Cabinet

North Tyneside Council

6 October 2022

Monday, 17 October 2022 0.02 Chamber - Quadrant, The Silverlink North, Cobalt Business Park, North Tyneside, NE27 0BY **commencing at 6.00 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.

3. **Minutes**   **5 - 26**

   To confirm the minutes of the meeting held on 21 September 2022.

4. **Report of the Young Mayor**

   To receive a verbal report on the latest activities of the Young Mayor and Young Cabinet.

Members of the public are welcome to attend this meeting and receive information about it.

North Tyneside Council wants to make it easier for you to get hold of the information you need. We are able to provide our documents in alternative formats including Braille, audiotape, large print and alternative languages.

For further information about the meeting please call (0191) 643 5320.

10. **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 (11) and (12) 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 involved 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 in private: The reports in items (11) and (12) below contain information relating to the financial or business affairs of any particular person (including the authority holding the information).

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

To seek approval for the extension of the Household Recycling Contract.

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

Monday 28 November 2022 at 6.00pm.

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
Councillor M Rankin

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

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Wednesday, 21 September 2022

Present:	N Redfearn (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:	M Godfrey (Young Mayor)
	T Bridges (Business Representative)
	D McNally (Age UK North Tyneside)
	R Layton (North Tyneside Joint Trades Union Committee)
	M Wilkinson (Acting Chair Audit Committee)
Apologies:	Councillor A McMullen
	M Hall (Northumbria Police)

CAB31/22   To Receive any Declarations of Interest and Notification of any Dispensations Granted

Councillor K Clark declared a registerable personal interest in agenda Item 6: 2022-23 Financial Management Report to 31 July 2022 (CAB36/22) and agenda Item 7: 2023-2027 Financial Planning and Budget Process incorporating the Associated Engagement Strategy (CAB37/22), as she was a Director and Employee at Justice Prince CIC which had contracts with North Tyneside Council funded from the Housing Revenue Account (Working Roots).

Councillor S Graham declared a non-registerable personal interest in agenda Item 5: Audit Committee Annual Report 2021/22 (CAB34/22), as her son works for Ernest & Young, the Authority's external auditors.

CAB32/22   Minutes

Resolved that the Minutes of the previous meeting held on 1 August 2022 be confirmed and signed by the Chair.

CAB33/22   Report of the Young Mayor

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

- In August the Young Mayor and Youth Councillors were involved in the NT Together event held at Northumberland Square, fundraising for Walking With, the Youth Councillors chosen charity for 2022. A tombola, book stall and name the octopus took place, raising £223;
- The number of schools registering for the Eco Schools Award had increased significantly with five schools having completed the award. The Young Mayor congratulated Rockcliffe First School, Appletree Primary School, Woodlawn, Valley

Gardens Middle School and Forest Hall Primary School on their achievements.
- The Young Mayor had presented long service awards to youth councillors Abi Tang and Oscar Daniel, who had worked hard in various forums for over 6 years and 11 years respectively. There had been lots of new people joining youth council and there were representatives from most schools.
- MYP Hannah Clarke McKeran had been chosen by British Youth Council to join the Career and Enterprise Company's Youth Advisory Group, a passionate youth voice that shared a mission to improve education and career outcomes for young people, especially those with barriers to accessing mainstream education or traditional career pathways.
- The Young Mayor had been involved in the Spirit of North Tyneside judging, where there had been lots of outstanding nominations highlighting people that make a difference to so many people within communities.

The Elected Mayor thanked the Young Mayor for the update and the Young People for their excellent work in the variety of activities they were involved in.

CAB34/22   Audit Committee Annual Report 2021/22

Cabinet received the Audit Committee Annual Report covering the work performed by the Audit Committee in 2021/22.

The Chartered Institute of Public Finance and Accountancy (CIPFA) viewed audit committees in local government as a key component of each local authority's governance framework. North Tyneside Council had a dedicated Audit Committee, which was independently chaired by Mr Malcolm Wilkinson (Acting Chair).

