalty Notice of up to £100 and these can be issued by officers from the Authority and the Police. Court action can be taken against persons who have failed to pay the fixed penalty within the requisite period of time for the offence of failing to comply with the terms of the PSPO. A person who without reasonable excuse, fails to comply with the requirements imposed by a PSPO restricting the consumption of alcohol on conviction can be fined up to £500. A person who without reasonable excuse fails to comply with the terms of a PSPO prohibiting or restricting other types of behaviour on conviction can be fined up to £1,000.

At its meeting on 9 October 2017, Cabinet set the Fixed Penalty Notice amount to be set at the statutory maximum of £100 but this is discounted to £75 if it is paid within 21 days.

The Authority has a published Statement of Enforcement Policy which is based on taking a proportionate approach towards achieving compliance with the law without having to take enforcement action. Considerable community engagement is undertaken by the Authority's community protection and environment teams to achieve that. However, in some circumstances, formal enforcement action is required and PSPOs enable such action to be taken in appropriate circumstances.

Since the extension of the original order in October 2020 and up to 31 March 2023, a total of **244** Fixed Penalty Notices (FPNs) were issued using the PSPOs.

1.5.4 Extension of PSPOs

When a PSPO is made, the Act specifies that it cannot last for more than 3 years unless formally extended. The effect of this is that the existing PSPOs made by the Authority will expire at midnight on 19 October 2023 if they are not extended. However, the Act provides that the Authority may extend the PSPOs for a further period of not more than 3 years. Any proposed extension of the PSPOs cannot take place until the necessary statutory consultation on the proposed extension has taken place in accordance with the Act.

Cabinet is being asked to authorise the commencement of statutory consultation on the extension of the three existing PSPOs. It is proposed that at the end of the consultation exercise a further report will be presented to Cabinet. Cabinet at that stage, having regard to the consultation responses and any other relevant considerations, will be in a position to determine if it is reasonably satisfied that extending the PSPOs is necessary to prevent: -

- a) occurrence or recurrence after the expiry of the PSPOs of the activities identified in the PSPOs; or
- b) an increase in the frequency or seriousness of those activities after the expiry of the PSPOs.

1.5.5 Next Steps

Should Cabinet approve commencement of the consultation exercise on extending the PSPOs then a comprehensive engagement plan will be finalised. The Act requires the Authority to consult with:

- the Chief Officer of Police
- the Police and Crime Commissioner
- the owner or occupier of land within restricted areas
- community representatives that the Authority thinks appropriate.

The engagement plan will meet both the statutory requirements and the Authority's recognised corporate standards for consultation.

The consultation responses will be collated and analysed with recommendations being brought back to a future Cabinet meeting, so that an informed decision can be taken as to whether or not to extend the PSPOs.

1.6 **Decision options:**

The following decision options are available for consideration by Cabinet:

Option 1

To agree to the recommendations set out in Section 1.2 of this report.

Option 2

Not to agree to the recommendation set out in Section 1.2 of this report and instruct that an alternative approach is taken.

Option 1 is the recommended option.

1.7 **Reasons for recommended option:**

Option 1 is recommended. Section 1.5.4 of this report explains that the PSPOs in place within the Borough will expire on 19 October 2023. If the PSPOs are not extended before their expiry they will cease to have effect resulting in the Authority having no controls in place to tackle anti-social behaviour relating to dogs and alcohol across the Borough.

1.8 **Appendices:**

Appendix 1: PSPOs approved by Cabinet and made on 20 October 2017

Appendix 2: Extension Orders approved by Cabinet and made on 2 October 2020

Appendix 3: Summary of activities controlled by PSPOs

1.9 **Contact officers:**

Kimberley Pye, Head of Environment and Safer Neighbourhoods, Tel. (0191) 643 3442
Richard Mitchell, Community and Public Space Protection Manager, Tel. (0191) 643 7710

Samantha Dand, Director of Environment, Tel. (0191) 643 7294

John Barton, Legal Manager, Governance and Regulatory Team, Legal Services, Tel. (0191) 643 5354

David Dunford, Senior Business Partner, Tel. (0191) 643 7027

1.10 Background information:

The following background papers/information have been used in the compilation of this report and are available at the office of the author:

- 1) [The Anti-Social Behaviour, Crime and Policing Act 2014](#)
- 2) [Statutory guidance from Home Office on Anti-social behaviour powers](#)
- 3) [PSPOs: Guidance for councils, LGA](#)
- 4) [North Tyneside Council Statement of Enforcement Policy](#)
- 5) [Cabinet decision, 21 September 2020](#)
- 6) [Cabinet report, 21 September 2020](#)
- 7) [Equality impact assessment](#)

PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

2.1 Finance and other resources

The review process outlined and proposed in this report will be managed within existing budgets. Any additional financial implications will be reported to Cabinet.

2.2 Legal

As stated, the Anti-Social Behaviour, Crime and Policing Act 2014 (the 2014 Act) introduced Public Spaces Protection Orders (PSPOs) as a means of tackling a wide range of anti-social behaviour that can have a detrimental effect on the lives of those living and working in the borough. PSPOs can be used to tackle such issues as litter, vandalism, public drunkenness, and the control of dogs.

The Authority can extend a PSPO for a period of up to 3 years if the Authority is satisfied that it has reasonable grounds for doing so in accordance with section 60(2) of the 2014 Act. A PSPO may be extended under section 60 of the 2014 Act more than once. Before any extension of a PSPO can be made “necessary consultation” has to take place on the proposed extension with those set out in in section 72(4) of the 2014 Act. The Authority to undertake such consultation is now being sought from Cabinet.

The decision on whether or not to extend the PSPO is a Cabinet function because there is nothing in the 2014 Act that specifies that such a decision has to be taken by Council and there is nothing in the Local Authorities (Functions and Responsibilities)(England) Regulations 2000 that indicates that the making of a PSPO is a function that is not the responsibility of Cabinet.

The appropriate length of the consultation depends on the particular circumstances of the PSPO being sought and it is important that councils ensure that the consultation is reasonable and proportionate to the issues under consideration.

2.3 Consultation/community engagement

2.3.1 Internal Consultation

Consultation on the proposal to extend the PSPOs has taken place with the Cabinet Member for Environment and the Cabinet Member for Community Safety and Public Protection.

2.3.2 External Consultation/Engagement

Section 1.5.5 of the report highlights that a statutory consultation process is required by the Act and that an engagement plan will be finalised to meet both the statutory requirements and the Authority's recognised corporate standards for consultation.

2.4 Human rights

In deciding whether or not to make a PSPO the Authority must have particular regard to the rights of freedom of expression and freedom of assembly as set out Articles 10 and 11 of the European Convention of Human Rights respectively.

2.5 Equalities and diversity

An Equality Impact Assessment has been undertaken which will be kept under review during the consultation process. It will be updated prior to finalising and implementing the proposals outlined in the report.

2.6 Risk management

There are no risk management implications arising directly from this report. Risks are managed via the established risk management arrangements in place within Environment which form part of the corporate risk management framework.

2.7 Crime and disorder

The purpose of a PSPO is to provide the Authority and Police with the ability to effectively tackle anti-social behaviour, which can amount to crime and disorder.

2.8 Environment and sustainability

The existence of PSPOs can improve the environment for the community by preventing behaviour that has a detrimental effect on the community from occurring or recurring.

PART 3 - SIGN OFF

- Chief Executive ☒
- Director(s) of Service ☒
- Mayor/Cabinet Member(s) ☒
- Chief Finance Officer ☒
- Monitoring Officer ☒
- Assistant Chief Executive ☒

**THE COUNCIL OF THE BOROUGH OF NORTH TYNESIDE (DOG FOULING OF LAND)
PUBLIC SPACES PROTECTION ORDER 2017**

**SECTION 59
ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014 (“the Act”)**

The Council of the Borough of North Tyneside (“the Authority”) being satisfied that:-

- Dog faeces which are not removed from land forthwith (“the activity”) in public places within the Borough has had a detrimental effect on the quality of life of those in the locality and/or
- It being likely that the activity will be carried on in public places and that it will have such an effect.

And being satisfied that the effect or likely effect of the activity

- a) Is, or is likely to be, of a persistent or continuing nature
- b) Is, or is likely to be, such as to make the activity unreasonable; and
- c) Justifies the restrictions imposed by this Order

And pursuant to the requirements of section 72 of the Act the Authority:-

- a) Having had particular regard to the rights of freedom of expression and freedom of human assembly set out in Articles 10 and 11 of the European Convention of Human Rights; and
- b) Having carried out the necessary consultation, notification and publicity

MAKES this Public Spaces Protection Order under section 59 of the Act

1. This Order applies to all public land within the boundary of the Council of the Borough of North Tyneside which is open to the air and to which the public are entitled or permitted to have access (with or without payment).
2. This Order may be cited as The Council of the Borough of North Tyneside (Dog Fouling of Land) Public Spaces Protection Order 2017 and shall come into force on 20 October 2017 for a period of 3 years unless extended by further Order.

EFFECT OF THE ORDER

The effect of this Order is to impose the following requirements on the use of public land within the boundary of the Council of the Borough of North Tyneside to which this Order applies at all times:-

- a) If a dog defecates at any time within a public space to which this Order applies the person in charge of the dog must remove the faeces from the land forthwith unless he or she has a “reasonable excuse” for failing to do so or the owner, occupier or other person or authority having control of the land has consented (generally and specifically) to his or her failing to do so.
- b) Being unaware of the defecation (whether by reason of not being in the vicinity or otherwise), or not having a device for or other suitable means of removing the faeces, shall not be a “reasonable excuse” for failing to remove the faeces.

EXCEPTIONS

Nothing in this Order shall apply to a person who relies upon a dog trained by a prescribed charity and such person:-

- a) Is registered as a blind person in a register compiled under section 29 of the National Assistance Act 1948; or
- b) Is deaf; or
- c) Has a disability which affects his mobility, manual dexterity, physical coordination or ability to lift, carry or otherwise move everyday objects.

OFFENCE

It is an offence for a person without reasonable excuse to fail to comply with the requirements imposed on him/her by this Order and on conviction is liable to a fine not exceeding level 3 on the standard scale.

FIXED PENALTY NOTICE

A Constable or Authorised Person may issue a Fixed Penalty Notice to anyone he or she has reason to believe has committed an offence by failing to comply with requirements imposed on him or her by this Order. A person served with a Fixed Penalty Notice will have 21 days to pay the fixed penalty of £100. If a person pays the Fixed Penalty within 14 days the fixed penalty will be reduced to £75.00. If payment of the Fixed Penalty is made a person will not be prosecuted.

GENERAL

For the purposes of this Order:-

A 'public place' means any place to which the public or any section of the public has access, on payment or otherwise, as of right or by virtue of express or implied permission.

An 'Authorised Person' means an employee of the Authority, person designated by the Authority to act on its behalf or a Police Community Support Officer.

An 'interested person' means an individual who lives in the restricted area or who regularly works in or visits that area.

Each of the following is 'prescribed charity':-

- Dogs for the Disabled (registered charity number 700454)
- Support Dogs Limited (registered charity number 1088281)
- Canine Partners for Independence (registered charity number 803680)
- Dog A.I.D (registered charity number 1092960)
- Guide Dogs (registered charity number 209617)
- Hearing Dogs for Deaf People (registered charity number 293358)

CHALLENGING THE VALIDITY OF THE ORDER

An interested person may challenge the validity of this Order by applying to the High Court within 6 weeks of it being made. The grounds on which such an application can be made are:-

- That the Authority did not have the power to make the Order or to include particular prohibitions or requirements imposed by the Order, or
- That a requirement under the legislation in relation to the Order has not been complied with, for instance, that no consultation was undertaken.

When an application is made the High Court can decide to suspend the operation of the Order pending the Court's decision, in part or in total. The High Court may uphold the Order, quash it or vary it.

This Order is made the 20th day of October 2017


.....
V M Geary
Head of Law and Governance
and Monitoring Officer

THE COUNCIL OF THE BOROUGH OF NORTH TYNESIDE (DOG CONTROL) PUBLIC SPACES PROTECTION ORDER 2017

SECTION 59 ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014 (“the Act”)

The Council of the Borough of North Tyneside (“the Authority”) being satisfied that:-

- The activities identified below have been carried on in a public place within the Borough and have had a detrimental effect on the quality of life of those in the locality and/or
- It is likely that the activities identified below will be carried on in public places within the Borough and that they will have such an effect.

And that the effect or likely effect of the activities

- a) Is or is likely to be of a persistent or continuing nature
- b) Is or is likely to be such as to make the activity unreasonable; and
- c) Justifies the restrictions imposed by this Order

And pursuant to the requirements of section 72 of the Act the Authority:-

- a) Having had particular regard to the rights of freedom of expression and freedom of human assembly set out in Articles 10 and 11 of the European Convention of Human Rights; and
- b) Having carried out the necessary consultation, notification and publicity

MAKES this Public Spaces Protection Order under section 59 of the Act

1. This Order applies, as the case may be, to the public land described in the Schedules of this Order and shown on the maps attached to this Order, or to all public land within the boundary of the Council of the Borough of North Tyneside being land in the Borough to which the Act applies and which is land protected by the making of this Order (“the restricted areas”).
2. This Order may be cited as The Council of the Borough of North Tyneside (Dog Control) Public Spaces Protection Order 2017 and shall come into force on 20 October 2017 for a period of 3 years unless extended by further Order.

EFFECT OF THE ORDER

The effect of this Order is to impose the following prohibitions and requirements on the use of the restricted areas:-

1. The Exclusion of Dogs from Land

- 1) A person in charge of a dog shall not at any time take a dog on, or permit a dog to enter or remain on, any children’s play area listed in Schedule 1 of this Order and shown on maps 1.1 to 1.55 attached to this Order and between 1 May and 30 September (inclusive) on a beach listed in Schedule 2 of this Order and shown on maps 2.1 to 2.4 attached to this Order unless:-
 - a) He/she has reasonable excuse for failing to do so; or

- b) The owner, occupier or other person or authority having control of the land has consented (generally or specifically) to his/her failing to do so.

2. Dogs to be on a Lead

- 1) A person in charge of a dog shall at all times keep a dog on a lead in the restricted areas listed in Schedule 3 of this Order and shown on maps 3.1 to 3.14 attached to this Order unless:-
 - a) He/she has reasonable excuse for failing to do so; or
 - b) The owner, occupier or other person or authority having control of the land has consented (generally or specifically) to his/her failing to do so.

3. Dogs on Leads by Order

- 1) On any land which is open to the air to which the public are entitled or permitted to have access (with or without payment) within the boundary of the Council of the Borough of North Tyneside a person in charge of a dog shall at all times comply with a direction from a Constable or Authorised Officer to put and keep a dog on a lead unless:-
 - a) He/she has reasonable excuse for failing to do so; or
 - b) The owner, occupier or other person or authority having control of the land has consented (generally or specifically) to the dog remaining off the lead.
- 2) A Constable or Authorised Officer may only give a direction under this Order if such restraint is reasonably necessary to prevent a nuisance or behaviour by the dog that is likely to cause annoyance or disturbance to any other person, or the worrying of an animal or bird.

EXCEPTIONS

Nothing in this Order shall apply to a person who relies upon a dog trained by a prescribed charity and such person:-

- a) Is registered as a blind person in a register compiled under section 29 of the National Assistance Act 1948; or
- b) Is deaf; or
- c) Has a disability which affects his mobility, manual dexterity, physical coordination or ability to lift, carry or otherwise move everyday objects.

OFFENCE

It is an offence for a person without reasonable excuse to comply with the requirements imposed on him/her by this Order and on conviction is liable to a fine not exceeding level 3 on the standard scale.

FIXED PENALTY NOTICE

A Constable or Authorised Person may issue a Fixed Penalty Notice to anyone he or she has reason to believe has committed an offence by failing to comply with requirements imposed on him or her by this Order. A person served with a Fixed Penalty Notice will have 21 days to pay the fixed penalty of £100. If a person pays the Fixed Penalty within 14 days the fixed penalty will be reduced to £75.00. If payment of the Fixed Penalty is made a person will not be prosecuted.

GENERAL

For the purposes of this Order:-

A 'public place' means any place to which the public or any section of the public has access, on payment or otherwise, as of right or by virtue of express or implied permission.

An 'Authorised Person' means an employee of the Authority, person designated by the Authority to act on its behalf or a Police Community Support Officer.

An 'interested person' means an individual who lives in the restricted area or who regularly works in or visits that area.

Each of the following is 'prescribed charity':-

- Dogs for the Disabled (registered charity number 700454)
- Support Dogs Limited (registered charity number 1088281)
- Canine Partners for Independence (registered charity number 803680)
- Dog A.I.D (registered charity number 1092960)
- Guide Dogs (registered charity number 209617)
- Hearing Dogs for Deaf People (registered charity number 293358)

CHALLENGING THE VALIDITY OF THE ORDER

An interested person may challenge the validity of this Order by applying to the High Court within 6 weeks of it being made. The grounds on which such an application can be made are:-

- That the Authority did not have the power to make the Order or to include particular prohibitions or requirements imposed by the Order, or
- That a requirement under the legislation in relation to the Order has not been complied with, for instance, that no consultation was undertaken.

When an application is made the High Court can decide to suspend the operation of the Order pending the Court's decision, in part or in total. The High Court may uphold the Order, quash it or vary it.

This Order was made on 20th day of October 2017


.....

V.M Geary
Head of Law and Governance
and Monitoring Officer

THE COUNCIL OF THE BOROUGH OF NORTH TYNESIDE (CONSUMPTION OF ALCOHOL) PUBLIC SPACES PROTECTION ORDER 2017

SECTION 59 ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014 ("the Act")

The Council of the Borough of North Tyneside ("the Authority") being satisfied that:-

- The consumption of alcohol and/or the refusal to surrender alcohol to a Constable or Authorised Person ("the activity") carried out in a public place within its area has had a detrimental effect on the quality of life of those in the locality and/or
- It being likely that the activity will be carried on in a public place and that it will have such an effect.

And that the effect or likely effect of the activity:-

- a) Is or is likely to be of a persistent or continuing nature
- b) Is or is likely to be such as to make the activity unreasonable; and
- c) Justifies the restrictions imposed by this Order

And pursuant to the requirements of section 72 of the Act the Authority:-

- a) Having had particular regard to the rights of freedom of expression and freedom of human assembly set out in Articles 10 and 11 of the European Convention of Human Rights; and
- b) Having carried out the necessary consultation, notification and publicity

MAKES this Public Spaces Protection Order under section 59 of the Act

1. This Order applies to all public land within the boundary of the Council of the Borough of North Tyneside which is open to the air and to which the public are entitled or permitted to have access (with or without payment) subject to the exceptions listed below.
2. This Order may be cited as The Council of the Borough of North Tyneside, (Consumption of Alcohol) Public Spaces Protection Order 2017 and shall come into force on 20 October 2017 for a period of 3 years unless extended by further Order.

EFFECT OF THE ORDER

The effect of this Order is to impose the following requirements on the use of the restricted areas at all times:-

Where a Constable or Authorised Person reasonably believes that a person is, or has been, consuming alcohol in a restricted area or intends to do so, the Constable or Authorised Person may require the person concerned:-

- (a) Not to consume in a restricted area anything which is or which the Constable or Authorised Person reasonably believes to be alcohol;
- (b) To surrender anything in possession of the person in question which is, or which the Constable or Authorised Person reasonably believes to be alcohol or a container for alcohol.

The Constable or Authorised Person must tell the person in question that failing without reasonable excuse to comply with a requirement imposed by the Constable or Authorised Person is an offence.

OFFENCE

It is an offence for a person without reasonable excuse to comply with the requirements imposed on him by this Order and on conviction is liable to a fine not exceeding level 2 on the standard scale.

FIXED PENALTY NOTICE

A Constable or Authorised Person may issue a Fixed Penalty Notice to anyone he or she has reason to believe has committed an offence by failing without reasonable excuse to comply with a requirement imposed on him or her by a Constable or Authorised Person. A person served with a Fixed Penalty Notice will have 21 days to pay the fixed penalty of £100. If a person pays the Fixed Penalty within 14 days the fixed penalty will be reduced to £75.00. If payment of the Fixed Penalty is made a person will not be prosecuted.

EXCEPTIONS

Nothing in this Order shall apply to:-

- a) Premises (other than council-operated licensed premises) authorised by a premises licence to be used for the supply of alcohol
- b) Premises authorised by a club premises certificate to be used by the club for the supply of alcohol
- c) A place within the curtilage of a premises within (a) or (b)
- d) Premises which by virtue of Part 5 of the Licensing Act 2003 may at the relevant time be used for the supply of alcohol or which, by virtue of that Part, could have been so used within the 30 minutes before that time.
- e) A place where facilities or activities relating to the sale or consumption of alcohol are at the relevant time permitted by virtue of a permission granted under section 115E of the Highways Act 1980 (highway-related issues).
- f) Council-operated licensed premises when the premises are being used for the supply of alcohol, or
- g) Within 30 minutes after the end of a period during which the premises have been used for the supply of alcohol.

GENERAL

For the purposes of this Order:-

A 'public place' means any place to which the public or any section of the public has access, on payment or otherwise, as of right or by virtue of express or implied permission.

An 'Authorised Person' means an employee of the Authority, person designated by the Authority to act on its behalf or a Police Community Support Officer.

An 'interested person' means an individual who lives in the restricted area or who regularly works in or visits that area.

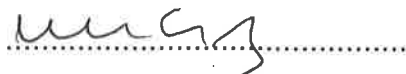
5. CHALLENGING THE VALIDITY OF THE ORDER

An interested person may challenge the validity of this Order by applying to the High Court within 6 weeks of it being made. The grounds on which such an application can be made are:-

- That the Authority did not have the power to make the Order or to include particular prohibitions or requirements imposed by the Order, or
- That a requirement under the legislation in relation to the Order has not been complied with, for instance, that no consultation was undertaken.

When an application is made the High Court can decide to suspend the operation of the Order pending the Court's decision, in part or in total. The High Court may uphold the Order, quash it or vary it.

This Order is made the 20th day of October 2017



V M Geary
Head of Law and Governance
and Monitoring Officer

PUBLIC SPACES PROTECTION ORDER EXTENSION NO. 1 OF 2020

THE COUNCIL OF THE BOROUGH OF NORTH TYNESIDE

SECTION 60

ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014

**THE COUNCIL OF THE BOROUGH OF NORTH TYNESIDE (DOG FOULING OF
LAND) PUBLIC SPACES PROTECTION ORDER 2017**

On the 20th day of October 2017 the Council of the Borough of North Tyneside ("the Authority") being the appropriate local authority and in pursuance of its powers under the Anti-social Behaviour, Crime and Policing Act 2014, made a Public Spaces Protection Order ("the Original Order") which came into force on 20 October 2017 for a period of 3 years from that date, as described in the Schedule.

The Authority in its capacity as a local authority and in pursuance of section 60 the Anti-social Behaviour, Crime and Policing Act 2014 and all other enabling powers, makes the following Order: -

1. The Original Order is extended for a period of 3 years immediately after midnight on 19 October 2020 until midnight on 19 October 2023.

Schedule

(The Original Order)

The Council of the Borough of North Tyneside (Dog Fouling of Land) Public Spaces
Protection Order 2017

Signed



Bryn Roberts

Head of Law and Governance and Monitoring Officer.

Authorised to sign this Order on behalf of the Authority.

This Order was made on the 2ND day of OCTOBER 2020

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PUBLIC SPACES PROTECTION ORDER EXTENSION NO. 2 OF 2020

THE COUNCIL OF THE BOROUGH OF NORTH TYNESIDE

SECTION 60

ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014

**THE COUNCIL OF THE BOROUGH OF NORTH TYNESIDE (DOG CONTROL)
PUBLIC SPACES PROTECTION ORDER 2017**

On the 20th day of October 2017 the Council of the Borough of North Tyneside ("the Authority") being the appropriate local authority and in pursuance of its powers under the Anti-social Behaviour, Crime and Policing Act 2014, made a Public Spaces Protection Order ("the Original Order") which came into force on 20 October 2017 for a period of 3 years from that date, as described in the Schedule.

The Authority in its capacity as a local authority and in pursuance of section 60 the Anti-social Behaviour, Crime and Policing Act 2014 and all other enabling powers, makes the following Order: -

1. The Original Order is extended for a period of 3 years immediately after midnight on 19 October 2020 until midnight on 19 October 2023.

Schedule

(The Original Order)

The Council of the Borough of North Tyneside (Dog Control) Public Spaces
Protection Order 2017

Signed 

Bryn Roberts

Head of Law and Governance and Monitoring Officer.

Authorised to sign this Order on behalf of the Authority.

This Order was made on the 2ND day of OCTOBER 2020

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PUBLIC SPACES PROTECTION ORDER EXTENSION NO. 3 OF 2020

THE COUNCIL OF THE BOROUGH OF NORTH TYNESIDE

SECTION 60

ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014

**THE COUNCIL OF THE BOROUGH OF NORTH TYNESIDE (CONSUMPTION OF
ALCOHOL) PUBLIC SPACES PROTECTION ORDER 2017**

On the 20th day of October 2017 the Council of the Borough of North Tyneside ("the Authority") being the appropriate local authority and in pursuance of its powers under the Anti-social Behaviour, Crime and Policing Act 2014, made a Public Spaces Protection Order ("the Original Order") which came into force on 20 October 2017 for a period of 3 years from that date, as described in the Schedule.

The Authority in its capacity as a local authority and in pursuance of section 60 the Anti-social Behaviour, Crime and Policing Act 2014 and all other enabling powers, makes the following Order: -

1. The Original Order is extended for a period of 3 years immediately after midnight on 19 October 2020 until midnight on 19 October 2023.

Schedule

(The Original Order)

The Council of the Borough of North Tyneside (Consumption of Alcohol) Public
Spaces Protection Order 2017

Signed


Bryn Roberts

Head of Law and Governance and Monitoring Officer.

Authorised to sign this Order on behalf of the Authority.

This Order was made on the 2ND day of OCTOBER 2020

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Public Spaces Protection Orders

Summary of Controlled Activities

Subject	Control	Extent
Alcohol	<u>Consumption</u> The consumption of alcohol in a public space.	Borough-wide
Dog Control	<u>Fouling</u> Dog fouling in a public space and not picking up.	Borough-wide
	<u>Exclusion</u> The exclusion of dogs from play sites.	Within the designated areas
	The exclusion of dogs from specified beaches between 1 May – 30 September.	Within the designated areas
	<u>Leads</u> Requirement to put a dog on a lead in a public space when directed by an authorised officer to do so.	Borough-wide

Full details are published on the Authority's website [here](#).

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North Tyneside Council Report to Cabinet Date 22 May 2023

Title: Connecting Communities – A Strategy for Community Hubs and Libraries

Portfolio(s): Environment Deputy Mayor	Cabinet Member(s): Councillor Sandra Graham Councillor Carl Johnson
Report from Service Area: Environment	
Responsible Officer: Samantha Dand	Tel: (0191) 643 7924
Wards affected: All	

PART 1

1.1 Executive Summary:

Connecting Communities - A Strategy for Community Hubs and Libraries, sets out how the Authority will establish Community Hubs (Hubs) across North Tyneside.

The Hubs aim to make it as easy as possible for people to find out about and access a wide range of wellbeing services, skills and training support, and information and advice delivered by the Authority and its partners. They will build on the wealth of support and activities on offer in North Tyneside on any given day, often delivered by the community and voluntary sector and from locations like faith venues and community centres.

The six Hubs will be single locations from which multiple council and partner services can be accessed and delivered. They will create environments that enable our residents to find the right support, from those best placed to offer it by connecting with other local services ('spokes') in the wider community.

The aim of the strategy is to provide Community Hubs through optimising the use of the Authority's existing Customer First Buildings and Community Centres, ensuring value for money so residents and communities are able to thrive, now and well into the future.

1.2 Recommendation(s):

It is recommended that Cabinet:

(1) agree 'Connecting Communities – A Strategy for Community Hubs and Libraries' appended to this report.

1.3 Forward plan:

28 days' notice of this report has been given and it first appeared on the Forward Plan that was published on 3 March 2023.

1.4 Council plan and policy framework

The Our North Tyneside Plan 2021-2025, sets out bold ambitions for making the Borough an even greater place to live, work and visit by 2025. Community Hubs are fundamental to delivering those ambitions and how we build a thriving North Tyneside.

North Tyneside's Joint Health and Wellbeing Strategy, Equally Well 2021-2025, makes clear the challenge of health inequalities in the Borough. It commits to developing Community Hubs to support people to access services and support, and to create and develop healthy and sustainable places and communities.

The Library Strategy 2016-2021 agreed by Cabinet on 14 November 2016, set out a five-year plan to develop the library service, creating flexible and welcoming public spaces and opportunities for people to meet and participate in the social and cultural life of their community. This new Strategy incorporates a vision for libraries as an integral part of Community Hubs.

The Embedding Equality Programme agreed in 2021 aims to ensure the Authority meets its equality and diversity policy commitments and corporate equality objectives. Three of these objectives focus on ensuring our buildings, services and communications are accessible improving engagement with North Tyneside's diverse communities. Community Hubs will be an integral part of doing this.

The Raising Aspiration, Realising Ambition Strategy 2021-2024, details the North Tyneside Employment and Skills Service's vision to support residents with skills and abilities to realise their ambitions. The physical spaces and range of services delivered by Community Hubs will support the delivery of this vision for residents.

1.5 Information:

1.5.1 Background

On 28 May 2019, Cabinet agreed to explore the Authority's approach to Community Hubs as part of its Customer Service Programme.

On 22 February 2021, Cabinet received a report on the progress of the Customer Service Programme which had been significantly shaped by the Authority's response to the Covid-19 pandemic. The Authority's Covid-19 Recovery Programme directly informed the Customer Service Programme priorities and approach.

At its meeting of 17 October 2022, Cabinet reviewed progress of the Customer Service Programme, including progress to develop a Community Hubs Strategy for the Borough.

1.5.2 Current provision

Currently, there are four Customer First Centres located across the Borough, each featuring a library and customer service offer to residents. There are also two community centres situated in the northwest of the Borough (John Willie Sams and the Oxford Centre). These two centres offer a range of services delivered by the Authority or by partners in the NHS and community and voluntary sector, to support residents to improve their health and wellbeing and access vital support to improve their lives.

A further eight branch libraries provide access to the library service in local areas across the whole of North Tyneside.

There is also a wealth of additional Authority, voluntary, healthcare and other partner providers already operating services in and around the localities served by Customer First Centres and Libraries.

The Authority appreciates that people and communities are using its buildings differently, impacted in part by the Covid-19 pandemic and increasing digital approaches to accessing services such as government welfare benefits. The Authority has seen a significant increase in people choosing to access information, advice and support online, however, it is not the experience of everyone; residents have told the Authority that buildings and face to face services are sometimes still needed and are important to them.

1.5.3 Connecting Communities – A Strategy for Community Hubs and Libraries (Connecting Communities Strategy)

The Connecting Communities Strategy has been developed with the purpose of bringing a range of services together in one location. Essentially, a 'one stop shop' for finding out about or using a wide range of services. These services will focus on promoting good health and wellbeing and strengthening community cohesion.

The Authority over the years, has been building and developing the social infrastructure required for the Connecting Communities Strategy. This includes delivering town centre libraries as part of the four Customer First Centres, an extensive network of branch libraries, state of the art sport and leisure facilities, a vibrant cultural offer, investment in excellent parks and an ongoing commitment to the Borough's public realm, which is part of the Ambition for North Tyneside agreed by Cabinet in 2018.

Strong partnerships such as those with the voluntary and community sector and NHS are mature and tested. In particular, working alongside the Northeast and North Cumbria Integrated Care Board, to prioritise prevention and shift funding towards more preventative services, as well as delivering a proportionate universal offer for all residents.

The Connecting Communities Strategy builds upon the great work that has already been achieved and provides a vision and plan for the future of Community Hubs to ensure they continue to meet and respond to resident need on a local level.

The Strategy has the following five strategic aims:

- **prioritising prevention;** helping to reshape existing funding away from acute health and care services and into preventative action, to tackle long-standing health disparities, improve quality of life, sustain independence, and reduce costs
- **proportionate universalism;** being part of a universal offer across all stages of people's lives, with targeted support where inequality gaps are the widest

- **facilitating digital inclusion;** supporting residents to get online and engage with digital services by choice, rather than being forced online or left behind
- **valuing communities;** as active partners, ensuring services are able to respond and be flexible to evolving need, and
- **making best use of the Borough's social infrastructure,** including open spaces, to help people be physically active and connect with others

1.5.4 Scope of the Connecting Communities Strategy

Connecting and coordinating people and place – the Connecting Communities Strategy sets out an ambition for six reimagined Community Hubs developed from existing services at:

- Wallsend Customer First Centre
- North Shields Customer First Centre
- Whitley Bay Customer First Centre
- The White Swan Centre, Killingworth
- John Willie Sams Centre, Dudley and
- The Oxford Centre, Longbenton.

The six Hubs will:

- **Understand local need** - each Hub will have an ongoing role working with local communities to understand their needs
- **Know what resources are available** - success of the Hubs will be reliant upon the detailed knowledge the hub teams have of their local area and the resources on offer to support and signpost residents
- **Collaborate** - Hubs will attract and host relevant Authority and partner services which address the wellbeing needs of the communities they serve
- **Connect local services** –Hubs will take a proactive role in working with other partner services and providers in their area and will foster close relationships with these spokes
- **Connect people to resources** - each of the six Hubs will have a single, integrated welcome point designed to help people navigate and make best use of what the Hub has to offer

Delivering services and support - each Hub will offer:

- **Increased access to libraries** – which includes a review of opening hours across libraries
- **Increased access to customer services** – supporting people to find out about and apply for Authority services and to help with concerns about the services they receive already.

- **Community meeting spaces and community activities** - the six Hubs will provide spaces for groups and organisations to meet and deliver activities, complementing the wider local offer
- **Digital inclusion support** – Hub teams will have the right equipment, knowledge and training to support people to be digitally included
- **Support to improve health, wellbeing and resilience** - supporting people to tackle their health and wellbeing needs, develop networks and build community resilience so they can make informed choices and access universal health and wellbeing support.

1.5.5 Delivery of the Connecting Communities Strategy

An 18-month Delivery Plan will be developed and progress will be monitored by the North Tyneside Health and Wellbeing Board, as part its monitoring of the Equally Well 2021-2025, action plan. This Strategy is part of the work to create and develop healthy and sustainable places and communities and will be monitored by this subgroup of the overall Board.

A detailed benefits realisation plan will also be developed as part of the Delivery Plan, to ensure that close attention can be paid to how progress is being delivered against the stated outcomes for the strategy and the Hubs.

1.6 **Decision options:**

The following decision options are available for consideration by Cabinet:

Option 1

Cabinet approves the recommendations at paragraph 1.2 of this report.

Option 2

Cabinet does not approve the recommendations at paragraph 1.2 of this report.

Option 3

Ask officers to make amendments to the Connecting Communities Strategy and bring a further report to Cabinet for it to consider those amendments.

Option 1 is the recommended option.

1.7 **Reasons for recommended option:**

Option 1 is recommended for the following reason:

North Tyneside's Health and Wellbeing Strategy Equally Well 2021-2025, makes clear the challenge of health inequalities in the Borough. The strategy will ensure that the Authority's buildings and services are focussed on meeting local need, continually reviewing and targeting support where its most needed helping to reduce the underlying causes of health inequalities.

The Connecting Communities Strategy also provides a refreshed plan for Libraries.

1.8 Appendices:

Appendix 1 - Connecting Communities – A Strategy for Community Hubs and Libraries

1.9 Contact officers:

Samantha Dand, Director of Environment, tel. (0191) 643 7294
Haley Hudson, Customer Services and Digital Strategy Manager, tel. (0191) 643 7008
Paul Youlden, Head of Sport Leisure and Libraries, tel. (0191) 643 5363
David Dunford, Senior Business Partner, tel. (0191) 643 7027

1.10 Background information:

The following background papers/ information have been used in the compilation of this report and are available at the office of the author:

- (1) Report to Cabinet - We Listen, We Care - Customer Service Programme End of Phase Two Review 17 October 2022
<https://democracy.northtyneside.gov.uk/documents/s10006/We%20Listen%20We%20Care%20-%20Customer%20Service%20Programme%20End%20of%20Phase%20Two%20Review.pdf>
- (2) Report to Cabinet – An Ambition for North Tyneside Update 21 February 2022
<https://democracy.northtyneside.gov.uk/documents/s7901/An%20Ambition%20for%20North%20Tyneside%20-%20Update.pdf>
- (3) Health and Wellbeing Board Equally Well Strategy 2021-2025
<https://my.northtyneside.gov.uk/sites/default/files/web-page-related-files/Health%20and%20Wellbeing%20Strategy%202021-2025%20single%20pages.pdf>
- (4) Report to Cabinet – North Tyneside Council Customer Service Programme 22 February 2021
<https://democracy.northtyneside.gov.uk/documents/s5490/North%20Tyneside%20Customer%20Service%20Programme.pdf>
- (5) Report to Cabinet – A Digital Strategy for North Tyneside 20 January 2020
<https://democracy.northtyneside.gov.uk/documents/s2638/A%20Digital%20Strategy%20for%20North%20Tyneside.pdf>
- (6) Report to Cabinet - We Listen and We Care NTC Customer Service Programme 28 May 2019
<https://democracy.northtyneside.gov.uk/documents/s798/We%20Listen%20and%20We%20Care%20North%20Tyneside%20Council.pdf>
- (7) Report to Cabinet – Corporate Equality and Diversity Policy and Corporate Equality Objectives Review 27 March 2023
<https://democracy.northtyneside.gov.uk/ieListDocuments.aspx?CId=174&MId=822&Ver=4>
- (8) [Equality Impact Assessment](#)

PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

2.1 Finance and other resources

It is expected that there will be no adverse financial impacts from adopting and delivering this Strategy. Any costs will continue to be met from existing Library and Customer First Centre budgets. If any future financial implications arise, these will be brought back to Cabinet and will be considered in any applicable Medium-Term Financial Plan.

2.2 Legal

Public library services are funded and either run or commissioned by local government. Library Authorities (unitary, county or metropolitan borough councils) have a statutory duty under the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient library service for all persons' for all those who live, work or study in the area (section 7). The Act allows for joint working between library authorities and Local Authorities may also offer wider library services (for example, loaning devices, running activities, or providing access to Wi-Fi and computers).

In providing this service, Local Authorities must, among other things:

- encourage both adults and children to make full use of the library service (section 7(2)(b)), and
- lend books and other printed material free of charge for those who live, work or study in the area (in accordance with section 8(3)).

2.3 Consultation/ community engagement

Engagement to develop the Connecting Communities Community Hubs and Library Strategy, took place from July 2022 to January 2023. It consisted of specifically organised engagement events, as well as pre-arranged engagement activities with residents already being undertaken by the Authority's Participation, Advocacy and Engagement team and Healthwatch North Tyneside.

All feedback has been collated into a summary attached to the Connecting Communities Strategy and the content used to shape the Strategy.

Collectively this engagement work gathered the views of 28 organisations, 967 residents, 260 children, young people, parents, and families, and 132 Authority partner staff and volunteers.

2.3.1 Internal Consultation

The following internal engagement sessions were undertaken. Each group received a briefing to outline the background and rationale to the proposed Strategy and were asked to share feedback on a draft model and set of design principles.

- Four workshops with colleagues and teams working within the Authority's Library and Customer Service teams.
- An Authority Leadership Forum session.

- A meeting with representatives from Unison and GMB Trade Unions.
- Lead Members from the Authority's Cabinet.
- North Tyneside Council Culture and Leisure Sub Committee.

2.3.2 Community engagement

The following external engagement was undertaken.

- North Tyneside Council State of the Area Event 2022. Participants took part in a workshop and received a briefing to outline the background and rationale to the proposed Strategy (attached as Appendix One) and were asked to share feedback on a draft model and set of design principles.
- 'Increasing Digital Inclusion and Developing Community Hubs in North Tyneside' - an event with partners in the VCS and NHS. Participants took part in a workshop and received a briefing to outline the background and rationale to the proposed Strategy and were asked to share feedback on the challenges and opportunities of implementing the community hub model, described in the Strategy.

The following activity was arranged as part of wider engagement work undertaken for the Authority. As part of this, participants were asked what they wanted from a Community Hub.

- Big Community Conversation - what are your views on the 5 themes of Our North Tyneside Plan and what would help?
- Family Hubs - what do you want from a Family Hub?
- North Tyneside Council Equally Well Strategy 2022 - what's it like working in North Tyneside localities?

2.4 Human rights

The Community Hubs and Libraries described in the Strategy in Appendix One of this report, will proactively promote fairer access to more services for more residents.

2.5 Equalities and diversity

Delivery of the strategy will contribute to the delivery of the Authority's Embedding Equality Programme.

An initial Equality Impact Assessment (EqIA) has been undertaken for this Strategy and will be reviewed no later than seven months from the date of publication of the Strategy. This will ensure that any impact resulting from the Strategy's Delivery Plan, can be evaluated and where needed, alternative action taken.

Due to the expansion of services on offer, their locations across the Borough and the design principles set out in the Strategy the initial EqIA identifies a positive contribution to:

- eliminating unlawful discrimination, harassment and victimisation,
- advancing equality of opportunity between people who share a protected characteristic and those who do not, and
- fostering good relations between people who share a protected characteristic and those who do not, including tackling prejudice and promoting understanding.

2.6 Risk management

There are no risk implications directly arising from this report.

2.7 Crime and disorder

There are no crime and disorder implications directly arising from this report.

2.8 Environment and sustainability

One of the five strategic aims of the Community Hubs is:

- making best use of the Borough's social infrastructure, including open spaces, to help people be physically active and connect with others.

The Our North Tyneside Plan states that “We will reduce the carbon footprint of our operations and will work with partners to reduce the Boroughs carbon footprint.” This Strategy recognises the climate emergency and overall ambition to reach carbon net zero by 2030. Where possible, Community Hubs will contribute to reducing the council’s carbon footprint, along with encouraging and enabling everyone to reduce their carbon footprint.

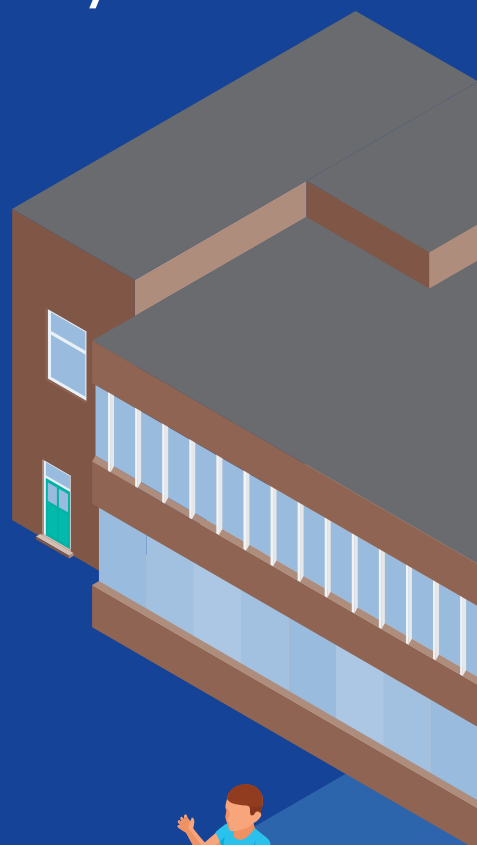
PART 3 - SIGN OFF

- | | |
|-----------------------------|-------------------------------------|
| • Chief Executive | <input checked="" type="checkbox"/> |
| • Director(s) of Service | <input checked="" type="checkbox"/> |
| • Mayor/Cabinet Member(s) | <input checked="" type="checkbox"/> |
| • Chief Finance Officer | <input checked="" type="checkbox"/> |
| • Monitoring Officer | <input checked="" type="checkbox"/> |
| • Assistant Chief Executive | <input checked="" type="checkbox"/> |

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Connecting Communities

A Strategy for Community
Hubs and Libraries
2023 – 2028



North
Tyneside
Council

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1. Foreword

We are delighted to introduce 'Connecting Communities – A Strategy for Community Hubs and Libraries' for North Tyneside Council.

The Our North Tyneside Plan 2021–25 sets out bold ambitions for making the Borough an even greater place to live, work and visit by 2025. Community Hubs and libraries are central to delivering those ambitions and in particular how we build a better North Tyneside, that is thriving.

This strategy will see six Community Hubs (Hubs) established across the borough, developed from existing services and buildings.

The Hubs aim to make it as easy as possible for people to find out about and access, a wide range of wellbeing services, skills and training support, and information and advice delivered by the Authority and its partners. They will build on the wealth of support and activities on offer in North Tyneside on any given day, often delivered by the community and voluntary sector and from locations like faith venues and community centres.

The six Hubs will be single locations from which multiple council and partner services can be accessed and delivered. They will create environments that enable our residents to find the right support, from those best placed to offer it by connecting with other local services ('spokes') in the wider community.

They will make it easier for residents to access services and support, by working jointly with residents and partners, as well as being responsive and flexible to local need and how it changes. Working together as a bigger network with other local spokes they will support

established services and resources like Family Hubs and Living Well North Tyneside, and tackle issues like digital exclusion with support to get online.

These inclusive and welcoming spaces, will become a focal point in each area, constantly refreshing their knowledge of local communities and strengthening their relationships with those it serves and works with. Each Hub will value their local communities as active partners and listen to and respond to their evolving needs.

We encourage everyone reading this Strategy, to consider how they become part of the North Tyneside Community Hub network.



Cllr Carl Johnson, Deputy Mayor



**Cllr Sandra Graham, Cabinet Member
responsible for Environment**

2. Introduction

Typically, Community Hubs are physical buildings that serve as a place to bring people, communities, and commerce together under one roof. Simply put, these Hubs can offer a 'one stop shop' for finding out about or using, a wide range of services. These services are all generally focused on promoting good health and wellbeing and / or strengthening community capital and cohesion.

Whilst Hub buildings are an important feature of this strategy, the benefits and success of each Hub extends far beyond its walls. If successful, the Hubs in this strategy will become important community place shapers, connecting with other hubs, services and partners, with the following strategic aims:

- prioritise prevention by helping to shift funding towards more preventative services that tackle long-standing health disparities, improve quality of life and reduce health and care costs
- deliver proportionate universalism by being part of an offer for all residents young and old, but offering more or tailored support to those who need it most
- help those who are digitally excluded and support digital by choice
- see communities as active partners and listen to and respond to their needs and what's important to them, and
- make the best use of parks, open spaces, and community buildings to help people be physically active and connect with others

This strategy outlines the ambition for six Community Hubs in North Tyneside and it provides a plan on how these Hubs will be developed.

The approach to developing this strategy and realising its ambition, is based on a five-step framework.

Community Hub five stage framework



Steps one to three of the framework are complete, and findings detailed in this strategy. Planning for steps four and five are underway and will be further developed and delivered, during the life of the strategy.

3. Vision and ambition

3.1. Background and Context

Community Hubs are integral to the delivery of the councils' strategic objectives and ambition for North Tyneside.

The Our North Tyneside Plan 2021-2025 sets out the council's ambitions for building a better North Tyneside, making it an even better place to live, work and visit. Community Hubs and libraries are central to delivering those ambitions and in particular, how we build a better North Tyneside that is thriving. Hubs, with libraries as part of the offer, will support a vibrant range of cultural and sporting activities to support the health and wellbeing of our residents.

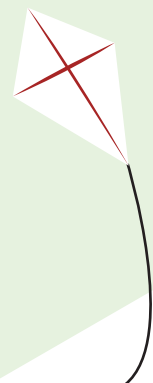
North Tyneside's Joint Health and Wellbeing Strategy, Equally Well 2021-25 is ambitious in its aims to improve the health of residents and reduce health inequalities across the borough. It commits to developing Community Hubs as a way of supporting people to access services and support, creating and developing healthy and sustainable places and communities.

On 28 May 2019 Cabinet agreed to explore the Authority's approach to Community Hubs, as part of its Customer Service Programme. The programme is focussed on understanding and learning from people's experience of the council and using that learning to shape services in the future which deliver good customer service. This strategy has been significantly shaped by learning from the Covid-19 pandemic and the Authority's response to it, as well as the impact and changes to the way people now access services and support.

The Library Strategy 2016-2021 agreed by Cabinet on 14 November 2016 set out a five-year plan to develop the library service creating flexible and welcoming public spaces and opportunities for people to meet and participate in the social and cultural life of their community. This strategy provides a refreshed plan for libraries, central to the Community Hub offer, and role within their local communities and the wider cultural, health and wellbeing services they offer.

Community Hubs will deliver the ambition and priorities of a number of other Authority strategies, plans and partnerships.

- The Ambition for North Tyneside regeneration plan
- Action on Climate Change plan
- North Tyneside's Digital Strategy
- The Raising Aspiration, Realising Ambition Strategy 2021-2024



Community Hubs are not a new concept for North Tyneside, but the scale and ambition of this strategy is. The foundation of Community Hubs has been built over many years in the borough, through key investment and a commitment to key services.

Our libraries will play a crucial role in Community Hubs; they have always had an important role in local communities from lending books, enabling access to computers, early year activities as well as some of the wider cultural, health and wellbeing services they offer. Libraries will be embedded into Community Hubs, fulfilling our responsibility to deliver a comprehensive and efficient library service outlined by the 1964 Public Libraries and Museums Act.

Our role and commitment to working together with partners locally is essential to the success of Community Hubs. In particular working alongside partners in the NHS, to prioritise prevention and shift funding towards more preventative services as well as delivering a proportionate universal offer for all residents young and old, but offering more or tailored support to those who need it most.

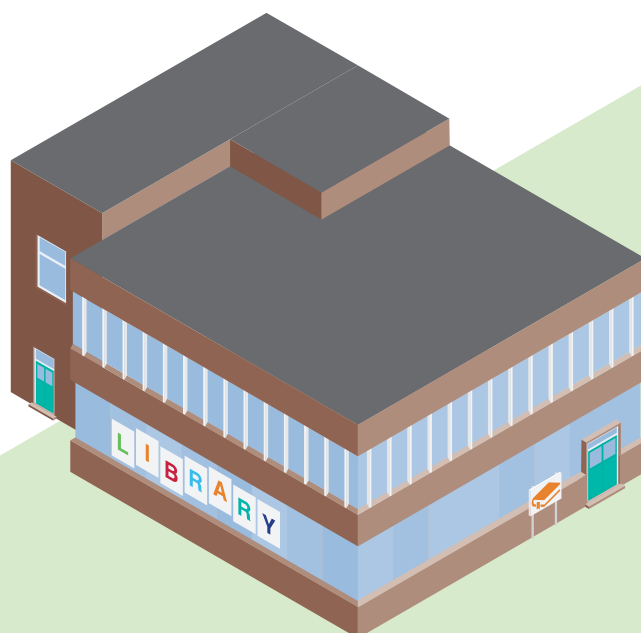
3.2. What we're trying to achieve

We will establish six Community Hubs across North Tyneside. Coordinating and connecting a wealth of existing Borough assets, support and activities, the Hubs will make it as easy as possible, for people to access community services.








They will host multiple council and partner services. They will also be able to direct people to countless more, across the Borough e.g. support provided by our thriving community and voluntary sector and NHS services. They will create safe and inclusive environments, that enable residents to find the right support, from those best placed to provide it.

Working with partners from the community and voluntary sector, healthcare, education, skills and employment, local residents and businesses, each Hub will become a focal point in their area building a trusted, strong support network within communities.

The needs of residents will evolve over time, and the Community Hubs will stay attuned to this and adapt to ensure they are always delivering the best for residents. They will continually look for new and better ways of working, including how they collaborate with partners and communities.



The aims of establishing these Community Hubs are to:

-  increase individual economic prosperity
-  improve digital skills and access
-  increase reading and literacy
-  increase social networks / community activity
-  increase participation within the local community
-  promote community cohesion
-  offer visibility and consistency for customers



3.3. What has already been achieved?

Community Hubs have been developing in North Tyneside for over 10 years with significant investment in the development of community services, a commitment to tackling health inequalities, as well as physical changes to buildings. Community Hubs are not a new concept for North Tyneside, but the scale and ambition of this strategy is.

There is already a strong commitment to investing in our sports and leisure services, library services and green spaces and parks, many of which have already been developed and regenerated. The creation and renovation of sport and leisure buildings to support the health and wellbeing of residents has been significant.

Projects and partnerships have also been developed including the creation of the Spirit of North Tyneside wing at Wallsend Customer First Centre, offering a base for the community and voluntary sector to support each other and develop their offer to residents.

Partnerships with key services have also changed the nature of Customer First Centres with social care teams and public health services being directly delivered alongside community and voluntary services, and health and wellbeing services.

Some of our Community Centres are already developing into Hubs with a range of services and support for their local communities. The John Willie Sams Centre and The Oxford Centre are more progressed in their development offering a range of services and support around health and social care.