Mr Wilkinson was in attendance at the meeting to present the Audit Committee report.

CIPFA recommended that the Audit Committee should regularly assess its own effectiveness and had prepared guidance which Audit Committees could use for this purpose. A review of the Authority's Audit Committee had therefore been led by the Audit Committee Chair, with actions identified to improve the arrangements continuing throughout 2021/22 to date.

One recommendation from Mr Wilkinson's review was that the Authority would benefit from greater interaction between Audit Committee and Cabinet. The review recommended that an annual report from Audit Committee to Cabinet should be considered, in addition to greater engagement between Audit Committee and Cabinet in development of a work programme for Audit Committee.

The Audit Committee report for 2021/22 was attached as Appendix A to the report. Mr Wilkinson presented the report and summarised the key work undertaken by Audit Committee in 2021/22. He also reiterated the recommendation that the Audit Committee continued to maintain strong links to the wider organisation particularly to the Senior Leadership Team and to Cabinet.

The Elected Mayor thanked Mr Wilkinson for attending Cabinet on behalf of the Audit Committee to present the Audit Committee's Annual Report 2021/22 and thanked him for

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the important work undertaken.

Cabinet considered the following decision options: to either approve the recommendations as set out in section 1.2 of the report, or alternatively, to not approve the recommendations.

Resolved that the Audit Committee Annual Report 2021/22 attached as Appendix A to the report, be noted.

(Reason for decision: Noting the Audit Committee Annual Report 2021/22 will demonstrate that Cabinet has received and considered the outcomes of the Audit Committee's review of its own effectiveness, which is good practice recommended by CIPFA; and will help to ensure that Cabinet is aware of the main governance matters which have been considered by Audit Committee in 2021/22.)

CAB35/22   Review of the North Tyneside Statement of Licensing Policy (Sex Establishments)

Cabinet received a report which sought approval to consult on the revised draft North Tyneside Council's Statement of Licensing Policy (Sex Establishments). The draft policy was appended to the report at Appendix 1. The current policy had been adopted by the Authority in 2017. A further report would be presented to Cabinet at the end of the consultation period seeking approval for the adoption of the Policy.

In 2010 the Local Government (Miscellaneous Provisions) Act 1982 ('the Act') was amended to include a new category of sex establishment, namely a sexual entertainment venue. The Council adopted Schedule 3 of the 1982 Act in 2011 to enable the Authority to license sexual entertainment venues as well as the existing categories of sex establishments, namely sex shops and sex cinemas.

Although there was no statutory requirement to have a policy concerning the licensing of sex establishments, it has been long established that it is good practice for Licensing Authorities to adopt various non-statutory policies that assist in the promotion of decision making and the promotion of consistency in decision-making. It also informed the licensing trade and the public of the approach of the Licensing Authority to sex establishment licensing in its area.

The existing policy included a numerical limit on the number of sexual entertainment venues within a specified area of Whitley Bay, namely the area bordered by Whitley Road, Park Avenue, the Promenade and the Esplanade. That limit had been set as nil. That limit did not preclude an application for a licence being made within the specified area that would take the number of licences in the area above the set limit. However, in such a situation the presumption would be to refuse such an application and the applicant will have to make their case as to why the licence should be granted in any particular location contrary to the policy which has set the limit in that area as nil.

As part of the engagement exercise the views of the public and trade would be sought in relation to whether or not this numerical limit should remain at nil, is amended or removed altogether.

There were some statutory exceptions for the need for sexual entertainment venues to be licensed. For example if sexual entertainment takes place in a premises that has the benefit of a Premises Licence issued under the Licensing Act 2003 on no more than 11 occasions in a 12 month period and no such occasion lasts for more than 24 hours, and there is a month between each occasion, no sexual entertainment licence is required by that premises.

Since Schedule 3 was adopted by the Authority, there had been no applications received for a sexual entertainment venue licence. There were no licences currently issued in relation to sex shops or sex cinemas.