We also have a renewed understanding of what local need looks like currently in our communities through local health, economic, and population data. Footfall, demand and customer insight data has highlighted trends and behaviours of our residents inside and outside of our buildings and services that has change the way they access services and support.

Linking this renewed understanding of local need with the activities, services and support offered from not just our buildings but those from local community buildings, has given us an understanding of the gaps. This has shaped the development of the strategy and the approach Hubs will take in understanding and adapting to changing local need.

Engagement with residents, children and families, elected members, Trade Unions, partners, and the community to share ideas and ask for feedback has been integral to developing the Community Hub approach.

3.4. Learning from others

As already mentioned, Community Hubs are not new and in fact the term Hubs is being used more and more locally and nationally to describe buildings that support residents in the heart of communities.

Learning from others about what works and what doesn't has directed our approach to Hubs in North Tyneside. There are already a number of established Hubs across North Tyneside run by our vibrant community and voluntary sector. Each working in slightly different ways but with the same aim to support those living in the community.

We are also part of a National and Regional network for public Libraries who regularly share good practice and learn from each other, and there are national universal offers that demonstrate what should be provided in a good library service.



4. Understanding need

4.1. What data and intelligence do we have about local need?

We know that people and communities are using our buildings differently, impacted in part by the Covid-19 pandemic, increasing digital inclusion or government policies linked to accessing benefits, to name a few. We have seen a significant increase in people choosing to access information, advice and support online, as well as pay for goods and services, and the introduction of apps and websites to help access healthy lifestyle advice and NHS services has also increased.

Despite this shift to an increasingly digital world for many, it is not the experience of everyone; indeed, many services delivered by local authorities, the NHS and the voluntary and community sector, will never be delivered 'digitally'. Residents have told us that buildings and face to face services are sometimes still needed and are important to them.

Digital inclusion and the change in visitors to our buildings is not the only thing driving our approach to Community Hubs. Data and research shows that health, economic and social inequalities exist in North Tyneside and the long term outcomes differ for residents. Digital exclusion, long-term health conditions, and unemployment are impacting many of our residents, particularly for those living in more deprived areas of the borough (9.3% of residents).

Local need in and around our buildings differs from community to community and means that a 'one size fits all' approach is not right. In developing our approach to Hubs, we have developed a detailed understanding of these differences across communities, that's shaped how Hubs should work differently.

By using data and intelligence we have a real opportunity to meet resident need and support communities to thrive.



4.2. What is already in place and what already works?

Community, commercial and council led activities; we know that these activities and services work in our buildings. Our current offer already manages partnership work between many services and external providers.

- **Developing services that serve local communities;** considerable time and investment has already been made in developing Hubs as they are now. This is also true of other venues such as Sport and Leisure Centres and Family Hubs. We are not starting from a point of zero activity.
- **Strong partnerships;** like those developed with the voluntary sector at the Wallsend Hub with the development of the Spirit of North Tyneside wing, were made possible with considerable financial support from the Authority and the North of Tyne Combined Authority. Additionally, partnership work with health providers is particularly strong at the Longbenton hub at the Oxford Centre.
- **The commercial sector;** already plays an important role in providing local services which range from community gyms to the presence of high street banks.

Locally delivered council services; the Care and Connect Service and Active North Tyneside team are both already successfully embedded into communities, and our Housing team and 0-19 Public Health team deliver services and support direct to our customers from the Hubs currently.

The North Tyneside employment and skills service already delivers adult learning courses from our Customer First Centres and other community venues. They are piloting **Working Well North Tyneside** which is a partnership project aiming to make health, employment and skills support available to residents both more visible and accessible.

The library service has also adapted and evolved to continue to deliver library services as well as supporting the wider community. Click and collect services allowed customers to access the library service during the pandemic and national restrictions, and the libraries at home service supported customers with deliveries and phone calls. Use of BorrowBox, the online library service offering e-audios, e-books and e-magazines has also increased in use by residents.

- **Wider support to communities;** our libraries have also offered wider support to the community delivering a range of events online, as well as offering essential digital support to customers who were digitally excluded to claim energy rebate payments. More recently they have been offering a 'warm welcome' across all sites to support residents to not only keep warm but to meet people, take part in activities, and relax in a trusted, safe place.

4.3. What are our customers and partners telling us?

Listening to our customer and partners is also key to the success of Community Hubs. We wanted to make sure that their views drove the Hub approach from the start. We have spoken to over 967 residents, 260 children, young people, parents, and families, 250 partners, elected members, and colleagues to listen to their views on the development of Community Hubs.

There were common themes from the feedback across all stakeholders.

- More information about what's available, when and where, inside and outside of the Hubs. There's no lack of support or services more a lack of understanding, and people don't know where to go to find out about them
- Locality based Hubs which respond to local need. They should understand current issues and pressures faced by residents and communities and develop and flex services to meet their needs
- Working with residents and communities to get it right, through ongoing engagement and strong relationships with partners and services that support each other and ask rather than assume solutions
- Connected Hubs and spokes working together, complementing current support and services, and not competing with each other. Sharing knowledge and understanding of local communities to benefit residents
- Better signage and marketing of the offer of Hubs, so people know what they are what they offer and how they access them



5. A model for Community Hubs in North Tyneside

5.1. Proposal

In North Tyneside there will be six Community Hubs:

- North Shields Community Hub
- Whitley Bay Community Hub
- Wallsend Community Hub
- Killingworth Community Hub at The White Swan Centre
- Longbenton Community Hub at The Oxford Centre
- Dudley Community Hub at the John Willie Sams Centre



These buildings, in locations across the Borough, are at the heart of the communities they support. They have five strategic aims which will contribute:



To deliver these aims we will invest in our teams to give them the tools and training they need to transform the way they work. This will take time and will be an ongoing process with our teams as the needs and demands of the local community change and we adapt to them.

We will ensure that there are clear lines of responsibility within services and that the teams operate in line with our Customer Promise values of *we listen and we care*.

The transformation of the library service is already underway to ensure they are supporting the health and wellbeing needs of the local community; however, this strategy will take that transformation further. Libraries within Community Hubs will develop and flex in order to adapt and grow with communities, partners, and the Authority, to continue to work together and learn from one another.

5.2. Design principles

Community Hubs in North Tyneside will be created based on the following design principles:



Libraries are already a trusted brand locally. We will develop Community Hubs to replicate that a trusted and recognisable brand providing a consistent offer, tailored to local need and understood by residents and local services across each of the six sites. They will be inclusive and welcoming spaces, working together as a single Hub team to address inequality around digital exclusion.

They will add social value by working with spokes and the wider community to ensure the offer to residents compliments existing support and services and does not compete. Hubs and spokes will work together to provide value for money by identifying opportunities and attracting funding, and working in partnership with local services, charities, and organisations.

Hubs will deliver a comprehensive and efficient Library service outlined by the 1964 Public Libraries and Museums Act.

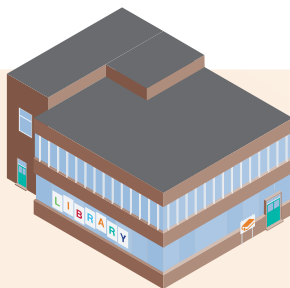
5.3. The Hub model



We recognise that Community Hubs cannot be all things to everyone, so a 'hub and spoke' operating model has been designed. The premise of this design is to form a cohesive network of support and services for residents to access.

Each of the Hubs will connect to other organisations, services and assets in the community ('the spokes'). Relationships and networks will be developed to ensure they understand how each other works and support residents, and partnership and joint working. Within each hub there will be a Library offer, access to council customer services and digital support, information, advice and signposting to other spokes locally, as well as to our excellent parks, beaches and green spaces.

There are five spoke categories:



1. Branch libraries

A further eight branch libraries across North Tyneside extend the library offer to more residents in smaller communities. They offer library services across three days each week however two of these branch libraries will increase their opening hours and access at the John Willie Sams Centre Hub and the Oxford Centre Hub.

2. Family Hubs

Family Hubs have been developed to encourage more families to access a range of services offered through different agencies. Family Hubs mirror and complement Community Hubs offering free activities, early help and support to families and like Hubs, they reflect the need of local communities.



3. Other council services

Public Health 0-19 service, Adult Social Care, Housing and the Employment and Skills services are already being delivered in part from Hubs and offer residents vital information and support on a range of wellbeing issues, including improving their health, and their access to employment opportunities and good quality housing.



4. GP practices, community centres and groups

GP practices offer vital health advice and support to residents, working together with community, mental health, social care, pharmacy, hospital and voluntary services to offer proactive, personalised, coordinated and more integrated health and social care for people close to home. A wide range of community groups across North Tyneside offer tailored support for residents who need support most, often from locations like faith venues and community centres.



5. Charities and voluntary organisation

The wealth of support and activities offered by partners in the community and voluntary sector on any given day is significant. They work with some of our communities with the highest level of need, providing services that are responsive, innovative and user-led and which make a significant contribution to key priorities such as health and wellbeing, the environment, employability and tackling loneliness.



Underpinning the model, is a digital offer, which recognises the shift to and preference of some residents to access services and support digitally. The digital offer will as a minimum include:

- North Tyneside Council website
- The NHS website
- Living Well North Tyneside, an existing online directory and website which brings together activities, services and support in North Tyneside for the benefit of residents and people working in communities.
- Employment and skills website
- The People's Network, a network of free to use PCs in every library in North Tyneside.
- Free wifi

The digital offer will also include digital support from those working in the Hubs and access to devices within the Hubs for those who need more support to get online. The digital offer is also more than websites and support to get online. It will also be ambitious in supporting residents to learn new IT and digital skills to improve their employment opportunities.

5.4. What the six Community Hubs will offer

Each Community Hub will connect and coordinate people and places, as well as deliver services and support. Over the period of this strategy we will:

- **Connecting and coordinating – place and people**

The success of the Community Hubs will be reliant upon detailed knowledge of their local area and the resources on offer. The Hubs will continually review this information and maintain systems and processes, so they can use it to signpost and connect people to local resources, local spokes, as well as to our excellent parks, beaches and green spaces.

Each of the six Hubs, will have a single, integrated welcome point, delivered by expertise from across each Hub and designed to help people navigate and make best use of what the Hub has to offer. The welcome point will provide high quality wellbeing information, signposting, and advice, and connect people to local resources.

As part of their ongoing role in working with its local communities and having a detailed knowledge of their needs, the six Hub leads and their teams will share the intelligence they gather with NHS and local authority strategic commissioners and senior leaders, to influence decision making in future local service design and delivery.

Community Hubs will attract and host relevant authority and partner services which address the wellbeing needs of the communities they serve. Hub leads will cultivate a culture and environment of trust, true collaboration, learning and innovation between partners.



Hub leads will take a proactive role in connecting local services by working with other hubs (spokes) and services in their area. They will foster relationships between those resources, hosting events and sharing information, to promote a coordinated response to meeting community needs.

- **Delivering services and support**

Each Hub will deliver a library service. Opening hours at the Oxford Centre and John Willie Sams Centre will be increased offering an extended library services to their communities. Library services at the six Community Hubs and branch libraries will focus on:

- **Promoting reading and literacy across all ages**

Reading support and resources from birth through activities such as Bookstart, Rhymetime and the Summer Reading Challenge will inspire children to read for pleasure, as well as supporting the curriculum and local Schools.

Vibrant, diverse and inclusive reading materials for all ages will help customers connect through shared reading alongside an events programme offering creative writing competitions and workshops, supported by local writers and authors.



- **Delivering of health and wellbeing activities**

Development of the 'warm welcome' offer will encompass activities to help customers connect and improve their mental health, as well as targeted support to young people and families to combat holiday hunger. Connecting customers through shared activities and social events will be supported by a workforce that Make Every Contact Count and who promote and deliver public health information and services, particularly for the most vulnerable in the community.

Mainstreaming the Ann Cleeves Reading for Wellbeing project and building capacity for outreach, providing a library service for those who can't get to a library.



- **Providing information about local services and encouraging use and access to digital resources, skills and training**

Modernising the digital resources available to customers through digital skills and training and fast, fit for purpose technology supported by a digitally able workforce.

Welcoming and working with partners in Library spaces to maximise digital inclusion through information, advice and activities, and promotion of digital online library services like e-audios, e-books and e-magazines from "Borrowbox".

Libraries will build on their role as a trusted source of information and offer residents an effective enquiry service from a single point of contact.



- **Fostering use and value of local culture and creativity**

Celebrate local history and culture by widening access to discover resources and celebrating local history month.

Stimulate creativity with Maker technology as well as a delivering a diverse programme of events and activities for all ages.



- **Exploring how branch library buildings can be further utilised by the local community**

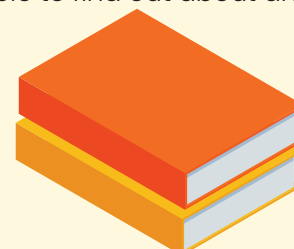
Extending the use of branch libraries as venues for cultural and creative activity and using knowledge of local need and provision to increase the community use of these venues.

- **Customer Services**

Each Hub will deliver the authority's Customer Services offer supporting people to find out about and apply for Authority services. This will continue to be a strong feature of the six Community Hubs and represents an increase in the customer services offer to cover all six Community Hubs.

This service will continue to offer customers:

- Face to face advice and support
- Telephone advice and support
- Online advice and support



In order to add social value, the six Hubs will provide spaces for groups and organisations to meet and deliver activities. This will always complement the wider local offer and never compete with existing resources or the local economy.

Promoting digital inclusion is one of the strategic aims of this Strategy. Every member of the Hub team will have the right equipment, knowledge and training to support all customers with digital access, skills, motivation and confidence. Each of the Hubs will provide access to digital resources that address barriers to digital inclusion.

The Hubs will provide opportunities to support health and wellbeing, developing networks and working alongside communities to understand the challenges they face. We will develop a plan to operate a team of Health and Well-being Connectors from the Hubs to help people have more control over their health and lives.

The libraries within the Customer First Centres and Community Centres will be fully integrated into the operation of the Hubs, and branch libraries will play a key role as access points within local neighbourhoods. A greater emphasis on outreach will see the library teams, as part of their role in Hubs, working out in the community to engage and connect people, to be visible and pro-active.



6. How we get there

Over the next few months, a full implementation plan will be developed to take forward the delivery of the vision and approach for Community Hubs as outlined in this strategy. Implementation will take place over an 18-month period and will cover the following activities:

- Workforce within the Hubs
- Physical access to Hubs
- Branding and Marketing of the offer
- Hub Network development
- Finance and investment



7. How we keep on track

We need to know if our approach and ambition for Community Hubs is working and making a difference. Delivery of the plan will be the responsibility of Sport, Leisure and Library officers within the Environment Directorate. This will be supported by the development of this Hubs and Spokes model through Local Hub Networks.

The Health and Wellbeing Board will have oversight of progress and will monitor implementation through its 'Places and Communities we live in and with' theme. Progress will also be monitored by the appropriate scrutiny Committee of the Authority.

A set of measures for Community Hubs will help to understand the benefits they bring. They will provide evidence of the overall impact and contribution they deliver towards the Authority's strategic objectives, the Our North Tyneside Plan. These measures will be developed as part of implementation and monitored by the Health and Wellbeing Board alongside progress in the creation of Community Hubs.

The Strategy will be reviewed in 2025 in line with the Our North Tyneside Plan.



Notes

[illegible]

North Tyneside Council

Report to Cabinet

Date: 22 May 2023

Title: North Tyneside Creates – A Cultural Plan for North Tyneside 2023–2030

Portfolio(s):	Culture, Tourism and Events	Cabinet Member(s):	Councillor Carl Johnson
Report from Service			
Area:	Regeneration and Economic Development		
Responsible Officer:	John Sparkes, Director of Regeneration and Economic Development		Tel: (0191) 6431441
Wards affected:	All		

PART 1

1.1 Executive Summary:

Investing in culture and transforming the cultural offer in North Tyneside is a key objective of Our North Tyneside Plan. Cultural activity is widely recognised as a key driver of economic regeneration and is central to the place-based agenda of Arts Council England (ACE), as well as the levelling up priorities of the Department for Digital Culture Media and Sport (DCMS).

The transformation of town centres is increasingly driven by the diversity of the offer, beyond the traditional retail offer, and cultural activity is recognised nationally as being key to rebuilding successful town centres. This approach has already been prioritised in North Tyneside through the masterplan work which has been undertaken in North Shields and Wallsend, where cultural developments, through the North Shields Cultural Quarter and the redevelopment of Segedunum, are central to the wider regenerations plans.

The economic drive which cultural and creative industries generate is developed further through the expansion of the employment and skills base and the cross-sector partnerships forged across the public, private and voluntary sectors.

Extensive consultation around the formation of a Cultural Plan for the Borough has been undertaken since April 2022, the detail of which was provided to Cabinet in a report dated 28 November 2022.

That report outlined ten challenges which had arisen from the consultation process as key steps towards transforming the cultural offer across North Tyneside. Cabinet endorsed the outcomes of the consultation as forming the basis of the strategic objectives for a boroughwide cultural plan.

The report of 28 November 2022 authorised the Director of Regeneration and Economic Development, in conjunction with the Cabinet Member and appropriate other Directors, to take all necessary steps to develop the final plan. This included working with key partners to form a cultural partnership to drive forward the monitoring and delivery of the agreed plan.

The plan now has the widespread backing of key partners across the cultural sector and an initial North Tyneside Cultural Partnership meeting was held on 30 March 2023.

The plan, *North Tyneside Creates*, is available at Appendix One for Cabinet consideration and approval.

1.2 Recommendation(s):

It is recommended that Cabinet:

- (1) Approve *North Tyneside Creates* – A Cultural Plan for North Tyneside 2023–2030 (“the Plan”) appended to this report;
- (2) Authorise the Director of Regeneration and Economic Development to work with partners to develop the North Tyneside Cultural Partnership, to drive forward the delivery and monitoring of the Plan; and
- (3) Receive annual updates on progress against the key challenges and strategic objectives of the Plan.

1.3 Forward Plan:

Twenty-eight days notice of this report has been given and it first appeared on the Forward Plan that was published on 17 March 2023.

1.4 Council Plan and Policy Framework

This report relates to the following priorities in the 2020/24 Our North Tyneside Plan:

A thriving North Tyneside
A caring North Tyneside

1.5 Information:

1.5.1 Background

Following agreement with the Cabinet Member for Culture, Sport and Leisure in September 2021, the process of initiating consultation on a cultural strategy for North Tyneside began in April 2022. The agreed approach was that, while the Authority should take the initiative in providing a framework for the cultural offer, the active engagement of the wider public sector, private and voluntary sectors would also be vital. The strategy would be one for the Borough, not just the Authority.

Iain Watson OBE (former Tyne & Wear Archives & Museums Director) and Catherine Hearne (formerly CEO Helix Arts and BBC Executive) were commissioned to undertake a process of consultation which would result in a boroughwide strategy and cultural partnership, consistent with the Arts Council England (ACE) guidance in their ten year plan *Let's Create* (2020–2030), which emphasises the establishment of broad based cultural partnerships, in developing the cultural offer for the benefit of residents and the economy.

1.5.2 Consultation

In the first phase of consultation a programme was mapped out to target all four quarters of North Tyneside and initially invite those working in, or closely with, the cultural sector to share their views on the way forward for culture in North Tyneside. Four engagement sessions took place in April/May 2022 in North Shields, Longbenton, Wallsend and Whitley Bay and were limited to 20 participants per session. In total 57 people participated in this phase of consultation.

Following the initial consultation, a number of gaps were identified in relation to ethnicity, age, disability and sexual identity, which were addressed through a series of bespoke sessions with representatives from those groups. A bespoke session for library managers was arranged as well as a presentation to the Senior Management team in the Authority, through the Leadership Forum, and the wider Regeneration, Economic Development and Culture management team.

Elected Members were engaged through the Culture and Leisure Sub Committee and briefings with the Elected Mayor and Deputy Mayor, as the relevant Cabinet Member.

Wider networks, including the Local Cultural Education Partnership and Culture Health and Wellbeing Network, have commented on emerging themes. Individual conversations were also held with influential cultural leaders, who live in the borough but are not necessarily active in its cultural networks, in order to generate both interest and engagement in cultural activity in North Tyneside.

Wider public consultation was key to the final phase of engagement around the strategy and a survey was widely disseminated to facilitate this. In total 359 responses were received to the public survey, an analysis of which was provided as part of the report to Cabinet on 28 November 2022.

Overall, responses identified a significant degree of engagement in cultural activity; a strong sense of the importance of culture in people's lives; a significant sense that children and young people should have greater access to cultural activity; and a powerful sense that cultural activity makes North Tyneside a better place in which to live, work and visit.

1.5.3 Cultural Partnership

Following the approval of Cabinet on 28 November 2022, a draft Cultural Plan ("the Plan") was prepared and shared with key partners, Authority Officers and the Cabinet Member for Culture, Tourism and Events. Comments were received up until the 4 April 2023 and incorporated into the draft Plan appended to this report.

The Plan reflects the challenges outlined in the report to Cabinet of 28 November 2022; recognises the diversity of the cultural offer in North Tyneside;

and sets out the necessary steps to meet the strategic objectives for the transformation of culture in the Borough.

Organisations were invited to endorse the Plan and add their logo to the draft by way of signalling their support for the approach outlined. A call out was made for the position of Chair of the Cultural Partnership, to work closely with the Authority's Head of Culture on the monitoring and delivery of the Plan. That call resulted in the endorsement of Chair, Katy Fuller (Pinwheel) and Vice-Chair, Stella Hall (Creative Producer) at the inaugural meeting of the North Tyneside Cultural Partnership on 30 March 2023, which saw over 30 representatives from the wider cultural sector in attendance.

The initial meeting worked through the challenges in the Plan with a view to developing initial action points to cover the first two years of the Plan period.

The partners who have signed up to the Plan are committed to working together to meet the challenges outlined, deliver the impacts indicated and improve the cultural life of the residents of North Tyneside.

North Tyneside Creates will be the starting point of an exciting partnership journey, improving the cultural life of all and boosting the growth of the cultural sector.

1.6 Decision options:

The following decision options are available for consideration by Cabinet:

Option 1

To agree the recommendations as outlined at 1.2 and take forward with partners the development of a Cultural Plan for North Tyneside.

Option 2

To reject the recommendations as outlined at 1.2 and not progress the development of a Cultural Plan for North Tyneside.

Option 1 is the recommended option.

1.7 Reasons for recommended option:

Option 1 is recommended for the following reasons:

Option 1

- a) supports the Authority's objective to develop a thriving economy;
- b) is consistent with the objectives of the Authority's Equally Well strategy for health and wellbeing;
- c) supports the strategic objectives of Arts Council England in promoting place based strategies for culture.

1.8 Appendices:

Appendix: *North Tyneside Creates* – A Cultural Plan 2023 – 2030.

1.9 Contact officers:

Steve Bishop, Head of Culture, tel. (0191) 643 7410

David Dunford, Senior Business Partner, tel (0191) 643 7027

1.10 Background information:

The following background papers/information have been used in the compilation of this report and are available at the office of the author:

- (1) *Let's Create* – Arts Council England (2020)

<https://www.artscouncil.org.uk/lets-create>

- (2) <https://democracy.northtyneside.gov.uk/documents/s10450/A%20Cultural%20Strategy%20for%20North%20Tyneside%20Report%20Appendix%201.pdf>

PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

2.1 Finance and other resources

The revenue or capital cost implications of implementing the Cultural Strategy will be assessed in line with current budgets. Any additional financial resources would need to be considered in line with the Budget-setting process and the Medium-Term Financial Plan.

2.2 Legal

There are no direct legal implications arising from the report.

2.3 Consultation/community engagement

2.3.1 Internal Consultation

Elected Mayor and Deputy Mayor Briefings
Culture and Leisure Sub Committee presentations
Senior Leadership Team presentation
Leadership Forum presentation
Library team presentation
Regeneration, Economic Development and Culture team presentation
Corporate Equality Stakeholder Groups

2.3.2 External Consultation/Engagement

Cultural sector/public workshops in North Shields, Longbenton, Wallsend and Whitley Bay
Public survey online and in Customer First Centres
Individual consultations with cultural practitioners, providers and agencies, including Arts Council England, Newcastle University, Northumbria University.
John Spence Community High School students

2.4 Human rights

There are no direct human rights implications arising from the report.

2.5 Equalities and diversity

Presentations were made to North Tyneside Council's Staff Networks Pride, Ethnic Diversity and (Disloc (Disability and Long-term Conditions)).

As a result of the consultation process key challenges for the Plan were identified as:-

- 3. Equality, diversity and inclusion; and
- 8. Addressing inequity in accessing culture

An Equality Impact Assessment was undertaken and endorsed as part of the report to Cabinet of 28 November 2022 and is attached at Appendix One.

2.6 Risk management

Risk will be assessed on a project by project basis upon successful implementation of the strategy.

2.7 Crime and disorder

Evidence suggests that engagement in cultural activity is likely to contribute to a reduced likelihood of engaging in risk taking behaviours and contribute to a reduction in crime and disorder if sustained over the long term.

2.8 Environment and sustainability

There are no environment or sustainability issues arising directly from the report.

PART 3 – SIGN OFF

- Chief Executive ☒
- Director(s) of Service ☒
- Mayor/Cabinet Member(s) ☒
- Chief Finance Officer ☒
- Monitoring Officer ☒
- Assistant Chief Executive ☒

Equality Impact Assessment

1. Proposal details		
Name of the policy/project/process being assessed (subsequently referred to as project)	A Cultural Strategy for North Tyneside	
Purpose of project	To develop a strategy for ongoing investment in, and delivery of, cultural activity across the Borough	
Who is the project intended to benefit?	All residents	
What outcomes should be achieved?	Increased engagement in cultural activity A partnership compact to drive the strategic objectives	
Version of EqIA	1	
Date this version created	20/10/2022	
Confidential	no	
Directorate	Regeneration and Economic Development	
Service	Culture	
	Name	Service or organisation
Principal author	Steve Bishop	Head of Culture
Additional authors	Pete Warne	Operational Manager – Tourism and Events

2. Groups Impacted		
Does the project impact upon?		If yes, what is the estimated number impacted? And the Level of impact this will have on the group (high, medium, low)
Service Users	yes	Audience for any cultural activity. Exact numbers difficult to estimate. (high)
Carers or Family of Service Users	yes	Numbers difficult to estimate but inclusivity of process should open up opportunities for engagement (med)
Residents	yes	All residents are eligible to engage in the range of cultural provision on offer (med)
Visitors	yes	Yes, tourism and the importance of the visitor economy is key to the success of the strategy but exact numbers are difficult to estimate (med)
Staff	yes	Yes, both as residents of the Borough and as service providers who will need a cultural offer to deliver more effective services (med)

Partner Organisations	yes	Partners will be key to the formation of a cultural compact and the delivery and monitoring of a finalised strategy. (high)
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3. Evidence Gathering and Engagement		
	Internal evidence	External Evidence
What evidence has been used for this assessment?	Feedback from SLT presentations, Cabinet Member Briefings and Team presentations Culture and Leisure Sub Committee reports	Reports from Arts Council England DCMS and Creative UK
Have you carried out any engagement in relation to this proposal?	yes	
If yes of what kind and with whom? If no, why not?	4x consultation meetings across the Borough with cultural sector Corporate Equality Group Diversity Network meetings Meetings with University research and cultural engagement providers Senior Leadership Team presentations Leadership Forum presentations Bespoke team presentations Local Cultural Education Partnership Culture Health and Wellbeing Network Culture and Leisure Sub Committee Reports Publicly distributed survey	
Is there any information you don't have?	no	
If yes, why is this information not available?		

4. Impact on Different Characteristics			
Legally Protected Characteristics	Potential Positive Impact Identified	Potential Negative Impact Identified	Description of the potential impact/s and evidence used
Age	yes	no	Targeting of young people to encourage audience engagement and pathways into employment is part of existing

			Cultural and Creative Zone action and will be key to a wider cultural strategy
Disability	yes	no	Awareness of access issues including auditing venues and developing more active consideration of audience positioning in outdoor spaces will be key to a finalised strategy
Gender reassignment	no	no	
Marriage & civil partnership	no	no	
Pregnancy & Maternity	no	no	
Race	yes	no	Active engagement with the regional Culture Against Racism initiative and adherence to Arts Council England's Equality, Diversity and Creativity agenda will help shape programme choices and initiatives
Religion or belief	no	no	
Sex	yes	no	Adherence to Arts Council England's Equality, Diversity and Creativity agenda will help shape programme choices and initiatives
Sexual Orientation	yes	no	Adherence to Arts Council England's Equality, Diversity and Creativity agenda will help shape programme choices and initiatives
Intersectionality	no	no	
Non-legally protected characteristic			
Carers	yes	no	Inclusivity of process should open up opportunities for engagement

5. Achievement of the Authority's public sector equality duty		
Will the proposal contribute to any of the following?		If yes, how?
Eliminate unlawful discrimination, victimisation and harassment	N/A	
Advance equality of opportunity between people who share a	yes	Cultural engagement plans will actively promote access to learning, mentoring and business support within the sector aiming to

protected characteristic and those who do not		advance equality of opportunity between those who share a protected characteristic and those who do not
Foster good relations between people who share a protected characteristic and those who do not	yes	Cultural engagement activities will actively promote collective understanding and challenge prejudice with a view to developing greater understanding between those who share a protected characteristic and those who do not

6. Negative Impacts		
Potential negative impact	Can it be reduced or removed?	If yes how? If no, why not and what alternative options were considered and not pursued?
	Choose an item.	
	Choose an item.	
	Choose an item.	
	Choose an item.	

7. Action Plan				
Actions to gather evidence or information to improve NTC's understanding of the potential impacts on people with protected characteristics and how best to respond to them	Responsible Officer Name	Responsible Officer Service Area	Target Completion Date	Action completed
Establishment of boroughwide cultural compact with a clear Equality, Diversity and Creativity agenda	Steve Bishop	Culture	10/04/2023	Choose an item.
			Calendar	Choose an item.
			Calendar	Choose an item.
Actions already in place to remove or reduce potential negative impacts	Responsible Officer Name	Responsible Officer Service Area	Impact	
AccessAble audit of key facilities	Iain Betham	Asset Management	reduce	

Viewing platform at Mouth of the Tyne Festival (MOTTF)	Pete Warne	Culture	reduce		
Signing on MOTTF Cabaret Stage	Pete Warne	Culture	reduce		
Actions that will be taken to remove or reduce potential negative impacts	Responsible Officer Name	Responsible Officer Service Area	Impact	Target Completion Date	Action completed
Annual review of access arrangements to assess scope for improvements	Steve Bishop	Culture	reduce	29/03/2024	Choose an item.
			Choose an item.	Click or tap to enter a date.	Choose an item.
			Choose an item.	Click or tap to enter a date.	Choose an item.
Actions that will be taken to make the most of any potential positive impact	Responsible Officer Name	Responsible Officer Service Area		Target Completion Date	Action completed
Active promotion of positive adjustments to improve access and promote diverse programming	Steve Bishop Pete Warne	Culture		29/03/2024	Choose an item.
				Click or tap to enter a date.	Choose an item.
				Click or tap to enter a date.	Choose an item.
Actions that will be taken to monitor the equality impact of this proposal once it is implemented	Responsible Officer Name	Responsible Officer Service Area		Target Completion Date	Action completed
Annual Review	Steve Bishop	Culture		20/10/2023	Choose an item.
				Click or tap to enter a date.	Choose an item.

			Click or tap to enter a date.	Choose an item.
Date review of EqIA to be completed	Responsible Officer Name	Responsible Officer Service Area		
20/10/2023	Steve Bishop	Culture		

8. Outcome of EqIA	
Outcome	Please explain and evidence why you have reached this conclusion:
The proposal is robust, no major change is required	The proposal is linked to and actively implements proposed equality and diversity strategies agreed with the Council and Arts Council England. These are reflected in the approaches of key partner organisation who will be part of an ongoing partnership to drive the strategy.

9. Corporate Equality Group Member approval	
Do you agree or disagree with this assessment?	Agree
If disagree, please explain why?	
Name of Corporate Equality Group Member	David Cunningham
Date	21/10/2022

10. Director approval	
Do you agree or disagree with this assessment?	Agree
If disagree, please explain why?	
Name of Director	John Sparkes
Date	21/10/2022

Please return the document to the Author and Corporate Equality Group Member.

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North Tyneside Creates



A Cultural Plan 2023–2030

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North
Tyneside
Council

HELIX
ARTS.

TYNE & WEAR
archives &
museums

LivingArchive

RenderVox
DANCE

North Shields
Heritology Project

VODA



SALT
Arts productions

PLAYHOUSE
Whitley Bay



globe

BN
HD
GROUP



Remembering the past
Resourcing the future



NT
AS

National
Trust



The Vision

To transform the cultural and creative sector in North Tyneside; to boost pride in local communities; to promote individual and community health and wellbeing; to drive economic prosperity, through increased cultural activity and a growing visitor economy.





Foreword

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For many years our aim in North Tyneside has been to make the Borough a great place to live, work and visit. The cultural life of the Borough is key to that aim.

In North Tyneside we have a fantastic programme of events, including the long-running Mouth of the Tyne Festival, combining high profile music with international outdoor arts performance. We are home to many independent cultural initiatives such as Whitley Bay Carnival, Iron Press and Jam Jar Cinema.

In Helix Arts we have the Borough's only Arts Council England National Portfolio Organisation.

We have the Playhouse, Whitley Bay with a fabulous programme of entertainment throughout the year. We have excellent museums at Segedunum, part of the Frontiers of the Roman Empire World Heritage Site, and at Stephenson Steam Railway, reflecting the significant role of the Borough in the birth of the industrial revolution. At St. Mary's Island we have the iconic and nationally famous lighthouse, a key regional symbol as well as a hugely popular visitor attraction.

However, the consultation undertaken throughout 2022, as part of the work towards this cultural plan, has brought to the fore some key challenges which we need to address in the coming years to transform our cultural offer.

Challenges which have been raised in the consultation process include the uneven spread of cultural venues in the Borough and some inequalities in terms of access to cultural provision. These are areas we want to work in partnership to address.

Some steps are already underway. Our partnership with the North of Tyne Combined Authority is bringing investment to support a more diverse town centre visitor offer, through the Cultural and Creative Zone (CCZ) initiative in North Shields, while our wider regeneration programme across the Borough is ensuring that culture is at the heart of our thinking.

Across the sector there are many cultural organisations, tourism businesses, freelance workers, events organisers and volunteers who contribute to the rich cultural ecology we already enjoy in North Tyneside, supporting the cultural life of our communities. Many are still working to recover from the COVID-19 pandemic, which had a significant impact on the cultural and hospitality sectors.

However, we know there are strengths upon which we can build and the key challenges outlined in this cultural plan are the starting point for further development of the sector.

This cultural plan is the first step on an exciting partnership journey, following up on the challenges identified in consultation, to build on our existing strengths and to make sure that we have an outstanding offer that meets the aim of transforming North Tyneside as a cultural centre and ensuring we remain a great place to live, work and visit.

Norma Redfearn

**Dame Norma Redfearn DBE
Elected Mayor of North Tyneside**



Introduction

The development of a unified Cultural Strategy will provide the basis for a transformation of the cultural offer in North Tyneside, promoting new ways of more effectively engaging communities, supporting the wider growth of the cultural sector and contributing towards wider economic recovery and growth.

The COVID-19 pandemic illustrated the vital role of culture in supporting health and wellbeing, when the initial absence of cultural provision was keenly felt and the cultural sector had to find new ways to connect with audiences. The value of shared human experience and the sense of connectedness that cultural activity brings, whether as participant or audience, was key to helping many people navigate and emerge from the darkest days of the pandemic.

Increasingly however, the cultural and creative sector is also recognised as a key economic driver. Creative UK estimate that the cultural and creative industries contributed £115.9bn in GVA to the UK economy in 2019, which is greater than aerospace, automotive, life sciences and oil and gas sectors combined. In addition, the sector is creating jobs at three times the UK average, employing over 2 million people across the UK, while supporting a further 1.4 million jobs across the supply chain, bringing the total number of jobs supported by the creative industries to 3.5 million.

The cultural sector also includes the visitor economy and our key heritage assets. Most recent data indicates that tourism in North Tyneside alone contributed £217m to the local economy, attracting 3.5 million visitors and supporting 2,400 jobs.

However, the impact of COVID-19 on those working in the cultural sector was also significant, with nationally published data suggesting that: "The pandemic had a greater impact on freelance workers, who constituted 62% of the core-creative workforce before the pandemic and only 52% at the end of 2020." Many practitioners struggle to make a living and take part time jobs to support their creative practice.



Work undertaken in areas such as Hull, Coventry and Bradford, which have had successful UK City of Culture bids, has illustrated the importance of a partnership approach and the need to have broad ownership across communities to enable a cultural vision to come to life. The strength of local provision within communities, where it is developed with those communities, has been clearly evidenced.

The common factor in all of these examples has been the role of culture in defining place and driving transformation. While the approach in each area has been different, due to the different geography and history of these locations, the essential role of culture in the process of regeneration and post-pandemic recovery has been a constant. These are examples from which we can learn in North Tyneside and take inspiration in shaping our own bespoke vision, with and for the residents and cultural workforce in the Borough.

Cultural Compacts



Cultural Compacts are for the 'co-creation and co-delivery of an ambitious vision for culture in a place'. (Arts Council England).



The creation of Cultural Compacts was a key recommendation of the UK Cultural Cities Enquiry, an independent enquiry into the cultural resources of Britain's cities, aimed at developing new models that will help arts and culture thrive in our cities.



Cultural Compacts are partnerships designed to support the local cultural sector and enhance its contribution to development, with a special emphasis on cross-sector engagement beyond the cultural sector itself and the local authority.



The North Tyneside Cultural Compact will outline a plan for culture across the Borough up to 2030, embracing the diversity of our communities, culture and creativity, our residents and our businesses.

Culture, Creativity and North Tyneside

North Tyneside has a rich history of cultural activity and a heritage of which we can be proud.

In music, North Tyneside was the home to The Animals in the 1960s, Sting in the 1970s and, more recently, Sam Fender. The Borough also boasts literary talent in the form of playwright Tom Hadaway, novelist Ann Cleeves; performance talent in the shape of Robson Green, Charlie Hardwick and Andrea Riseborough; and historic visual arts significance as the home of the Cullercoats artists, including the renowned US artist Winslow Homer, as well as North Shields based artist Victor Rainbird.

The Borough is increasingly a location for film and TV production; has an economy worth over £4bn a year; and a growing portfolio of inward-investment from national business.

North Tyneside also has a rich history of community arts and local talent continues to emerge from the area's pubs and clubs.

Creativity and the economy

The UK creative industries are a major economic force, contributing over £100bn to the UK economy each year. The creative sector is one of the fastest growing industrial sectors in the UK, growing five times faster than the national economy. Regionally, the value of the creative industries in the North East has increased by 43% since 2010. The North East Case for Culture has contributed towards a greater profile for the region and a recognition of the value of the cultural sector to the economic life of the region. Tourism alone contributed around £217m to the economy in North Tyneside last year.

Continued support for the cultural and creative sector will ensure a thriving North Tyneside will bring more good quality jobs to the area.



Skills and employment

The creative sector in North Tyneside employs around 2,675 people and is home to about 450 businesses. North Tyneside has a talented and skilled workforce with a mix of freelancers, creative workshops and incubator spaces.

Links with the regional university sector at both Newcastle and Northumbria are being strengthened through the establishment of Cultural and Creative Zones (CCZ) and a network of business support, bursaries and talent development will help support the existing creative sector, as well as nurturing growth for the future. This will be important to nurture both creative talent and the technical skills vital to the sector.

Culture across our communities

As part of the Hadrian's Wall Partnership, North Tyneside is linked with a regional asset of international significance which is defining in terms of place, plays a crucial role in the regional tourism economy and supports community wellbeing.

Work through partnership with Tyne & Wear Archives & Museums (TWAM), the Cultural Education Partnership and the Culture Health and Wellbeing Network all provide support for a range of issues that support our communities, contributing to a caring, family-friendly North Tyneside. The scope to bring these partnerships together in a more focussed borough-wide compact will be vital in the development of the cultural plan for North Tyneside.

Our wide-ranging calendar of festivals and events and many cultural locations, provide opportunities for local residents and visitors to engage with performing arts, music, visual arts, cinema, libraries and heritage attractions across North Tyneside.

Tourism and culture
combined employ

5,108

people in North Tyneside



In the cultural sector
alone there are

450

businesses in
North Tyneside

Over
71%

of residents engaged
with arts, museums or
public library activity at
least once in the past
12 months

Tourism alone
contributes an estimated

£217m

to the local economy





Building the cultural offer

Cross-cutting challenges

A number of cross-cutting challenges were identified as part of the Cultural Strategy consultation. These were:

- Climate change – the cultural sector must strive to reduce its carbon footprint and be a leader in contributing to net zero carbon targets.
- Digital offer – building upon the breakthrough in use because of COVID-19, and still a presence in many cultural contexts, we must ensure the online and virtual offer provides greater access while still developing live audiences.
- Equality, diversity and inclusion – the cultural offer in the Borough should reflect the diversity of its population and aim to invest in a more inclusive cultural programme.

Seven sector challenges

Following the consultation work undertaken on the Cultural Strategy, seven challenges were identified as being key to developing a fully-fledged strategy for the Borough. These were as follows:

- Developing networks to bring the sector together
- Recognising super-localism
- Supporting creatives to access funding
- Embedding Culture, Creative and Tourism in Masterplans
- Developing skills and career opportunities
- Culture promoting health and wellbeing
- Addressing inequity in accessing culture

How these challenges are to be met and the transforming impact we anticipate is outlined on the following pages.

Meeting Challenges, Maximising Impact

The following pages will outline how we intend to meet the challenges facing the cultural sector in the coming years and the impact we anticipate in addressing them.

1. Climate change

Partnership – work with partners locally and nationally to develop ways to reduce carbon emissions across all buildings and events.

Outputs – a practical plan aiming to meet net zero carbon targets across the cultural sector.

Impact – Culture and creativity as a lead sector in addressing the climate change agenda.

2. Digital offer

Partnership – working across the public and private sector, and looking to skills from Higher Education and Further Education to explore how the digital offer can increase access and diversify audiences for culture.

Outputs – digital options assessed as part of all creative production and included where practical.

Impact – cultural activity drives digital innovation and the audience base is developed.

3. Equality, diversity and inclusion

Partnership – work with organisations representing the range of people with protected characteristics to ensure programme diversity and improved access to the cultural offer.

Outputs – co-ordinated programme planning and mutual promotion of opportunities and best practice.

Impact – cultural engagement increases across the diversity of communities represented in North Tyneside.

4. Developing networks to bring the sector together

Partnership – building a coalition of the willing to connect cultural activity across North Tyneside, to develop an active cultural compact with a clear action plan.

Outputs – co-ordinated research and evaluation, dialogue between stakeholders and communities with an annual conference.

Impact – cultural activity is central to policy development in the Council and between partners.

5. Recognising super localism

Partnership – address the specific sense of place in North Tyneside’s towns and villages with neighbourhood cultural leads.

Outputs – four cultural production hubs to expand workspace and develop making spaces for production, rehearsal, heritage development and incubator activity.

Impact – culture as a key driver of community development.

6. Supporting creatives to access funding

Partnership – work in partnership to secure high quality income generation training and deliver cultural growth.

Outputs – a hundred individuals a year access training to build confidence, skills and networks.

Impact – creative industries thrive and strengthen the economic base in North Tyneside.

7. Embedding Culture, Creative and Tourism in Masterplans

Partnership – raise the profile and voice of the cultural sector in Masterplan work across the Borough.

Outputs – cultural compact reps with expertise in creative industries.

Impact – culture is the driver for a thriving visitor economy and town centre regeneration.

8. Developing skills and career opportunities

Partnership – recognising Cultural and Creative Zone activity as a catalyst for the wider engagement in the sector.

Outputs – build capacity in the cultural sector and creative industries mentoring a new generation of producers, programmers, curators.

Impact – culture and creative activity is a clear career choice for young people.

9. Addressing inequity in accessing culture

Partnership – increase opportunities with cultural audiences, makers and volunteers to explore diverse heritage and identity.

Outputs – venues programme of 12 cultural events per year, reflecting the cultural diversity and inclusiveness of North Tyneside.

Impact – culture is the catalyst for social change, addressing inequality and challenging barriers to accessing the sector.

10. Culture promoting health and wellbeing

Partnership – collaborate with health partners, through the National Centre for Creative Health (NCCH) structures, to actively promote cultural provision across the life course.

Outputs – outdoor-based cultural events across North Tyneside focussing on specific need, such as child obesity and social isolation.

Impact – culture is embedded in the Equally Well strategy and brings together a unique public and voluntary sector partnership to promote cultural engagement.



The Power of Partnership

North of Tyne Combined Authority

Work with our partners across the region has already brought benefits in terms of additional investment in the culture, creative and tourism sector in North Tyneside. We will look to build upon this relationship and extend it further once the proposed North East Mayoral Combined Authority is established.

Cultural and Creative Zone

A key investment benefit from our regional work is being part of a network of Cultural and Creative Zones (CCZ), funded through the North of Tyne Combined Authority. Alongside Newcastle and Berwick, we have a CCZ in North Shields, which will support cultural and creative businesses, help people develop skills to find jobs in the sector and help drive the redevelopment of the town. Investment in The Exchange, Globe Gallery and a transformed Cultural and Creative Business Centre will be key to this initiative.

History and heritage

North Tyneside is rich in history from the Romans to the Stephensons, the rich history of the fishing industry, coal mining and electrical engineering. A celebration of this history, with an eye to how it can help inform the future, will be a vital part of our cultural plan.





Creative industries

Making North Tyneside a great place to set up and deliver a cultural business will be a key part of the work in the CCZ, but must be reflected across the Borough. This fast-growing sector can help drive economic development, as well as providing exciting new cultural activity for visitors and residents. Finding locations which can support, sustain and aid the development of cultural and creative businesses across the Borough will be a key challenge.



Tourism and hospitality

North Tyneside has been a major tourism destination for many years, boasting fabulous natural assets, a diverse events programme, a range of heritage attractions, including its museums and St. Mary's Lighthouse, and a growing hospitality sector. Building from a successful base will ensure the continuation of growth in this sector well into the future.

Events

An established events programme which includes Mouth of the Tyne Festival, Whitley Bay Carnival, North Tyneside Art Trail, North Sea Weekender and many others will be encouraged to grow and extend the offer to both residents and visitors. This will include making use of town centre developments, which offer new events spaces; extending the events offer at existing sites such as Segedunum and Stephenson Steam Railway; and working with local communities to deliver bespoke events for their areas.

Libraries

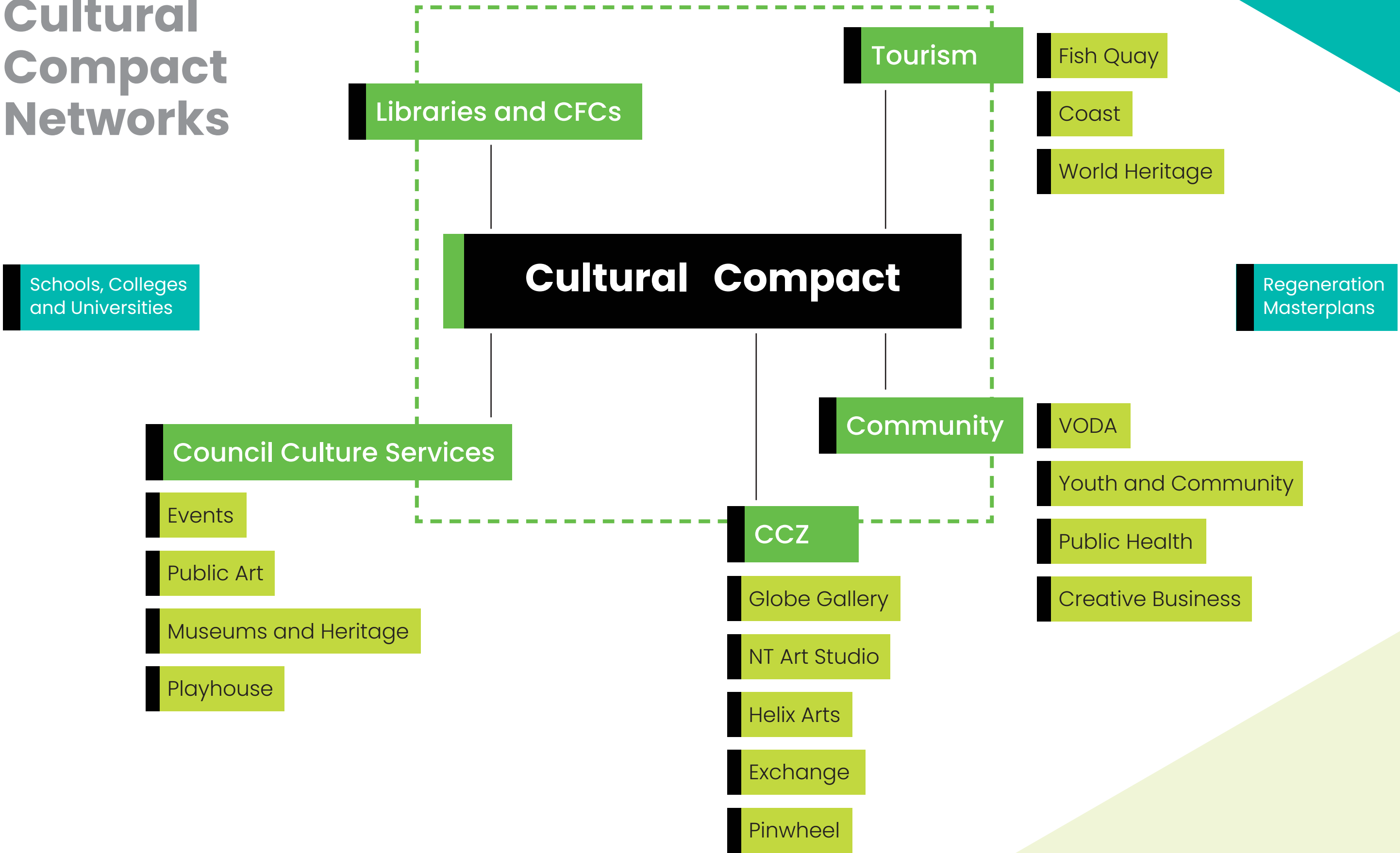
The network of libraries and Customer First Centres across North Tyneside continue to be key access points for literacy, literature and learning, the building blocks of any cultural experience. Author engagement through face-to-face events and promotion, such as through the Northern Children's Book Festival, will be key to ensuring cultural activity is sustained across the life course.

Voluntary and Community Sector (VCS)

Both through the Voluntary Organisations Development Agency (VODA) or independent arts organisations such as Salto Arts, North Tyneside Art Studio and Helix Arts, work with the VCS is vital to the cultural life of North Tyneside. The recent Heritage Action Zones (HAZ) initiative is a good example of co-operative working, as is collaboration with the North Shields Fishing Heritage group to commission public art. These relationships will be vital going forward as the cultural plan is translated into action.



Cultural Compact Networks



Cross Cutting: Climate Change - Online Offer - Equality and Diversity

What's Next?

"We know those who have the arts and museums, libraries and culture more generally in their lives live happier, healthier lives. There is real scientific data that shows that."

Darren Henley CBE, Chief Executive, Arts Council England.

The partners who have signed up to this Cultural Plan will work together to meet the challenges outlined, and deliver the impacts indicated, to improve the cultural life of the residents of North Tyneside.

That will require the creation of a dedicated cross-cultural sector partnership, including those in the business and education sectors, to ensure that the Cultural Plan is translated into action. Progress will be measured from an agreed baseline and regularly monitored through the partnership.

The extent to which culture has an impact upon all walks of life and across a range of services has been illustrated throughout this plan. Encouraging these sectors and services, which benefit from culture, to help refresh, regenerate and invest in the cultural offer will also be vital to the Plan's success.

North Tyneside Creates will be the starting point of an exciting partnership journey, improving the cultural life of all and boosting the growth of the cultural sector

Acknowledgements and Further Reading

Consultation

The consultation process which led to this Cultural Plan was initiated in April 2022, with Iain Watson OBE and Catherine Hearne leading the design and sectoral workshops. Iain's experience of the museum and heritage sector as former Director of Tyne & Wear Archives & Museums, alongside Catherine's background with the BBC and as former Director of Helix Arts, was an invaluable combination. Thanks to both for their efforts in getting us to this point.

Photography

- Cover and back cover – **Paul Norris**
- P3, p4-5, p8 (bottom) and p16 – **John Millard**
- P7 and p11 (bottom) – **North Tyneside Music Education Hub**
- P8 (top) – **Nigel John**
- P8 (second) – **North Shields Heritologists**
- P8 (third) – **Pinwheel/North of Tyne Combined Authority**
- P9 – **Paul Norris**
- P10 – **SRM/Colin Davison**
- P11 (top) and p19 (bottom) – **Carl Joyce**
- P12 – **Paul Levitt**
- P17 – **Stephen Taylor**
- P18 (top) – **Tynemouth Markets**
- P19 (top) – **Libraries Connected**

Further Reading

North Tyneside Council: Our North Tyneside Plan
my.northtyneside.gov.uk/page/19679/our-north-tyneside-plan

Arts Council England: Let's Create Strategy
www.artscouncil.org.uk/lets-create/strategy-2020-2030

Arts Council England: Creative Health and Wellbeing
www.artscouncil.org.uk/creative-health-wellbeing

Arts Council England: A Hight Street Renaissance
www.artscouncil.org.uk/high-street-renaissance

All-Party Parliamentary Group on Arts, Health and Wellbeing: Creative Health
www.culturehealthandwellbeing.org.uk/appg-inquiry

Historic England: Heritage and Society
www.historicengland.org.uk/research/heritage-counts/heritage-and-society

Libraries Connected: Health and Wellbeing
www.librariesconnected.org.uk/universal-offers/health-wellbeing

For further information, please contact:

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North Tyneside Council
Report to Cabinet
Date: 22 May 2023

Title: An Ambition for Wallsend

Portfolio:	Deputy Mayor	Cabinet Member:	Councillor Carl Johnson
Report from Service Area:	Regeneration and Economic Development		
Responsible Officer:	John Sparkes, Director of Regeneration and Economic Development	Tel: (0191) 643 6091	
Wards affected:	Battle Hill, Howdon, Northumberland and Wallsend		

PART 1

1.1 Executive Summary:

On 28 March 2022, the Cabinet received a report that set out a set of policy priorities for Wallsend Town Centre. These priorities were developed with the Deputy Mayor following engagement with the councillors for Battle Hill, Howdon, Northumberland and Wallsend wards to inform a Masterplan for Wallsend which is identified as a priority in Our North Tyneside Plan 2021-2025.

The three policy priorities approved by Cabinet were:

- **Improve the quality of the housing offer in Wallsend;** in particular making the area a focus of the Mayor and Cabinet's plans for 5000 affordable homes and tackling some of the poor quality privately rented housing in the masterplan area;

- **Make the town centre and the nearby neighbourhoods great places to visit and live;** improving the street scene, public spaces and working with partners to make sure people feel safe; and
- **Make sure Wallsend residents are connected to good jobs;** using the full range of tools, including adult education, apprenticeships and the capabilities plus the transport infrastructure around the town to make sure people in the community, who need it, are supported to improve their life chances.

Officers then prepared a draft Masterplan which reflects the Authority's ambition for Wallsend, delivers on the three policy priorities and includes a series of projects to deliver them. The draft Wallsend Masterplan is appended to the report at Appendix 1. This draft Masterplan was approved by Cabinet on 28 November 2022 followed by engagement with residents, businesses and other stakeholders on the plan from 19 January until 3 March.

The purpose of this report is therefore to inform Cabinet of the responses to the draft Wallsend Masterplan and to seek authority for the Chief Executive, Director of Resources and the Director of Regeneration and Economic Development in consultation with the Mayor, Deputy Mayor and Cabinet Member for Finance and Resources to approve the final Masterplan and progress individual projects within it.

1.2 Recommendation(s):

It is recommended that Cabinet:

- (1) Notes the progress made in delivering the Wallsend Town Centre Masterplan since November 2022, and;
- (2) Agrees to the proposed amendments to Project 6: of the draft Wallsend Masterplan 'Housing Streetscape Improvements' set out in section 1.5.5.5 of this report and;
- (3) Subject to recommendation (2) being agreed, authorises the Chief Executive, the Director of Resources and the Director of Regeneration and Economic Development in consultation with the Mayor, Deputy Mayor and Cabinet Member for Finance and Resources to approve the final version of the Wallsend Town Centre Masterplan and to progress the delivery of the Masterplan.

1.3 Forward Plan:

Twenty-eight days' notice of this report has been given and it first appeared on the Forward Plan that was published on 13 February 2023.

1.4 Council Plan and Policy Framework

This report relates to the following themes in the 2021-25 Our North Tyneside Plan:

- A thriving North Tyneside
- A secure North Tyneside
- A green North Tyneside

The Wallsend Masterplan also uses the Local Plan 2017 as a Framework, which sets the planning policies to guide the development and regeneration of Wallsend Town Centre and the adjoining areas.

1.5 Information:

1.5.1 Background

As reported to Cabinet in May 2022, Wallsend has a long and proud history and has played a significant role in shaping the regional and national economy. It's history (and name) dates back to the Roman conquest where it served as the eastern end for Hadrian's Wall.

However, Wallsend is perhaps best known for being an industrial powerhouse in the 19th Century through its worldwide reputation for ship building.

The economic fortunes of Wallsend have since ebbed and flowed. However, there has been a renaissance in advanced manufacturing driven by offshore energy opportunities. The Authority has taken a long-term view around securing sustainable economic growth and sought to ensure that strategic sites, such as Swan Hunter, were retained for employment purposes. The sale of the site to Shepherd Offshore is a significant step in seeing the site brought forward in due course for manufacturing purposes in line with the Authority's objectives.

More recently, the Mayor through the Authority's 'Our North Tyneside Plan' gave a commitment to bring forward a Masterplan for Wallsend Town Centre and, at its meeting on 21 February 2022, Cabinet agreed an update to its regeneration strategy "An Ambition for North Tyneside." That updated strategy made clear that Wallsend Town Centre and its environs were a specific priority.

The Wallsend Masterplan will provide a framework for targeted interventions, when funding permits, within the town centre to deliver on the Authority's policy objectives. The Masterplan will also provide a clear narrative and strong platform from which to launch future funding bids.

1.5.2 What the Authority has achieved so far

Right now:

1. Segedunum: Following approval of £0.499m Museum Estate and Development (MEND) funding from Arts Council England the Authority has completed the first phase of works (new emergency lighting) to the main Segedunum museum building.

In February 2023 the Authority also submitted a Development Phase application for further external funding from the National Lottery Heritage Fund to assist with the delivery of transformational changes to the Segedunum Museum offer.

2. Healthcare Facilities: The Authority worked with partners to support the delivery of the Hadrian Health Centre next to the Forum Shopping Centre, this opened in December 2022.
3. Business Support: Aligning with the Authority's policy priority ensuring that residents are connected to good jobs, the Business Factory has moved to the Town Hall and is continuing to deliver business advice and support.

The Authority also, with funding from the North of Tyne Combined Authority's (NTCA) Towns and High Streets Innovation Programme, appointed a business liaison officer who is working with town centre businesses to develop bespoke business support packages to help businesses start up and grow in Wallsend.

This work is complemented by shopfront improvement grants and business incubator programmes targeting the Market Hall in the Forum shopping centre which has low cost, easy in, easy out flexible space for start-up businesses.

4. Wallsend Hall: The Authority has completed a building condition survey with a view to carrying out some initial works to protect the fabric of the listed building.

The Authority has also published sales particulars (for a 125-year lease) seeking bids from operators who are able to invest in and bring the building back into commercial use. This could be as a wedding/conference/events venue or, subject to planning permission, related uses such as a hotel which contribute to the Authority's policy objectives for Wallsend. The submissions are due back in early June and a preferred operator is due to be selected in late summer.

5. Healthy Happy Places: The Authority supported the work of the Academic Health Science Network (AHSN) who are exploring how design and the built environment can better support mental health and wellbeing. They applied this approach in Wallsend looking at the theme of '*Places of Sanctuary: – how can our towns create and nurture positive mental health and wellbeing for all?*'

The AHSN appointed creative practitioners to work with members of mental health charity, Anxious Minds, to address this question. The outputs were poetry, prose, artwork and animation which can be seen here:

[https://ahsn-nenc.org.uk/what-we-do/improving-population-health/mental-health/healthy-happy-places/happy-healthy-places-projects/wallsend-north-tyneside-places-of-sanctuary/Wallsend, North Tyneside – Places of Sanctuary - AHSN NENC \(ahsn-nenc.org.uk\)](https://ahsn-nenc.org.uk/what-we-do/improving-population-health/mental-health/healthy-happy-places/happy-healthy-places-projects/wallsend-north-tyneside-places-of-sanctuary/Wallsend, North Tyneside – Places of Sanctuary - AHSN NENC (ahsn-nenc.org.uk))

6. The Buddle: The Buddle was transferred by the Authority to Adavo Workspace in 2021. The original intention was to provide office accommodation in a similar way to Wallsend Town Hall. The work was delayed because of the pandemic and Adavo has decided to move away from a solely office-based business centre to also cater for businesses in the health and wellbeing sector where demand continues to be strong.

Adavo has submitted applications for planning permission and listed building consent, and they are continuing to develop their business plan. The Authority will continue to support them in developing their proposals.

7. Former Swan Hunter Shipyard: Shepherd Offshore is making excellent progress in constructing a new quay wall employing North Tyneside based

contractor, Southbay. The Authority is working with Shepherd Offshore under the Tyne Powered initiative to promote the site to potential occupiers.

8. Funding Activity: The Authority has secured £1.94m funding for delivery of activity that contributes to the aims and objectives of the Masterplan through the NTCA Towns and High Streets Innovation Programme. Funding will support events and festivals, business support, shop front grants and capital works to improve walking and cycle routes between the town centre and Segedunum. The Authority has also established a High Street Board with representatives from local businesses, VODA, Wallsend ward councillors, residents and the North Tyneside Business Forum to develop and oversee initiatives and improvements.

The Authority has submitted a bid for £19 million of grant from the Government's Levelling Up Fund to improve public realm around the town centre to create better connectivity between key retail, leisure and cultural sites. Unfortunately, the Authority was informed in January 2023 that it was not successful, and it is understood that Government will invite a third round of bids later in 2023.

1.5.3 The Draft Masterplan

The draft Masterplan proposes fourteen interventions that will deliver the three policy priorities for Wallsend, as identified by Cabinet.

The scope of the Masterplan area was agreed at Cabinet in March 2022. It covers High Street East and West, the Forum shopping centre and Station Road, with their surrounding catchment area of housing. It also includes the Segedunum Roman Fort & Museum and Wallsend riverside as far as Davy Bank. To the north it includes the Parks, Wallsend Hall, and the former Buddle School and arts centre.

In addition, since March 2022 the Authority has been working to better understand the issues, challenges and opportunities in Wallsend focussing in particular on the three policy priorities of housing, place and employment. This work has included:

- A review of recent reports such as the surveys of town centre businesses and customers in 2021 (the "Understanding the Heart of our Town" report)

- An assessment of the town centre's buildings, roads, streets, footpaths and public spaces and development of ideas for improving them
- A review of the local property market to better understand the supply of and demand for homes, shops and offices
- Review of opportunities to support residents in securing employment and improving their skills e.g., adult education and a "Working Well" hub
- Creation of the Tyne Task Force with the NTCA, Port of Tyne, businesses and other local authorities marketing the offshore energy opportunities under the 'Tyne Powered' brand and providing a collective voice to talk to Government.
- A review of traffic flows, transport usage and car parking.
- Working with the Academic Health Science Network who ran an arts project examining how towns can nurture positive mental health and wellbeing

The 14 projects (see pen picture at Appendix 2) are mostly based on a place or building, those covering Business Support, Employment Support and Events & Animation apply throughout the masterplan area:

Project 1 – Wallsend Town Square

Project 2 – High Street West, High Street East and Station Road

Project 3 – Segedunum World Heritage Site Gateway

Project 4 – The Forum

Project 5 – Bus & Metro Station

Project 6 – Housing Streetscape Improvements

Project 7 – Housing Development (New Build & Refurbishment)

Project 8 – Cycle Corridors

Project 9 – Segedunum Transformation

Project 10 – Segedunum Linkages

Project 11 – Historic Buildings & Conservation

Project 12 – Business Support

Project 13 – Employment Support

Project 14 – Events & Animation

1.5.4 Engagement – what the Authority did

As a listening Authority the views of residents, businesses and other interested parties on the draft masterplan have been sought and taken into consideration to help the Authority shape its thinking prior to producing a final version of the plan.

Consultation on the masterplan took place between 19 January and 3 March 2023. Opportunities to view the masterplan and comment were available both digitally and face to face. Before this, officers spoke with some key stakeholders including NewRiver (owners of the Forum), Nexus in relation to the bus/metro station and Tyne & Wear Archives and Museums as operators of Segedunum.

1. Face to face

Eight drop-in sessions were held at Wallsend Customer First Centre, including two Saturdays and one evening session. These sessions provided an opportunity for residents to view display boards and talk to officers.

Paper surveys were available for people to complete and return. The display, copies of the masterplan and surveys, were in place until 3 March. Officers also walked around the town centre and the Battle Hill local centre (Coastway) during the drop-in sessions to encourage shoppers to go to the drop-in sessions or look at the webpages, over 1300 people were spoken to.

Officers also held a face-to-face engagement session with the user participation group from Learning Disability: NorthEast (LDNE) who are based in Park Road, Wallsend. This was arranged following a request from LDNE. The request was made after emails were sent to over 50 voluntary groups active in Wallsend. These emails included a Google drive link to images to share on social media, social media template post, link to surveys and an offer of printed posters.

2. Digital

The regeneration pages on the Authority's website linked to the Ambition for Wallsend page where the draft Masterplan was published. Residents and businesses were able to make comments on-line through a link to the PlaceChangers digital engagement tool.

The Ambition for Wallsend page also included a more detailed Microsoft Forms survey, an opportunity to comment and ask questions via the AmbitionW@northtyneside.gov.uk email address and a 0191-phone number.

Posters and flyers were produced with a QR code enabling people to connect directly to the webpage, these posters were offered to businesses in the town centre along with local schools and community groups.

Engagement was also promoted via 13 posts on the Authority's Facebook and Twitter pages as well as an Ambition for Wallsend Facebook page which amassed 767 followers. The posts amounted to a reach total of 165,617 and an engagement total of 8860. A sponsored social media post targeted those living in and around Wallsend and reached 11,695 people.

The engagement exercise was also promoted by writing to all schools and all businesses on the rating list in the four South West wards as well as the 30 members on the residents' panel in the NE28 Wallsend post code.

1.5.5 Engagement – responses received

A slidedeck at Appendix 3 provides visual analysis of the feedback. This includes a summary of comments received on the individual projects. The main findings are summarised below:

1. PlaceChangers, Microsoft Forms Survey, Paper surveys and email

A total of 176 people responded and supplied feedback as shown here:

	No. of people commenting
PlaceChangers digital tool	144
Microsoft forms	15
Paper surveys	12
Email	5
Total	176

PlaceChangers included a catch all question inviting people to say if they agreed with all 14 projects, 88 people responded to this with 55 (62%) saying they **agreed with all the projects**, 22 (25%) saying they **did not agree with all the projects** and 11 (12.5%) saying they were **unsure/do not want to say**.

2. Levels of support

The Authority sought responses on a project-by-project basis with a question asking people to indicate whether they were **Supportive** or **Not supportive**.

Four of the projects received **100% levels of support**:

Project 9 – Segedunum Transformation (34 responses)

Project 10 – Segedunum Routes to Town Centre (31 responses)

Project 13 – Employment Support (19 responses)

Project 14 – Events and Animation (20 responses)

Nine projects received between **55% and 95% levels of support**:

Project 1 – Town Square (73 responses, 79% supportive)

Project 2 – High Street West, East & Station Road (59 responses, 58 % supportive)

Project 3 – Segedunum WHS Gateway (44 responses, 60% supportive)

Project 4 – The Forum (50 responses, 64% supportive)

Project 5 – Bus & Metro Station (40 responses, 80% supportive)

Project 7 – Housing Development [New Build & Refurbishment] (31 responses, 74% supportive)

Project 8 – Cycle corridor (38 responses, 55 % supportive)

Project 11 – Historic Buildings & Conservation (43 responses, 95% supportive)

Project 12 – Business Support (23 responses, 87% supportive)

There was only one project that received **less than a 50% level of support**:

Project 6 – Housing Streetscape Improvements (49 responses, 29% supportive)

3. Sentiment

The Authority also asked a question that gave people the opportunity to indicate if individual projects were a **Good idea** or **Needed improving**. As might be expected these yielded similar results to the first question albeit without the opportunity to express wholly negative views e.g., state that it was a bad idea.

There was only one project, 9 – Segedunum Transformation, where all responses (34) were that it was a good idea with **none saying the proposal needed improving**.

The full set of responses to this question is in the attachment at Appendix 4 of this report.

4. Commentary and analysis

It is clear there were very high levels of support for heritage projects such as bringing historic buildings back into use and the transformation of Segedunum. There were also very high levels of support for the three projects covering Business Support, Employment Support and Events & Animation.

There were high levels of support (at least 55%) for all the other projects apart from Project 6: Housing Streetscape Improvements where only 29% were supportive and 74% said it needed improving.

The visualisation for Project 6 showed how some road space in the streets south of High Street West (using Vine Street as an example) could be

repurposed as pedestrian friendly space with seating, tree and shrub planting. While there was some support for this there was a greater level of concern for various reasons including the loss of on street parking, that seating would attract anti-social behaviour (ASB) and that the focus should be on the back lanes and deprivation in this area.

For all the other 'public realm' projects proposing improvements to cycle routes, footpaths, roadways and open spaces there was general support. Concerns were raised however about issues such as vehicle access, location of cycle routes and impact on vehicle road space, maintenance, ASB, litter and dog fouling. Specific concern was raised that the tree planting on the paved area north of Buddle Street next to (and part of) Segedunum Roman Fort would not be possible given it forms part of the Scheduled Monument and such planting would damage the underlying archaeology. As such the detailed design will need to respect the archaeology and will be developed in consultation with Historic England.

Housing is one of the three policy priorities in the Masterplan and there were high levels of support for both housing refurbishment and new build housing. Particular comments were made about the importance of redeveloping and refurbishing run-down properties and enforcement where there is empty or dilapidated housing.

Two projects, The Forum and the Bus & Metro Station are owned and controlled by Nexus and NewRiver (a property investment company specialising in retail) respectively. While a majority supported the proposed alterations to The Forum there were suggestions that parking controls be altered to encourage extended visits and a desire for a wider variety of shops. Engagement on the Masterplan coincided with NewRiver's planning application to demolish the Elton Street car park, reconfigure the retail units and create new public realm and surface level parking. This planning application was approved in late February.

The Bus & Metro Station proposal included options from upgrading the existing facility such as tree and shrub planting, provision of a cycle hub to reducing its size and accommodating new build housing. There was support for modernising the bus station as well as concern about ASB and suggestions for improved lighting, shelter and toilets.

5. Proposed amendments to Masterplan

Overall, the responses received across all platforms were broadly positive and generally gave support to the proposals contained in the Masterplan.

The exception was Project 6: Housing Streetscape Improvements where the main concern was the loss of on street parking, as such there may be little appetite for and buy in from residents if the Authority is to pursue proposals that did not cater for current levels of on street parking. As with any schemes that include changes to road space, footways and active travel routes meaningful engagement with residents and businesses will be required before being introduced. It is suggested that Project 6: Housing Streetscape Improvements is amended therefore in the final masterplan so that on street parking continues to be accommodated.

The amendments to the Masterplan in this regard will be consulted on with the Mayor, Deputy Mayor and Cabinet Member for Finance and Resources before any amendment in this regard is finalised.

6. Future engagement

Given the overall support for the proposals should Cabinet be minded to delegate approval of the final version of the Masterplan to officers then it is not proposed to undertake any further consultation or engagement on the Masterplan as a whole. However, for public realm projects then further engagement will take place as detailed design progresses, this applies to the following projects:

Project 1 – Wallsend Town Square

Project 2 – High Street West, High Street East and Station Road

Project 3 – Segedunum World Heritage Site Gateway

Project 5 – Bus & Metro Station

Project 6 – Housing Streetscape Improvements

Project 7 – Housing Development (New Build & Refurbishment)

Project 8 – Cycle Corridors

Project 9 – Segedunum Transformation

Project 10 – Segedunum Linkages

Project 11 – Historic Buildings & Conservation

Further, where individual projects require planning permission, these will be subject to individual consultation where residents, businesses and others will have the opportunity to comment on the planning application.

1.5.6 Next Steps

Subject to Cabinet agreeing to grant authority to officers to produce the final version of the Wallsend Masterplan in consultation with the Elected Mayor and members the proposed next steps include:

- Refining a Delivery Plan for the Masterplan which will set out the timings, delivery partners and potential sources of funding for the projects contained in the Masterplan.
- Progress and support the delivery of those schemes contained in the Masterplan for which funding has been secured.
- Securing external funding for those elements of the Masterplan for which funding is not currently in place.

1.6 Decision options:

The following decision options are available for consideration by Cabinet:

Option 1

To approve the recommendation set out in paragraph 1.2 above.

Option 2

To approve and/or reject some or all of the recommendations set out in paragraph 1.2 above.

Option 1 is the recommended option.

1.7 Reasons for recommended option:

Option 1 is recommended for the following reasons:

The recommended option will enable the Authority to progress the regeneration of Wallsend Town Centre and the individual projects within it.

1.8 Appendices:

Appendix 1: Draft Wallsend Masterplan

Appendix 2: Summary schedule of projects in draft Masterplan

Appendix 3: Consultation feedback analysis

Appendix 4: Sentiment responses

Appendix 5: Masterplan Boundary

1.9 Contact officers:

John Sparkes, Director of Regeneration & Economic Development, 0191 643 1441

Paul Graves, Regeneration Project Manager, 07976 957875

Julie Dodds, Head of Inclusive Economy & Business Development, 07583 042186

Claire Emmerson, Head of Finance, 0191 643 8109

1.10 Background information:

The following background papers/information have been used in the compilation of this report:

- (1) Our North Tyneside Plan 2021-25
<https://my.northtyneside.gov.uk/category/1241/our-north-tyneside-plan>
- (2) Levelling Up Fund Prospectus
<https://www.gov.uk/government/publications/levelling-up-fund-prospectus>
- (3) Accelerated Development Fund Grant Offer – Wallsend Masterplan and A19 Corridor Improvements, Report of the Head of Regeneration and Transport, 31 January 2022:
<https://my.northtyneside.gov.uk/sites/default/files/web-page-related-files/Report%20Accelerated%20Devpt%20Fund%20Grant%20Offer%E2%80%9393Wallsend%20Masterplan-A19%20Corridor.pdf>
- (4) An Ambition for North Tyneside – Update Report of the Director of Regeneration and Economic Development, 21 February 2022:
<https://democracy.northtyneside.gov.uk/documents/s7901/An%20Ambition%20for%20North%20Tyneside%20-%20Update.pdf>

- (5) An Ambition for Wallsend – Report of the Director of Regeneration and Economic Development, 28 March 2022
<https://democracy.northtyneside.gov.uk/documents/s8209/An%20Ambition%20for%20Wallsend.pdf>
- (6) An Ambition for Wallsend – Report of the Director of Regeneration and Economic Development, 28 November 2022
<https://democracy.northtyneside.gov.uk/documents/s10465/An%20Ambition%20for%20Wallsend%20Report%20and%20Appendix%201%20Appendix%202.pdf>
- (7) Agenda and draft minutes of Economic Prosperity Sub-Committee, 21 March 2023
<https://democracy.northtyneside.gov.uk/ieListDocuments.aspx?CId=163&MId=773&Ver=4>

PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

2.1 Finance and other resources

The table below outlines the funding available to the Authority within the Investment Plan and existing approved budgets:

	Funding	Match Funding	Total Project Cost
NTCA Towns and High Streets Innovation Programme	£1.94m	£0	£1.94m
Arts Council England MEND – Segedunum	£0.499m	£0.256m	£0.755m

As projects are developed the direct financial implications will be considered as part of the Investment Plan and the Authority's budget-setting process which will be the subject of future reports to Cabinet. The Authority will continue to actively pursue external funding opportunities to supplement the use of the Authority's own resources.

2.2 Legal

There are no direct legal implications arising from this report. As specific actions are brought forward under the policy priorities set out above the legal implications (if any) for those actions will be identified and reported.

2.3 Consultation/community engagement

2.3.1 Internal Consultation

The Ward members for Battle Hill, Howdon, Northumberland and Wallsend and the relevant Lead Cabinet Members have been briefed. There was also a briefing to all members about the draft Masterplan by the Director of Regeneration & Economic Development on 2 February 2023.

The Economic Prosperity Sub-Committee on 21 March 2023 discussed the draft Masterplan and the preliminary findings of the consultation and engagement activities. Members of this Committee expressed support for the ambition for Wallsend and the detailed projects contained within the Masterplan. The sub-committee made specific comments on the following:

- maintenance of improvements (e.g., to public realm) following completion and the need for materials that are easy and affordable to maintain
- scope for improved space for events and parking at Segedunum and a query whether there was the opportunity to cater for campervans and motorhomes
- potential scope for improved commercial bin storage
- whether the plan would benefit from a clear mission or vision statement

A Wallsend Masterplan officer group has been established to manage production and implementation of the Masterplan. In addition, the Engagement and Communications teams have worked closely with the Regeneration service to develop the Communications, Engagement and Marketing Plan.

2.3.2 External Consultation/Engagement

Tyne and Wear Archives and Museums, as operators of Segedunum, have

been advised about the Wallsend Masterplan as have the Wallsend Chamber of Trade. The Authority also, as part of the Towns and High Streets Innovation Fund programme, established a Board that includes representatives of local businesses and VODA. In addition, the Authority has engaged with the Government's High Streets Task Force (HSTF), to gain support on further engagement work during the Masterplan consultation period. Discussions have also been held with NewRiver Retail, who operate the Forum Shopping Centre, to get an understanding of their longer-term objectives for the centre which includes some proposals for further investment. More detail about the engagement process is included in the main body of this report and in Appendix 3 of this report.

2.4 Human rights

There are no Human Rights issues directly arising from this report. As projects are developed any potential human rights implications will be considered and kept under review.

2.5 Equalities and diversity

There are no equalities and diversity issues directly arising from this report. The engagement activities within the Communications, Engagement and Marketing Plan reflects differing needs and the means of engagement were subject to an Equalities Impact Assessment. As individual projects within the Masterplan such as highways, active travel and public realm are developed they will be subject to individual Equalities Impact Assessments.

2.6 Risk management

A risk register will be developed for each of the projects and will be reviewed monthly by the project delivery teams.

2.7 Crime and disorder

There are no crime and disorder issues directly arising from this report. As the Masterplan and feasibility work progresses, consideration of crime, fear of crime and anti-social behaviour will be central to the development of the proposals.

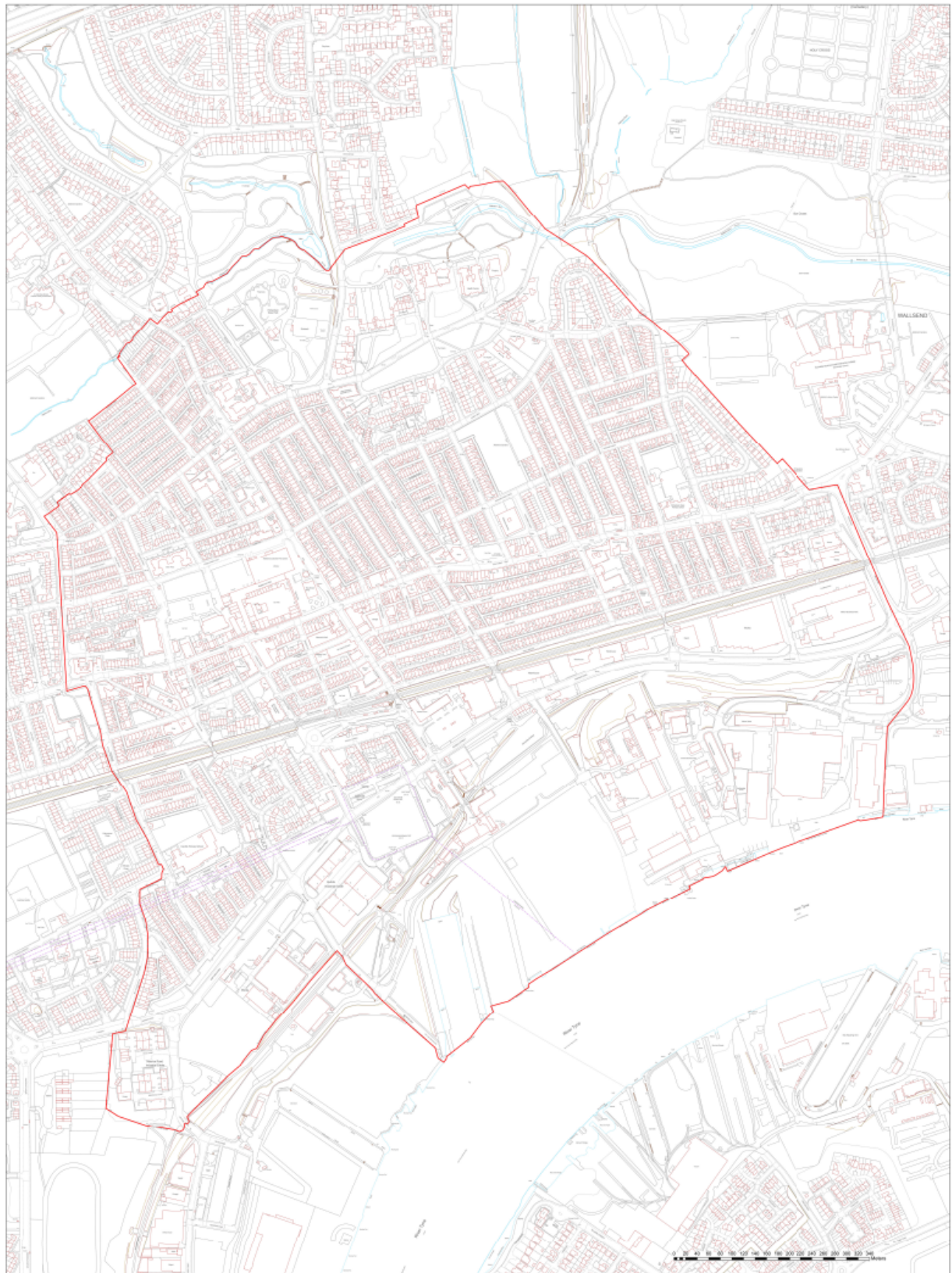
2.8 Environment and sustainability

The feasibility work undertaken with this funding is informing the development of robust business cases that include full environmental and sustainability plans.

PART 3 – SIGN OFF

- Chief Executive ☒
- Director(s) of Service ☒
- Mayor/Cabinet Member(s) ☒
- Chief Finance Officer ☒
- Monitoring Officer ☒
- Assistant Chief Executive ☒

Masterplan boundary



Wallsend Masterplan Boundary

Wallsend Masterplan Area



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WALLSEND TOWN CENTRE MASTERPLAN

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INTRODUCTION

Wallsend has a long and proud history dating back to the Roman conquest and occupation where its fort served as the eastern end for Hadrian's Wall. Its Roman past gives Wallsend an international profile with Segedunum Roman Fort being part of Hadrian's Wall UNESCO World Heritage Site.

Whilst the town's name is derived from its Roman origins, the town is perhaps best known for being a manufacturing powerhouse. It was at the centre of industrial growth on the River Tyne throughout the 19th Century and had a worldwide reputation for ship building and was also a pioneer in electrical power generation.

Whilst the fortunes of Wallsend have ebbed and flowed with changes in the national economy in the 1970s and 1980s, the River Tyne corridor has found a new role in recent years with the renaissance in advanced manufacturing driven by offshore energy opportunities. This was exemplified with the recent sale of the former Swan Hunter shipyard to Shepherd Offshore who intend to bring the site forward for manufacturing purposes in line with our shared ambition.

The modern town of Wallsend and its town centre grew in the 19th and early 20th century in parallel with its shipyards and mines. The shopping core was formed around the axis of Station Road and its High Streets which continued little changed until the development and opening of the Forum Shopping Centre in the 1960s.

The decline of the shipyards in the 1980s and 1990s and loss of employment and income contributed towards the decline in the town centre. The challenges for town centre retailing continued with the growth of out-of-town shopping and, more recently, online shopping and the cost-of-living crisis.

STRATEGIC CONTEXT

The Council has identified the regeneration of Wallsend Town Centre and its neighbourhoods as a key priority.

The Our North Tyneside Plan sets out our bold ambitions for making North Tyneside an even greater place to live, work and visit. The plan outlines a vision of building a better North Tyneside, looking to the future and listening to and working better for residents.

The Plan focuses on five key themes that will help create a North Tyneside that is thriving, family-friendly, caring, secure and green.

Under the **thriving** theme the Our North Tyneside Plan includes pledges to:

- Regenerate Wallsend high street, bring forward a Masterplan for Wallsend town centre and ensure regeneration delivers ambition, opportunity and benefits for all of our residents
- Bring more good quality jobs to North Tyneside – by helping local businesses to grow and making it attractive for new businesses to set up or relocate in the borough
- Invest in adult education and to support apprenticeships to make sure people have the right skills for the job
- Reduce the number of derelict properties across the borough

The regeneration of Wallsend is also a key priority in the Council's regeneration strategy, 'Ambition for North Tyneside'.

In March 2022, the Council's Cabinet resolved that, for Wallsend, there were three **policy priorities** for inclusion in the Masterplan. These are to:



- **Improve the quality of the housing offer in Wallsend;** in particular making the area a focus of the Mayor and Cabinet's plans for 5,000 affordable homes and tackling some of the poor quality privately rented housing in the masterplan area;



- **Make the town centre and the nearby neighbourhoods great places to visit and live;** improving the street scene, public spaces and working with partners to make sure people feel safe; and



- **Make sure Wallsend residents are connected to good jobs;** using the full range of tools, including adult education, apprenticeships and the capabilities plus the transport infrastructure around the town to make sure people in the community, who need it, are supported to improve their life chances.

This Masterplan proposes **fourteen** interventions that will deliver the three policy priorities for Wallsend.

WHAT HAVE WE DONE SO FAR

Over the past fifteen years the Council has successfully worked with partners to create a multi-functional town centre developing new facilities and bringing vacant buildings back into use, this has included:

- Development of the Hadrian Health Centre which will open later this year
- Development of the Customer First Centre
- Development of the ALDI food store, Burger King and Wetherspoons
- Conversion of eleven derelict properties in Charlotte Street into new homes.
- Development of Hadrian Leisure Centre
- Refurbishment of Richardson Dees Park and the adjoining Wallsend parks

Since March 2022 we have been working to better understand the issues, challenges and opportunities in Wallsend focussing in particular on the three policy priorities of housing, place and employment.

This work has included:

- A review of the 2021 surveys of town centre businesses and customers (the “Understanding the Heart of our Town” report)
- An assessment of the town centre’s buildings, roads, streets, footpaths and public spaces and development of ideas for improving them
- A review of the local property market to better understand the supply of and demand for homes, shops and offices
- Identification of opportunities to support residents to secure good quality employment by improving their skills through increased access to adult education and addressing barriers to employment with the creation of a “Working Well” employability hub in the Town Centre
- Creation of the River Tyne Task Force with the North of Tyne Combined Authority, Port of Tyne, businesses and other local authorities marketing the offshore energy opportunities under the ‘Tyne Powered’ brand and providing a collective voice to talk to Government.

PARTNERSHIP AND DELIVERY

We have also started to talk with Partners about how we can work together to address the three Masterplan priorities.

This work has included:

- Securing over £1.5 million funding from the North of Tyne Combined Authority for events and festivals, business support, shop front grants and improving walking and cycle routes between the town centre and Segedunum
- Establishing a High Street Board with businesses, VODA. residents and the North Tyneside Business Forum to develop and oversee initiatives and improvements
- Securing support and advice from the Government’s High Street Task Force
- Working with the Academic Health Services Network to investigate how they can assist to ensure that regeneration brings about health improvements
- Making a bid for over £19 million of grant for town centre improvements from the Government’s Levelling Up Fund
- Developing a Stage 1 (Development Phase) bid for National Lottery Heritage Fund grant for the transformation of Segedunum

As projects are developed to address the Masterplan priorities we will investigate delivery and funding routes as outlined on the last page of this Masterplan.



MATSTERPLAN FOCUS AREA

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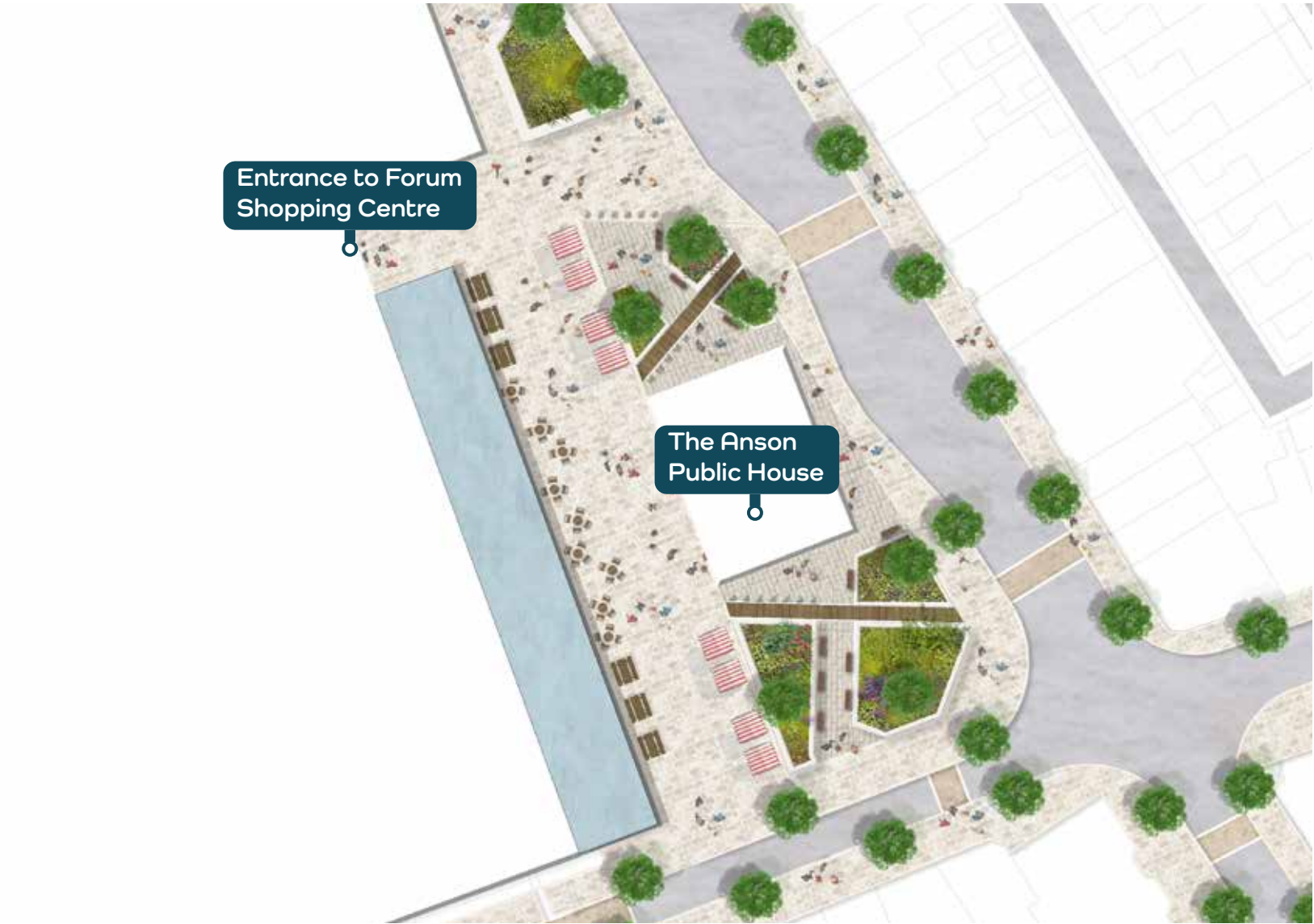
PROJECT I

Wallsend Town Square

The pedestrianised areas next to the Forum Shopping Centre, Customer First Centre (CFC) and Anson Public House are busy routes for shoppers and visitors to the CFC while also accommodating seating, bus stops and Hans Schwarz’s Grade II listed ‘Market Woman’ statue. The paving, planting, seating, bins and bollards is looking tired and dated and does not provide the high-quality environment this key ‘Gateway’, crossroads and public space deserves.

An option is to **remodel the space through new paving , seating, bins. lighting and bollards** which will also enable it to become more useable space and accommodate more events such as fairs and markets. Where possible trees, planting and grass will be incorporated to increase biodiversity.

There is also scope to provide a better setting for the Grade II Listed ‘Market Woman’ statue which is currently partly hidden by dense planting.



WALLSEND TOWN SQUARE



PROJECT 2

High Street West, High Street East & Station Road

High Street West, the Forum and the Customer First Centre, generates the highest number of pedestrians in the town centre with shoppers attracted by its shops, cafes, public houses, bank and Post Office. It is also a busy route for vehicles and an important bus route.

There is scope however to significantly improve the look of High Street West and improve the experience for pedestrians, cyclists, wheelchair users and others. This could be achieved by:

- Reducing the width of the road and **widening the pavements**
- Introducing **street trees** creating year round interest and enhancing biodiversity
- Providing opportunities for **outdoor seating** for cafes
- New **streetlighting**
- **Decluttering** by removing unnecessary bollards and upgrading other bollards and street furniture.

If funding can be secured, further engagement will be required with shoppers, road users and businesses to ensure that a scheme is designed that reconciles the need to maintain servicing for shops and other businesses alongside improvements to the environment.

Streetscape improvements along these principles can also be developed for High Street East and Station Road.



PROJECT 3

Segedunum World Heritage Site Gateway

The open area between Buddle Street and the housing in Woolley Street was hard surfaced in the late 1990s in parallel with the development of the Segedunum Museum south of Buddle Street.

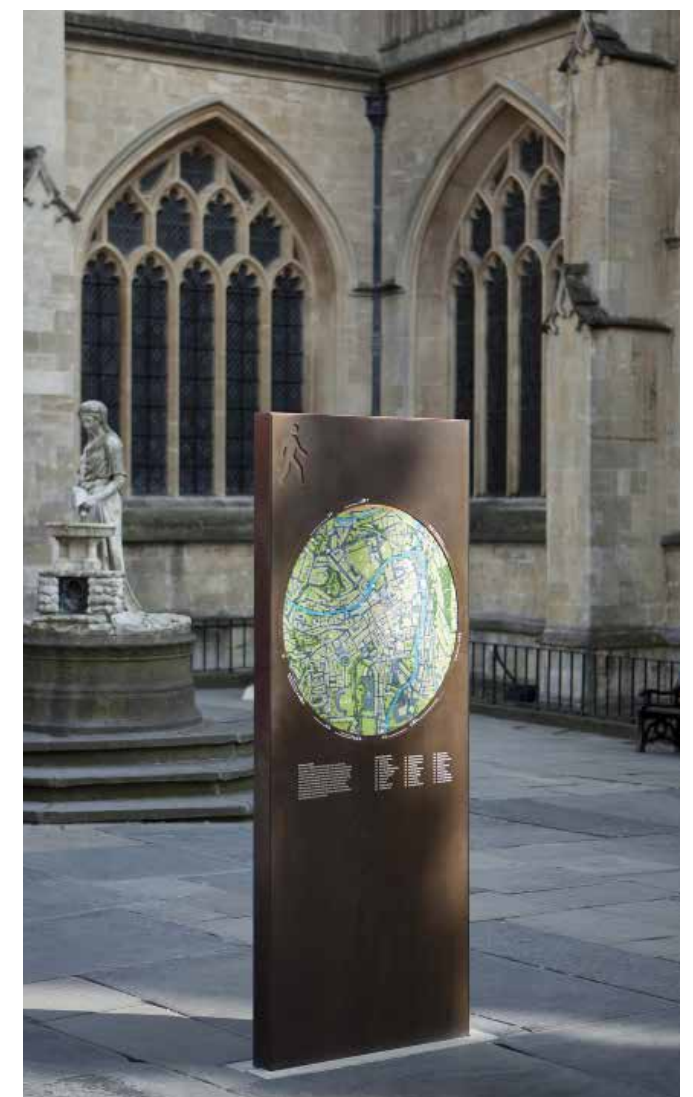
While it is possible to see from the museum viewing tower that this area formed the northernmost part of the Roman Fort (it housed the infantry barracks) it is somewhat featureless at ground level and provides an uninviting setting to both the housing that fronts onto it and the World Heritage Site opposite.

There is scope to reimagine what this space could look like and what it could be used for. This could include **planting and seating** for use by residents, visitors to Segedunum as well as cyclists and walkers on the C2C route/Hadrian's cycleway and the National Trail.



In Buddle Street itself there is scope through **coloured or textured road surfacing and Gateway Features** to identify that you are passing through a historic fort while maintaining its key role as a commercial riverside and abnormal load route.

These changes will complement the emerging plans to transform the museum and fort site itself and making sure the two sides of the road are visually linked.



SEGEDUNUM HERITAGE SITE GATEWAY

BEFORE



PROJECT 4

The Forum

The Forum Shopping Centre forms the retail core of the town centre accommodating national, regional and local retailers along with the Customer First Centre (CFC) providing a broad range of goods and services for the community. It is a key employment site offering opportunities in retail, hospitality and catering and other services.

The CFC includes the library and the newly opened Voluntary, Community and Social Enterprise (VCSE) sector hub managed by VODA. Adequate town centre car parking is provided in the two storey Centre car park and on the Aldi surface car park.

Since their ownership in 2010 the Centre owners, NewRiver, have worked with the Council and other partners to develop the CFC, Aldi and Burger King offers and, very recently, the new Hadrian Health Centre which will open in November 2022.

NewRiver are planning to further invest and improve the connectivity between Aldi, the Health Centre and the retail shops by removing the large atrium area and replacing it with attractive public realm whilst consolidating the existing retail. The existing two storey car park is a potential development site for which various options are being considered.



PROJECT 5

Bus and Metro Station

Wallsend Bus Station opened in 1982 in the same year as the Metro Station and the Tyne and Wear metro system was launched.

The bus station has been well served by local bus services as either a terminus or calling point, and as at October 2022 continued to be served by six main bus services, with just over 200 daily departures on weekdays. As part of wider revisions to bus services it has become more common for buses to omit the bus station from their route, while continuing to serve stops on Station Road, High Street West and/or High Street West.

These changes in use of the bus station has provided an opportunity to now consider remodelling, or even removing, the bus station which could include the following interventions:

- Retaining the bus station and introducing new **tree and shrub planting** to soften its appearance.
- Accommodating a **pedestrian and cycle link** between the Metro Station/ town centre and Segedunum and Hadrian's Cycleway and Hadrian's Wall National Trail
- Accommodating a **cycle hub** with secure cycle parking for Metro users
- Accommodating **some new build housing**
- Ensuring that changes support access to employment opportunities within Wallsend and across the wider Borough

All of these options would need more detailed feasibility work and a funding plan but at this stage views are sought on the proposed ideas.



TRANSPORT HUB & IMPROVED PEDESTRIAN ROUTES



BEFORE

PROJECT 6

Housing Streetscape Improvements

The town centre benefits from a large amount of housing on it's doorstep with local residents supporting local shops and services but improvements are required in order to really capitalise on this relationship.

The terraced housing streets, in very broad terms, can be split into two distinct types. Type 1 is more generous in proportion and the properties, in general, have front gardens and period curtilage details. These streets are found north of High Street East and include Park Road and Laburnum Avenue. Type 2 are smaller properties and have less character due to the lack of front gardens or curtilage details. These streets are found south of High Street East and West and include Vine Street and Hugh Street.

Much of the housing immediately next to the High Street is private rented which, when unmodernised and poorly maintained and insulated, can lead to poor quality housing conditions for residents.

Other initiatives (see Project 7) will be considered to address the problems associated with poorly maintained housing, these can include proactive inspections and enforcement, housing grants, landlord licensing, tenant referencing and addressing anti-social behaviour.

This specific project though addresses the streets themselves and the opportunity to transform the external environment by creating inclusive, pedestrian friendly streets that:

- Provide **space for tree and shrub planting**
- Create **opportunities for children to play**
- Reduce the dominance of the private car while future proofing to accommodate **electric vehicle** infrastructure
- Improves the **walking and cycling** experience and ensures that people feel safe
- Address the function and condition of the **back lanes** as well as the frontages

The image shows Vine Street as an indication of what could be achieved in any of the streets in and around the town centre.



PROJECT 7

Housing Development (New Build & Refurbishment)

Wallsend is a popular residential area with a range of available housing, excellent public transport, good schools, proximity to the Coast and Newcastle City Centre and high quality parks.

Over the past ten years the Council has successfully built and refurbished some attractive and popular affordable housing in Wallsend including:

- 12 homes built at Swan Close on the former Wallsend Boys' Club site
- 41 homes built in Alexandra Street
- 7 homes refurbished in Charlotte Street bringing derelict properties back into use

The Council has also worked in partnership with Registered Providers leading to the following homes being delivered:

- 6 Homes by Karbon at Park House
- 7 Homes by Home Housing at Wilson Street (Star House)
- 20 homes built by Home Housing in Carville Road (former Co-Op)
- 8 homes by Karbon at Church Bank

Housing will be a key driver of Wallsend's regeneration and one of the three policy priorities in the Masterplan is to:

- **Improve the quality of the housing offer** in Wallsend; in particular making the area a focus of the Mayor and Cabinet's plans for 5,000 affordable homes and tackling some of the poor quality privately rented housing in the masterplan area;



PROJECT 7

Housing Development (New Build & Refurbishment)

The Borough wide Strategic Housing Market Assessment (SHMA) and other evidence highlights some key points to consider in developing and refurbishing housing in the Wallsend Masterplan area:

- There is a high proportion of 1 and 2 bed properties, especially private rented flats, these have a high turnover, and many are empty for long periods affecting community cohesion. A more sustainable community could be created **through providing larger, family homes either through new development or conversion of flats.** The Council has recently acquired and refurbished several long term empty homes in Charlotte Street and there is scope for more of this either by the Council, its trading company, Aurora, or other housing partners. Refurbishment opportunities could include conversion of vacant shops or their upper floors.
- There is a high proportion of private rented accommodation and a relatively low proportion of council housing. There was significant dissatisfaction from people in Wallsend about the quality of accommodation expressed in the SHMA household survey 2020. **There is an opportunity to work with the private landlords to improve the quality of the housing stock using measures such as a landlords' forum and a licensing system There is also scope to encourage owner occupancy, especially first time buyers, e.g. through discounted affordable homes.**
- Condition and quality – a significant proportion of housing is poor quality with a third of private housing failing to meet the Government's Decent Homes Standard. It is likely to be the poor quality of the housing stock that has meant that house and rent prices are low and little changed over the last few years compared to other areas, despite the area's excellent location and good transport links. **There is scope therefore to introduce a programme of housing retrofitting that targets insulation and reduces fuel poverty.**
- **New Build** – be proactive in bringing forward new development sites including the sites allocated in the Local Plan at Portugal Place and south of the RAOB Club, these have the potential to provide over 30 new homes.



PROJECT 7

Housing Development (New Build & Refurbishment)



PROJECT 8

Cycle corridors (Park Road & C2C/ Hadrian's Cycleway/ NCN72/ National Trail

The UK's most popular long distance cycle route, the C2C, passes through the heart of Wallsend and, in one stretch, between its internationally famous sites of Segedunum and the former Swan Hunter shipyard.

Given the continuing growth in cycling for leisure and commuting there is potential to improve the route's look and feel and perception of safety. This also provides the opportunity to better connect residents to employment opportunities. This could include selective thinning of vegetation, improved lighting and providing new facilities such as a **cycle hub** providing safe and secure cycle parking, cycle hire and servicing. A logical site would be close to Segedunum Museum and its proposed new ground floor café.

The C2C (which incorporates Route 72/Hadrian's Cycleway) provides an east-west route through Wallsend but there is limited provision elsewhere including north-south connecting the town centre and riverside with the parks and beyond to the coast road and its links to the wagonways. Project 6 'Housing Streetscape Improvements' envisages a reduction in vehicles and their speeds within the streets around the high streets and allows for the creation of more, improved cycle links through the area.

A key new route could connect the C2C/Route 72/Hadrian's Cycleway to the Metro and town centre core via Holly Avenue. A new segregated cycle route could also be introduced through the area along **Park Road**. This route connects directly from Cycle Way 72 in the south and runs to Richardson Dees Park in the north of the Masterplan area.



PROJECT 9

Segedunum Transformation

Segedunum Roman Fort forms part of the Hadrian's Wall UNESCO World Heritage Site and brings a national and international profile to Wallsend. It is a key and unique asset that deserves a higher profile and needs to play a major part in the heart of the community.

The Fort lies immediately north of the former Swan Hunter shipyard, a name that is known around the world, as well as the Hadrian's Wall National Trail (walking) and the C2C cycle route linking the Cumbrian and north east coasts.

Segedunum Museum opened in 2000 and is a popular attraction especially with primary schools, trail walkers and history buffs. The museum is also a key local employer offering opportunities in the cultural sector. There is a need however to refresh the museum and fort through development of new facilities, comprehensive refurbishment and reimagining the visitor offer to attract new audiences. This work will ensure the museum is relevant and attractive to local, regional, national and international audiences.

This project will need significant investment and Arts Council England has approved £499,000 of grant towards repairs at the museum such as new air conditioning plant, roof repairs and a replacement tower lift. Alongside the repair works the National Lottery Heritage Fund has invited a development (first) phase grant bid and this will be submitted in 2023. This application will include:

- Introduction of **new gallery spaces** and **reimagining** of the existing displays
- Reopening the reconstructed Bath House with a new internal audio visual offer
- Relocating the car park and **creating an outdoor events space** in its place
- Relocating the café to ground floor enabling it to open independently and beyond the museum's opening hours
- **Improvements to the grounds** to incorporate play areas and garden areas targeting families
- **Improving links between all parts of the site** including the excavated Bath House site (Ship in the Hole site) and the stretch of wall north of Buddle Street



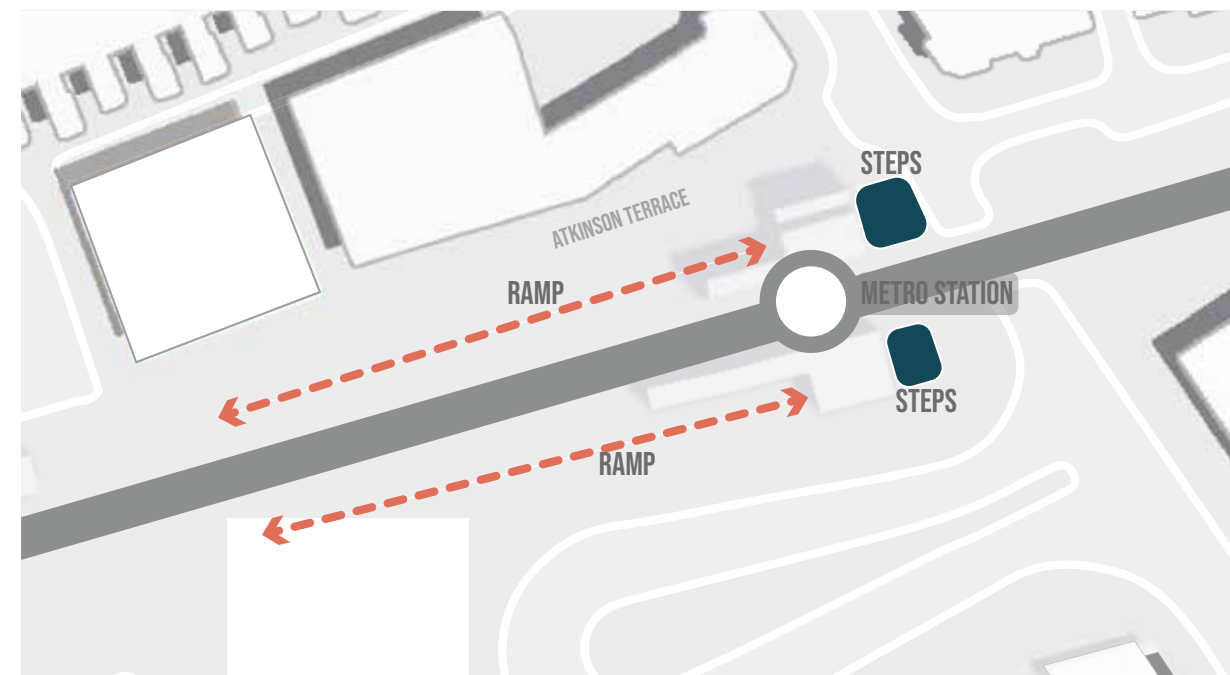
PROJECT 10

Segedunum Routes to Town Centre

Visitors to Segedunum arriving by Metro from Newcastle can currently use two ways of getting from the Metro Station to Segedunum:

- Flight of steps which leads down to Station Road at the Atkinson Terrace junction and then follows a narrow footway south along Station Road and under the Metro bridge towards the Buddle Street- Hadrian Road crossroads and Segedunum
- Ramp which runs parallel with Atkinson Terrace leading to the tunnel that passes under the railway (Metro) line and then emerges at the bus station from which there are four routes south that can be taken to reach Buddle Street/Segedunum:
 - Carville Road
 - Through Wooley Street housing
 - Back lane between Wooley Street and Station Road
 - Station Road

There is a need to consider the options for interventions to improve and enhance the routes between Segedunum and the Metro Station and town centre which could include additional signage, planting, waymarkers, banners and coloured paving and surfacing.



PROJECT II

Historic Buildings and Conservation

The Masterplan area includes several landmark buildings which are architecturally and historically important as well as being much loved by generations of Wallsend residents. These buildings include the Town Hall and the Memorial Hall (the MEM) which are both in use and cared for.

There are others however which need reinventing and put to new uses to enable them to continue to make a positive contribution towards both the immediate townscape and Wallsend's wider vitality.

The first is Wallsend Civic Hall, a Grade II listed building in the heart of the Green Conservation Area which, with its grounds, is a key part of the Wallsend public parks.

The Hall, which was rebuilt in 1812 has been owned by North Tyneside Council and its predecessors since 1916 and has most recently been leased out for use as a wedding venue and for other events.

The lease is now nearing its end and work is starting to survey the building to better understand its condition before options are developed to bring it back into a use that befits its character, setting and history.

The second is 'the Buddle' which was a school for over 100 years before being transformed into a community arts centre in the 1980s. The Council is now working with the developer of Wallsend Town Hall managed workspace facility,

Adavo, to bring the Buddle back into use as a business centre focusing on health, beauty and wellbeing.

The third is the privately owned Coach and Horses in High Street East which has been vacant for a number of years and the Council is investigating what it could do to assist in bringing this Grade II listed building back into use.

The Town Hall and the nearby Coach and Horses sit within a Victorian and Edwardian town centre which has largely retained its historic grid pattern of streets but has lost some of its visual appeal in the street surface and street furniture and many of its shopfronts.

The Local Plan includes policy AS8.8 which states "*The Council will support positive measures to tackle heritage and townscape issues in a holistic way in Wallsend town centre, including through e) Preparation of a shop front design guide to assist in steering appropriate visual enhancements to shop fronts; and f) pursuing a conservation area in Wallsend town centre.*"

It is proposed to prepare a shopfront design guide alongside the shopfront grant scheme (funded by the North of Tyne Combined Authority until March 2024). It is also proposed to begin discussions with Historic England about the potential for pursuing and declaring a conservation area in the town centre



PROJECT 12

Wallsend Business Support

Businesses wishing to start up and grow within Wallsend can access support from an established business support network including the Business Factory which is based in the Town Hall. The Town Hall also provides managed office space along with the Swans Centre for Innovation while the Market Village in the Forum Shopping Centre has space that is ideal for retail start-ups.

All Wallsend businesses can also join the Wallsend Chamber and North Tyneside Business Forum providing access to events and networking opportunities.

The Council has secured grant funding from the North of Tyne Combined Authority's Towns and High Streets Innovation Programme to support small and medium sized businesses (SMEs) in the town centre. This will enable the Council to deliver the following:

- Bespoke Business Support for start-ups and established SMEs, this could include support for pop up shops, markets, incubators and advice on marketing, digital and HR
- Appointment of a Town Centre Business Advisor providing one to one advice and arranging bespoke support according to the needs of businesses
- A shop front grant scheme for improving shop fronts, windows, roller shutters and other features together with design advice and support to improve the look of the shopping streets
- Work to strengthen engagement with businesses in the development and implementation of the other regeneration projects via the Wallsend Chamber of Commerce, North Tyneside Business Forum, and Towns and High Streets Innovation Board

PROJECT 13

Wallsend Employment Support

Wallsend offers two key employment sites within the Masterplan area with opportunities in retail, hospitality and catering and other service industries and a manufacturing and engineering focus to the south of the Town Centre along the banks of the river. One of the three policy priorities in the Masterplan is to make sure Wallsend residents are connected to good jobs; using the full range of tools, including adult education, apprenticeships and the capabilities plus the transport infrastructure around the town to make sure people in the community, who need it, are supported to improve their life chances.

To ensure that residents are supported to access the full range of opportunities three key projects have been identified to address this priority:

- **Working Well Employability Hub** – Building on the pilot project in North Shields it is proposed to develop a similar one stop-shop in Wallsend. This will provide easy access under one roof to employment and skills support including confidence building, guidance on job applications and courses in maths, English and ICT.
- **Employment Support** – Continuation of services to assist residents who, for whatever reasons, do not access mainstream services. Discussions are underway with the North of Tyne Combined Authority (NTCA) about future funding routes including the devolved UK Shared Prosperity Fund and funding has been secured to develop Employment Partnerships to better coordinate and maximise existing employment support.
- **Adult Education** – Adult & Community Learning is currently delivered from Segedunum Business Centre but options are being considered to improve the facilities available to residents to increase the range of course options and promote participation in lifelong learning including progression opportunities into Further and Higher Education. The revised offer will see more accessible provision being available both in the Town Centre and located adjacent to key employment sites.

PROJECT 14

Wallsend Events & Animation

Wallsend is home to some of North Tyneside's most popular events and there is considerable scope to develop the current programme and create new activities for residents and visitors.

We will develop initiatives that encourage movement of visitors between attractions and the high street, resulting in longer dwell times and higher spend. This will include capitalising on the presence of the World Heritage Site at Segedunum which is strategically important and can help to develop the town's USP in attracting new and repeat footfall.

Priorities

1- To sustain and develop existing events

Wallsend Festival has taken place in the heart of the town for over 20 years and brings the community out in force. It features a mix of stalls, entertainment and fairground rides and is much-anticipated each July. The annual fireworks display at Segedunum Roman Fort is another hugely popular event, drawing thousands of residents. It showcases the museum as playing an important role in the town.

Any enhancements, including stronger links with Segedunum, can further stimulate footfall and extend the benefits to a greater number of visitors. Sustaining a strong programme of events in and around the town centre, riverside and parks can help demonstrate vibrancy and animate public spaces.

2 - To develop new events and cultural opportunities that drive footfall Wallsend can benefit from some focussed activity that really bring the town to life and engage the community, borough residents and visitors. The opportunities include more use of the exhibition space at both Wallsend Customer First Centre (CFC) and Segedunum. The CFC hosted the world premiere of the Peter Rabbit Storytime exhibition, attracting thousands of visitors. There is potential to host more high profile events and exhibitions in both spaces.

3 - To explore new opportunities

We will explore new forms of contemporary entertainment and events, including the capacity for a drone-based night time light show.

We will work with local, regional and national artists to bring a greater number of outdoor arts performances to the town.

We will explore the use of technology, such as AR and VR, to introduce innovative town trails, encompassing the town's parks, attractions and public spaces.



DELIVERY

The projects that make up this draft Masterplan will be developed and delivered by the private, voluntary, community and public sectors. This is likely to be over a ten year period and will be subject to the availability of funding and future grant applications.

The Council will work with partners to identify who is best placed to develop and lead on the projects. Delivery strategies will be developed for each project that includes an identification of the resources needed. Budget estimates will be developed for each project identifying both capital and revenue requirements and potential funding sources.

The North of Tyne Combined Authority has already approved £1.94 million of grant under the Towns and High Streets Innovation Programme towards activity in Wallsend Town Centre. This will be targeted on business support for small and medium sized enterprises (SMEs), events, shop front grants and environmental improvements.

The Council and its partners will continually look to identify other funding sources to implement the projects within it.

For the Towns and High Streets Innovation Programme an initial Board of representatives from businesses, the Wallsend Chamber, VODA, North Tyneside Business Forum and the Council was set up to decide on the programme of interventions. The membership of this Board will be broadened to ensure that it is inclusive and representative of the Wallsend Masterplan area.

NEXT STEPS

The next steps following consultation on this draft Masterplan will be for the Council and its partners to consider the comments received and then amend the plan for consideration by the Council's Cabinet and the High Street Transformation Board in Spring 2023.



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Summary of Projects in Draft Masterplan

Project 1 – Wallsend Town Square

Located at the heart of the town centre the existing square provides a natural focal point for visitors and town centre activities. Refurbishment of these pedestrianised areas next to the Forum Shopping Centre, Customer First Centre and Anson Public House is a key objective of the Masterplan. This will see the space remodelled through new planting, paving and street furniture and it will provide the high quality, multi-functional space at a key 'Gateway' into the town centre.

Project 2 – High Street West, High Street East and Station Road

Improve the appearance and experience on High Streets West, East and Station Road and improve the experience for pedestrians, cyclists, wheelchair users and other town centre visitors. This could be achieved through widening pavements, introducing street trees and seating while retaining access for vehicles and servicing. Providing some design continuity and developing a Wallsend suite of materials and street furniture will be an essential part of this approach.

Project 3 – Segedunum World Heritage Site Gateway

Reimagine Buddle Street and the featureless paved area between Buddle Street and Woolley Street creating a 'pocket park' and an environment that celebrates and recognises you are passing through a historic fort. A key issue will be to enhance the visual appeal and visitor experience whilst maintaining the road as a key riverside traffic route serving industry

Project 4 – The Forum

NewRiver Retail is planning to further invest and improve the connectivity between Aldi, the Health Centre and the retail shops by removing the large

atrium area and replacing it with public realm whilst consolidating the existing retail.

Project 5 – Bus & Metro Station

The current Bus and Metro station is in a strategic location sited between the town centre and Segedunum. However, its visual appeal is limited, and the site currently contributes little to the townscape (other than its function as an interchange), and in some ways, creates a barrier between the town centre and Segedunum. The masterplan seeks to explore options to modify the existing interchange through new tree and shrub planting and improved pedestrian and cycle links to Segedunum. This could extend to removal of some bus stands enabling new development to progress such as a cycle hub and secure cycle parking or even new build housing.

Project 6 – Housing Streetscape Improvements

The Masterplan proposes to transform the streets in the terraced housing north and south of the High Street East and West creating inclusive, pedestrian and cycle friendly streets that provide space for planting, allow safe children's play and can accommodate future electric vehicle infrastructure. This will radically improve the appearance, liveability and appeal of Wallsend Town Centre as a destination of choice for new (and existing) residents.

Project 7 – Housing Development (New Build & Refurbishment)

Bring forward opportunities to refurbish existing homes and be proactive in bringing forward new build such as the Portugal Place/High Street West/Border Road site as well as windfall sites. This will be complemented by initiatives to raise housing standards especially in poor quality private rented homes. This will build on our success in North Shields where we have successfully delivered new housing opportunities and will broaden the Wallsend housing offer and will help attract new residents who are economically mobile and are able to support local shops and services.

Project 8 – Cycle Corridors

Wallsend is on the National Cycle Routes and therefore has a considerable reach into the local, national and international cycling communities. Improvements to the C2C/Route 72/Hadrian's Cycleway include a possible cycle hub and the creation of new routes north from the C2C via Holly Avenue to the town centre and via Park Road to Richardson Dees Park. These collectively will improve provision and the attractiveness of the routes to cyclists which will have spin off benefits for the town centre.

Project 9 – Segedunum Transformation

The existence of a World Heritage Site within the Town Centre provides a raft of opportunities to drive footfall and spend in the town centre. It also provides the opportunity for the museum to become an asset in the heart of the community which benefits both residents and businesses. The masterplan therefore proposes the transformation of Segedunum Roman Fort & Museum through new galleries, stories about the wider history of the town, together with Augmented Reality (AR) & Virtual Reality (VR) experiences. Works will also involve repairing and reopening the Bath House, relocating the café, creating an outdoor events space and frontage improvements that shouts we're a world-class World Heritage Site. Segedunum presents a unique opportunity to redefine the town centre offer and to improve links to the retail core which will be an essential component of any scheme.

Project 10 – Segedunum Linkages

As noted above, it is important to draw Segedunum into the town centre offer and to improve the linkages between the two. As such, the Masterplan considers options for interventions to improve and enhance the routes between Segedunum and the Metro Station and town centre which could include additional signage, planting, waymarkers, banners and coloured paving and surfacing.

Project 11 – Historic Buildings & Conservation

Wallsend has some beautiful and well-appointed buildings which reflect the wealth and proud history of the town. The Masterplan proposes to initiate and support ways of restoring and finding new uses for much loved, historic

buildings such as the Buddle, the Civic Hall and the former Coach and Horses Public House. We will also investigate the scope for declaring a town centre Conservation Area.

Project 12 – Business Support

Growing the local economy and securing inward investment will be a key ingredient of future success. The Masterplan seeks to deliver a programme of bespoke business support using the grant funding from the Towns and High Streets Innovation Programme. This includes support for start-ups and established SMEs, a town centre business liaison officer and shop front grants.

Project 13 – Employment Support

One of our key policy objectives for Wallsend is to ensure residents are connected to good jobs and are able to fulfil their potential. Development of the Working Well Employability Hub will provide employment and skills support in one place. Initiatives will also assist people not using mainstream services as well as improving adult education provision. Digital inclusion will be a key element given that many job adverts and interviews etc are held on-line.

Project 14 – Events & Animation

Town centres thrive on activity and a varied events programme can help drive footfall, increase visitor spend and, importantly, leads to repeat visits. Expanding the scope and reach of Wallsend's existing programme to drive footfall and increase participation will be a major contributing factor to the town's future success. This can be achieved through greater use of the Customer First Centre and Segedunum and exploring new initiatives through AR and VR, town trails and attractions such as drone based light shows.



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Appendix 3

Wallsend Masterplan

Consultation Feedback
Analysis



8-week consultation 09/01/23 – 03/03/23

No. of participants

176

No. of responses

357

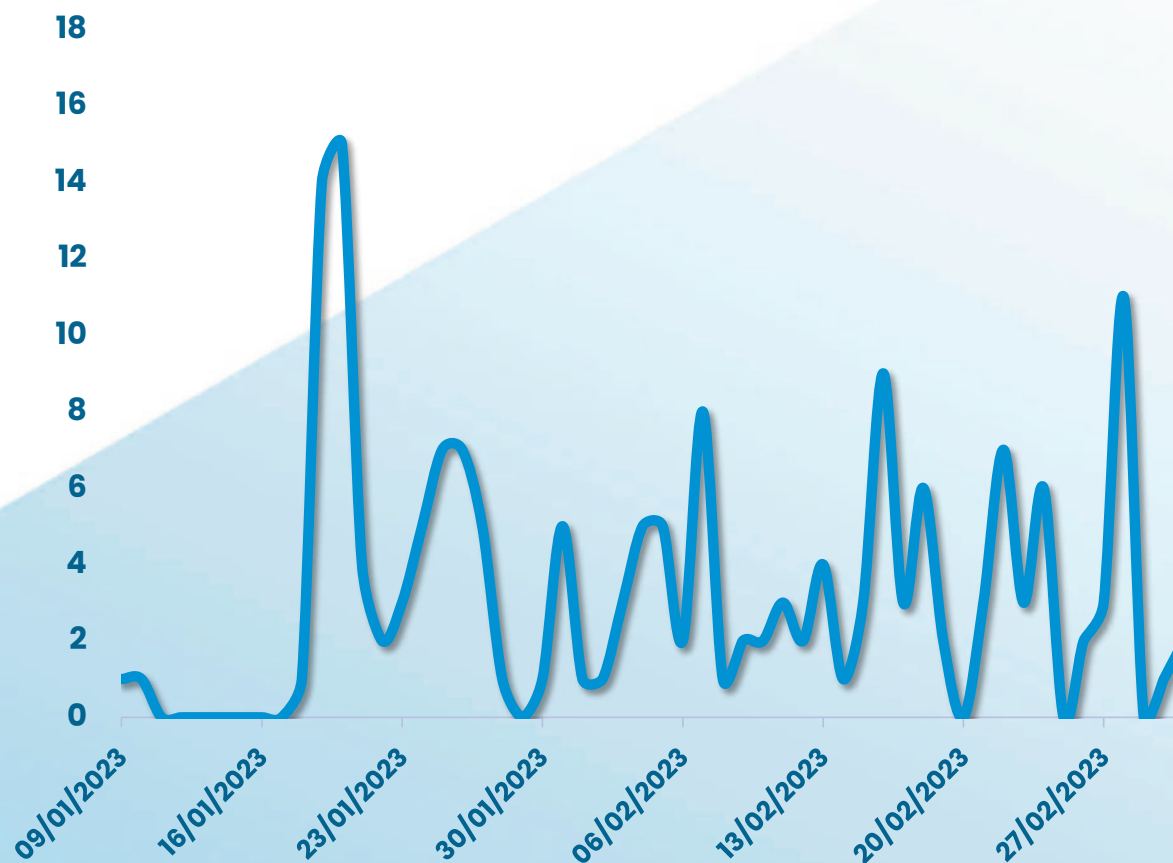
No. of viewers

587

Response rate

60.82%

Session Count

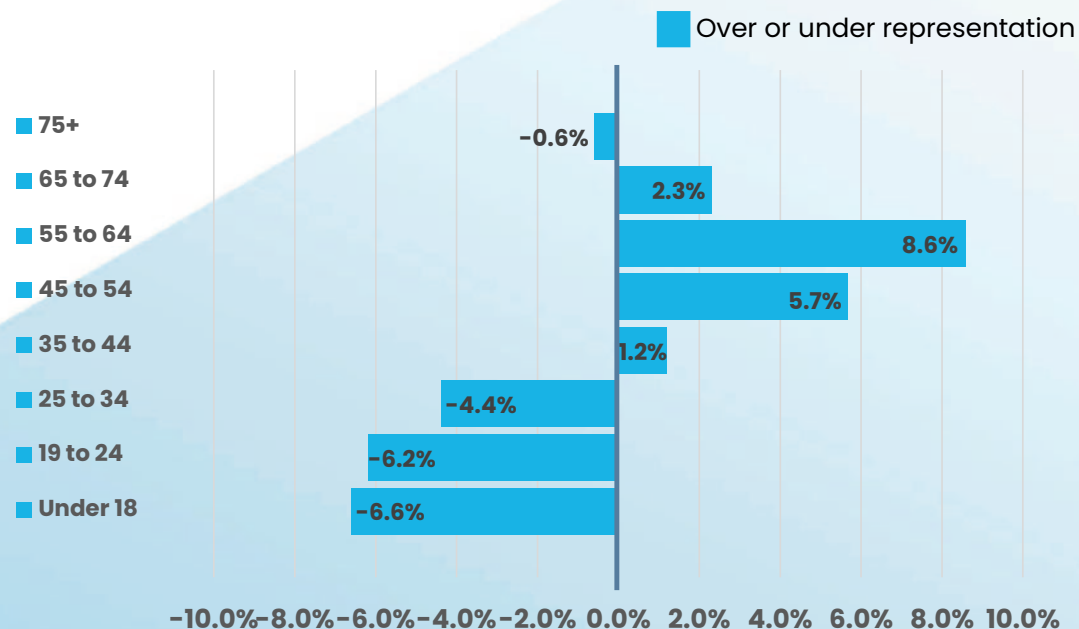


Participants by age breakdown

Under-representation of under 35's

Age breakdown of respondents

	Count	% of total
Under 18	1	1.1%
19 to 24	0	0%
25 to 34	9	10.1%
35 to 44	15	16.9%
45 to 54	19	21.3%
55 to 64	22	24.7%
65 to 74	14	15.7%
75+	9	10.1%
Total	89	100%



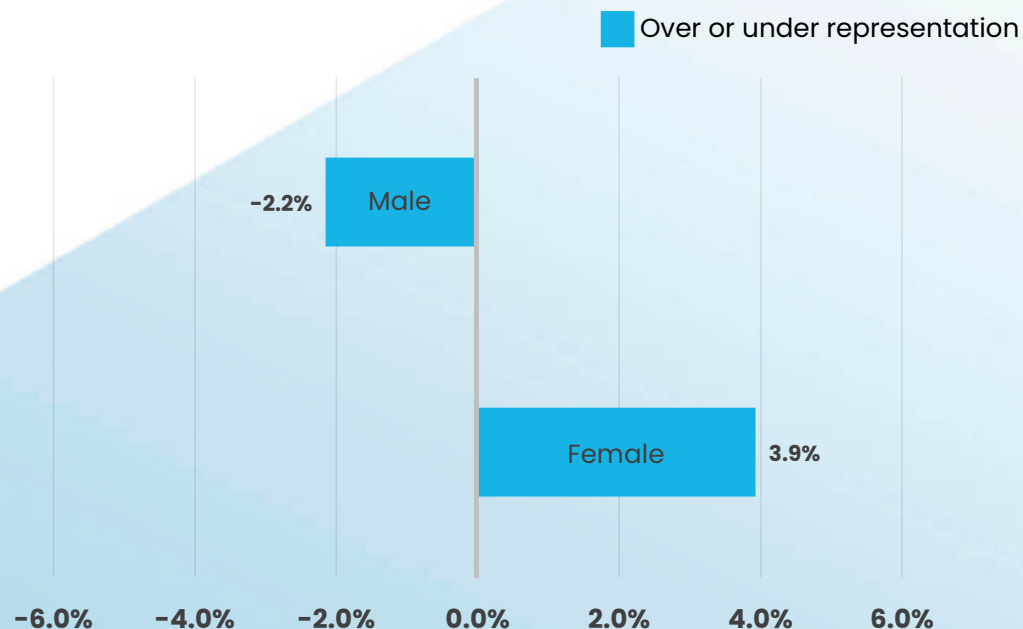
Difference to MYE2: Persons by single year of age and sex for local authorities in the UK, mid-2021 for North Tyneside

Participants by sex breakdown

Slight over-representation of females

Sex breakdown of respondents

	Count	% of total
Female	46	49.5%
Male	37	39.8%
Prefer not to say	10	10.8%
Total	93	100%

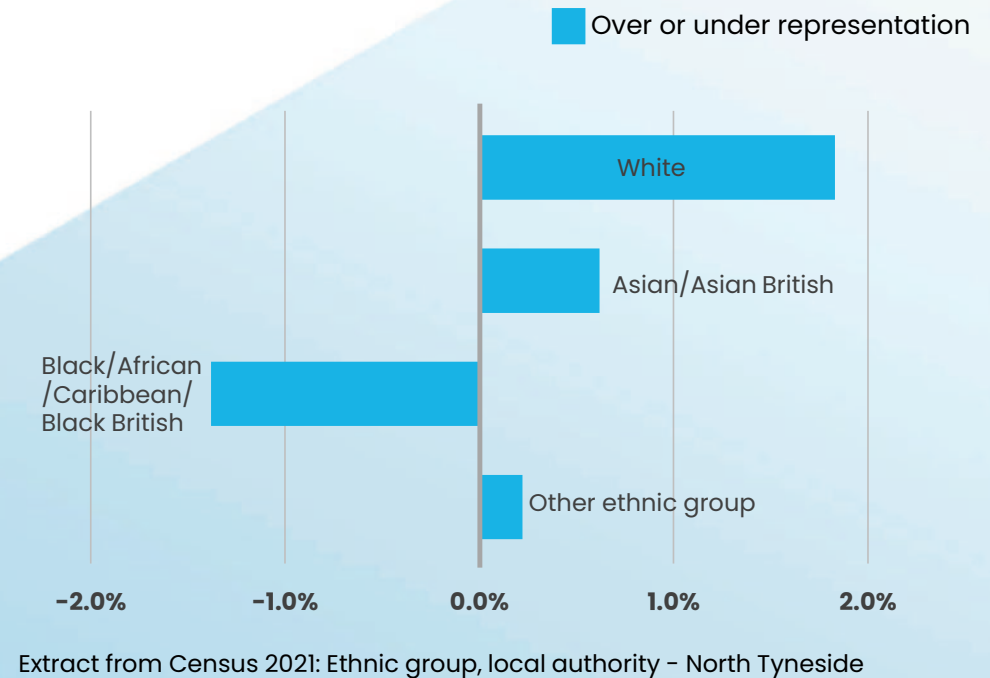


Difference to MYE2: Persons by single year of age and sex for local authorities in the UK, mid-2021 for North Tyneside

Participants by ethnicity breakdown

Ethnicity breakdown of respondents

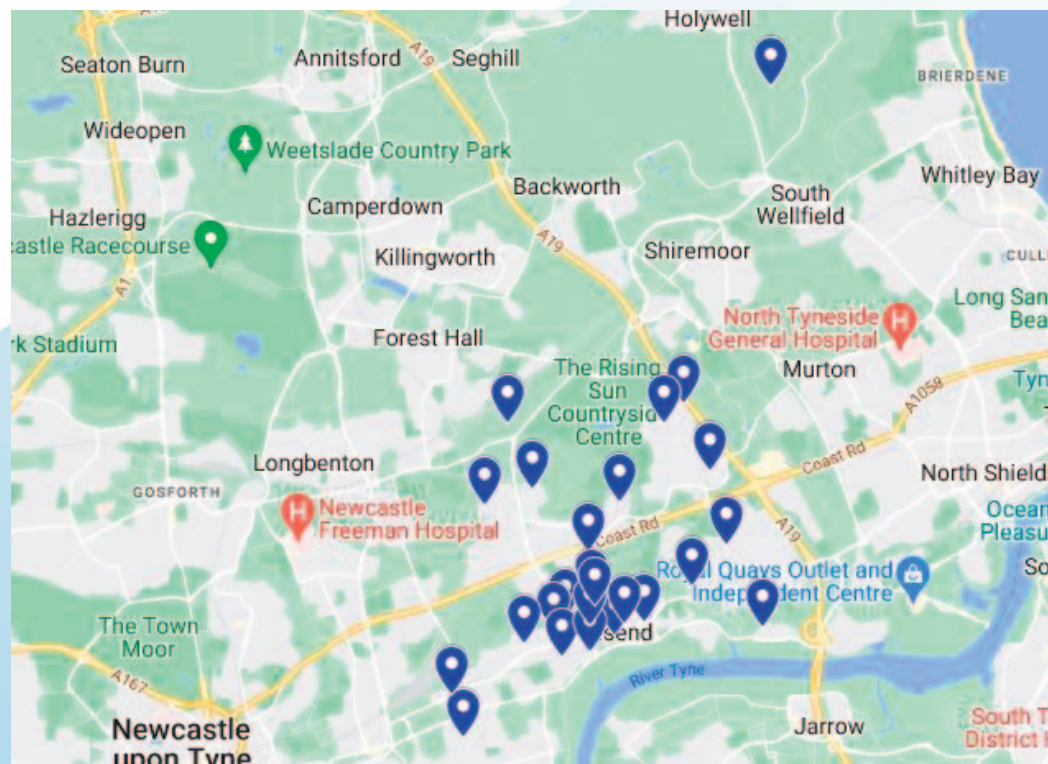
	Count	% of total
White - English/Welsh/Scottish/Northern Irish/British	78	95.1%
Asian/ Asian British - Indian Pakistani Bangladeshi	1	1.2%
Black/ African/ Caribbean/ Black British - Any other Black/African/Caribbean background	1	1.2%
Other ethnic group	2	2.4%
Total	82	100%



Location of respondents




97.7% of respondents live in North Tyneside

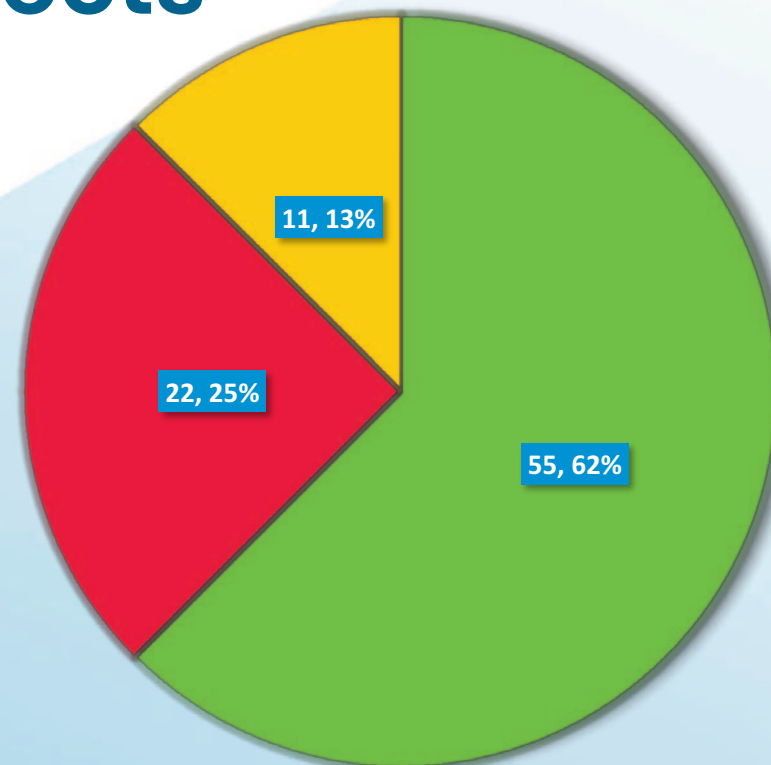
85.23% of respondents live in Wallsend
(NE28 postcode)



Respondent's agreement towards all 14 Masterplan projects

At a glance...

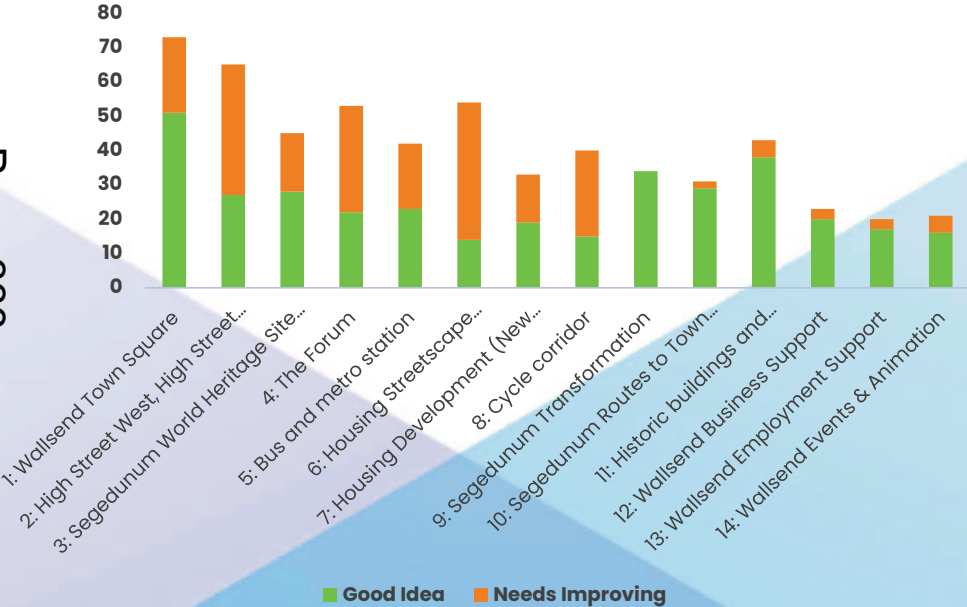
-  Agree with all projects
-  Unsure / don't want to say
-  Disagree with all projects



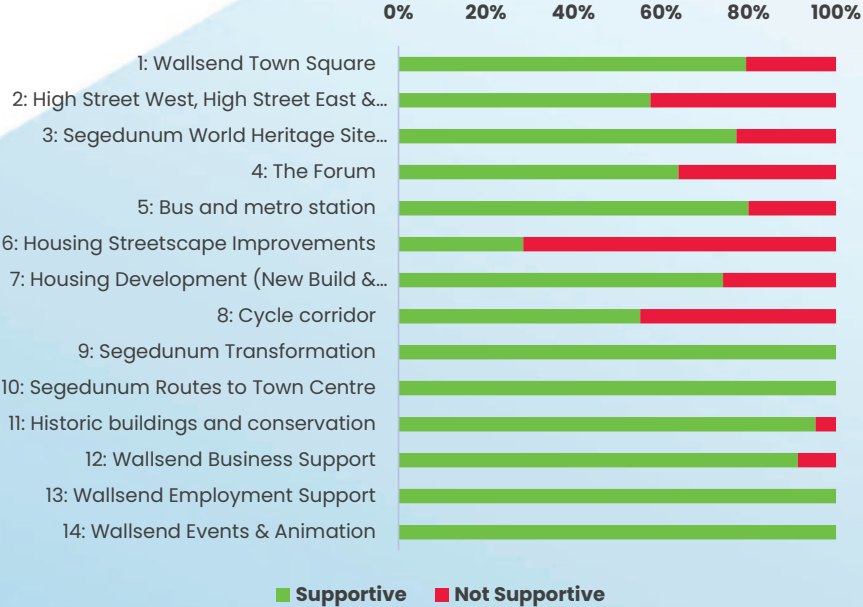
Sentiment of feedback on each project

Page 336

Response to Projects



Support of Projects





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Themes emerging from comments on each project



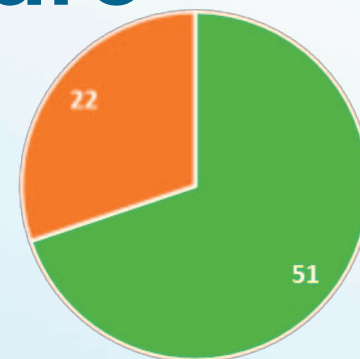
Project 1 – Wallsend Town Square

What people liked

- Proposal looks clean and modern
- This area would encourage people to spend longer in the town
- A pleasant place to socialise, creating a community space
- Good space for outdoor events
- Support for greening the area

What could be improved

- Public toilets would be better located inside the Forum
- Risk of planting and grassed areas attracting ASB and vermin
- Improve perception of safety using street lighting and security presence
- Concerns over maintenance and risk of vandalism
- Area should not become a bigger outdoor drinking area for the Anson



■ Good Idea ■ Needs Improving

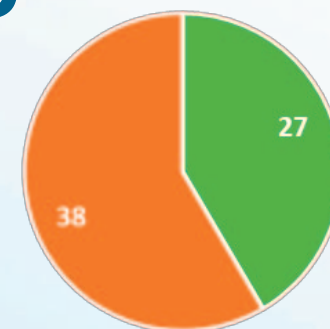
Project 2 – High Street West, High Street East & Station Road

What people liked

- Wider footpaths would improve the shopping experience and attract new businesses
- Removal of parking on the High Streets would improve the look and feel
- Traditional street furniture, more lighting and trees would uplift the area
- Support for reducing traffic on the High Street by diverting buses or cars

What could be improved

- The impact on traffic and neighbouring streets if roads were narrowed
- A more diverse retail offer is required
- Planting & street furniture may take up too much space
- Some buildings on the High Streets are shabby and need investment



■ Good Idea ■ Needs Improving

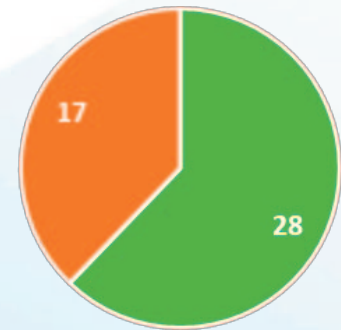
Project 3 – Segedunum World Heritage Site Gateway

What people liked

- Good idea to bring this unutilised land to life and link it with Segedunum
- Provides ample space for events
- An improved link between Segedunum and the Town Centre

What could be improved

- Low footfall in this area and proximity to a main road isn't the best location for a large seating area
- Risk of vandalism and ASB
- Roman remains on this site should be excavated and form part of the museum's offer



■ Good Idea ■ Needs Improving

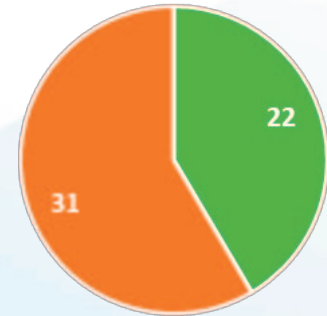
Project 4 – The Forum

What people liked

- Opening up this space will make the Forum feel more connected to Aldi and the medical centre
- A good move to remove the two-storey car park

What could be improved

- Parking restrictions need to be extended to encourage people to visit the Town Centre
- Clean safe toilets in the Forum
- A better variety of shops and cafes
- A more traditional design would work better
- Removal of the atrium would reduce visitors
- More needs to be done to tackle ASB and drug use in this area



■ Good Idea ■ Needs Improving

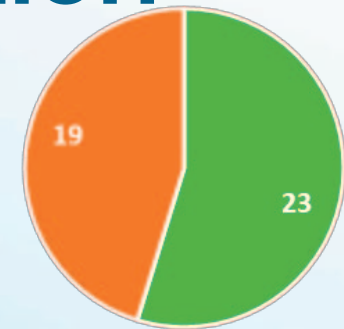
Project 5 – Bus and metro station

What people liked

- Good idea to modernise the bus station
- Centralised bus stops will improve access to the town
- Safe cycle storage is needed and a possible location for EV charging points

What could be improved

- The size of the bus station could be reduced
- Security presence at the metro and bus stations required
- Better facilities such as lighting, shelter, live timetables and toilets
- Access to the metro station needs to be improved
- Investment required to Station Road to make the bus station more inviting
- Wrong location for new build housing



■ Good Idea ■ Needs Improving

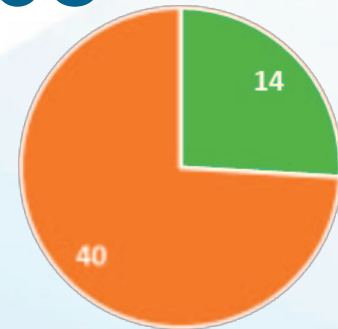
Project 6 – Housing Streetscape Improvements

What people liked

- Repaving and road resurfacing is needed in these locations
- Greener spaces will make it more appealing to home buyers/renters

What could be improved

- Street furniture and planting would be vandalised
- Seating areas as shown in the plan would attract ASB
- Parking is already limited, this would force residents to park on nearby street
- More needs to be done to tackle deprivation in this area
- The back lanes in Wallsend need more attention



■ Good Idea ■ Needs Improving

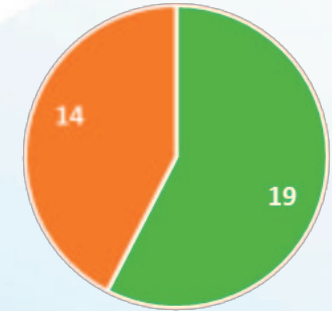
Project 7 – Housing Development (New Build & Refurbishment)

What people liked

- More affordable Council homes needed in the town
- Good idea if finished to a high standard

What could be improved

- Attention should be on redeveloping existing run down properties
- More enforcement action required against landlords of empty or dilapidated housing



■ Good Idea ■ Needs Improving

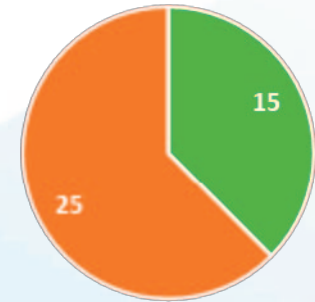
Project 8 – Cycle corridor

What people liked

- Improved active travel in Wallsend however a different route avoiding narrow roads may work better

What could be improved

- A cycle lane on Park Road would cause parking issues for residents
- Concern that the cycle routes will not be well used



■ Good Idea ■ Needs Improving

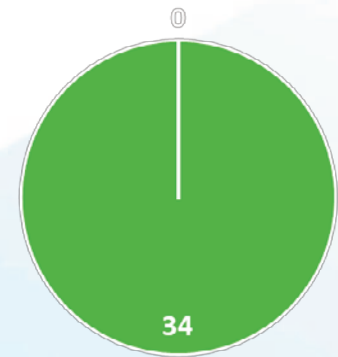
Project 9 – Segedunum Transformation

What people liked

- Improves interest and would attract visitors to the site
- Celebrates the historical significance of Wallsend
- Outward facing café would draw more people to the site

What could be improved

- Better signage to attract visitors in the Town Centre to the museum



■ Good Idea ■ Needs Improving

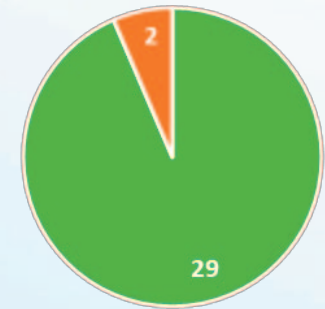
Project 10 – Segedunum Routes to Town Centre

What people liked

- A clear link between the Town Centre and Segedunum was seen as a good idea by all

What could be improved

- More waymarkers, planting and lighting will attract more visitors



■ Good Idea ■ Needs Improving

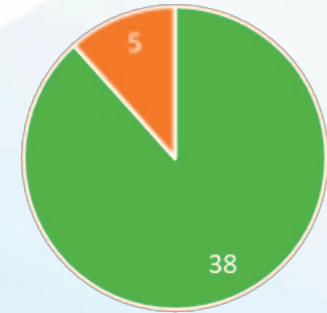
Project 11 – Historic buildings and conservation

What people liked

- Our old, historical and listed buildings should be looked after and used.

What could be improved

- The right investment and use of these buildings is fundamental and needs to be sustainable
- The focus should be on these being assets for the community



■ Good Idea ■ Needs Improving

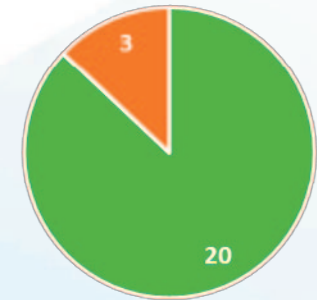
Project 12 – Wallsend Business Support

What people liked

- Shopfront grants are essential to improve the look of the town
- A business support hub with local connections and access to external investment support would be great

What could be improved

- Spaces for small businesses to start and expand into is important



■ Good Idea ■ Needs Improving

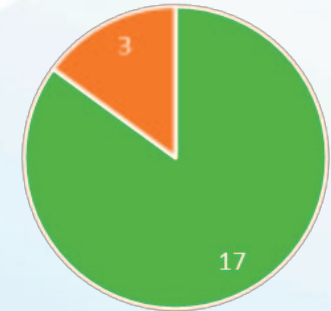
Project 13 – Wallsend Employment Support

What people liked

- Creating job opportunities is a must

What could be improved

- More advertising of current support offered is required



■ Good Idea ■ Needs Improving

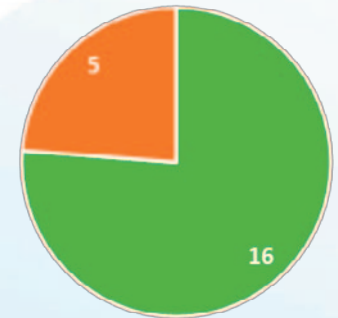
Project 14 – Wallsend Events & Animation

What people liked

- Increased footfall into the town
- Benefit local businesses

What could be improved

- More thought around the type of events/festivals to differentiate from other town food/craft markets
- Better use of the parks for family events
- Existing Wallsend festival should be expanded



■ Good Idea ■ Needs Improving

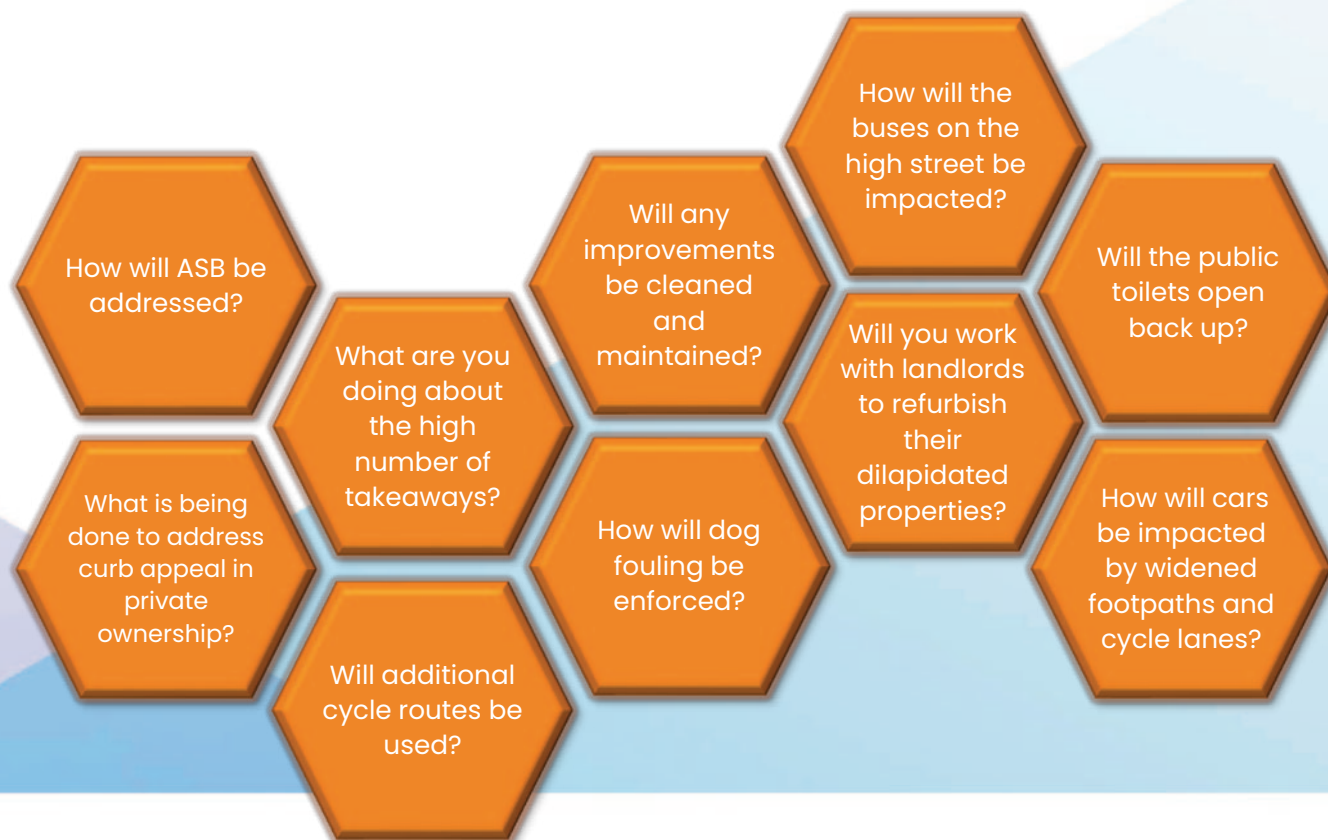


North
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FAQs and Ideas



Frequently asked questions



Ideas proposed

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Retain and improve the bus station with shelters and live timetables

Excavate the Roman remains on Buddle Street

Business support centre

More EV charging

Expand and better promote Wallsend festival

Weekly markets

More signage to key attractions and facilities

Extend parking time limits in the car park

More play areas for children

Relocate Asda to the Forum

Employ a town centre warden for ASB, fouling and littering

Condense the high streets

Acquire and update empty private homes

Expand Segedunum to cover other aspects of Wallsend's history

Late night shopping

Forum loyalty card

Improve access to Wallsend metro station

More colour and artwork

Retain the atrium in the Forum

Increase street lighting to improve perception of safety

APPENDIX 4 : Sentiment

We also asked a question that gave people the opportunity to indicate if individual projects were a **Good idea** or **Needed improving**. As might be expected this yielded similar results to the first question albeit without the opportunity to express wholly negative views e.g. state that it was a Bad idea.

There was only one project, 9 – Segedunum Transformation, where all responses (34) were that it was a good idea with **none saying the proposal needed improving**.

It is arguably most useful to highlight here the proportion saying that individual projects need improving.

A **low proportion (under 25%)** said the following projects needed improving:

Project 10 – Segedunum Routes to Town Centre (31 responses, 6% say needs improving)

Project 11 – Historic Buildings & Conservation (43 responses, 12% say needs improving)

Project 12 – Business Support (23 responses, 13% say needs improving)

Project 13 – Employment Support (20 responses, 15% say needs improving)

Project 14 – Events and Animation (21 responses, 24% say needs improving)

Between **30% and 45%** said the following projects needed improving:

Project 1 – Town Square (73 responses, 30% say needs improving)

Project 3 – Segedunum WHS Gateway (45 responses, 38% say needs improving)

Project 5 – Bus & Metro Station (42 responses, 45% say needs improving)

Project 7 – Housing Development (New Build & Refurbishment) (33 responses, 42% say needs improving)

More than half said the following projects needed improving:

Project 2 – High Street West, East & Station Road (65 responses, 58% say needs improving)

Project 4 – The Forum (53 responses, 58% say needs improving)

Project 6 – Housing Streetscape Improvements (54 responses, 74% say needs improving)

Project 8 – Cycle corridor (40 responses, 63% say needs improving)