An engagement period of six weeks from 10 October to 18 November 2022 would enable responses to be received from those wishing to comment on the draft Policy. The consultation responses would be reported back to Cabinet at the conclusion of the consultation exercise.

Cabinet considered the following decision options: to either approve the recommendations as set out in section 1.2 of the report, to not approve the recommendations or to instruct officers to make amendments to the Policy.

Resolved that (1) the Director of Regeneration and Economic Development be authorised to commence public consultation on the revised draft North Tyneside Statement of Licensing Policy (Sex Establishments); and
(2) a further report will be received by Cabinet at the conclusion of the public consultation process when Cabinet, having regard to any consultation responses, will be asked to agree the adoption of the revised Policy.

(Reason for decision: to ensure that the existing Policy is updated and remains transparent, accountable, proportionate and consistent.)

(Councillor C Burdis left the meeting at this point in proceedings).

CAB36/22   2022/23 Financial Management Report to 31 July 2022

Cabinet considered the second monitoring report outlining the 2022/23 financial position. It provided an early indication of the potential 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 on the 17 February 2022. The net General Fund revenue budget was set at £163.512m. This included £7.257m of savings to be achieved, of which £3.113m related to new business cases included in the 2022-2026 Medium-Term Financial Plan, £1.607m of full year effect of prior year business cases and

£2.537m of savings previously achieved by one-off mitigations and non-permanent solutions.

Prior to any mitigation, the Authority's approved net budget was forecast to outturn with a pressure of £18.456m. Table 1 in the report set out the initial variation summary across the General Fund.

The Authority, as you would expect at this stage of the financial year, was taking a prudent approach to forecasting including in relation to the on-going impact of Covid-19 which currently was forecast to add pressures of £4.082m to the General Fund in 2022/23. These pressures were primarily where fees and charges income had yet to return to pre-pandemic levels, where additional fixed term staff were employed to cover increased demand or to enable front-line service provision to continue unimpacted by employees needing to self-isolate. In addition to Covid-19, global market pressures existed around the Authority's supply chain and current inflation levels, these combined added a further £3.687m to the overall pressure. The remaining £11.346m related primarily to staffing and other income related pressures across the services.

As part of the 2022-2026 Medium-Term Financial Plan (MTFP) agreed by Council in February £2.200m was set aside from the Change Reserve to support additional pressures in Home to School Transport (£1.800m), 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).

In addition to the use of the Change Reserve, £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. Within the 2022-2026 MTFP, £0.150m was identified as planned use of the Insurance Reserve to support additional Repairs and Maintenance costs within the Authority's Commissioning & Asset Management Service Area.

Included within the position for Central Items was (£7.713m) of contingencies; of which (£3.116m) was being used to offset the pressures in Children's Social Care, (£1.301m) was supporting the under achievement of savings targets and (£3.296m) was being used to support the non-energy related inflationary pressures being faced by the Authority. Further to this balance, an additional (£2.264m) was set aside in the 2022-26 MTFP to support anticipated pressures in 2022/23. Of this (£1.300m) was being used to support energy related inflationary pressures, with (£0.964m) supporting non-energy related inflationary pressures.

The Authority was able to carry forward from 2021/22, £2.962m of Covid-19 related central Government grants. Of this (£1.724m) had been committed and was reflected in the £19.115m position reported in Table 1. The remaining balance of £1.238m was available to support on-going Covid-19 legacy pressures and was reflected in the revised position shown in Table 2.

With the inclusion of the planned support from the 2022-2026 MTFP, the adjusted General Fund position, as shown in Table 2, was a pressure of £10.963m. This reflected the continuing impact of Covid-19 being £0.844m over the support funding allocated. The main areas impacted were within Environment & Leisure where Sports and Leisure income from

fees and charges continued to be lower than pre-pandemic levels. Initial projections suggested income would be higher than in 2021/22 but still only 80% of the income levels achieved pre-pandemic in 2019/20. Significant pressures also existed in Children's Services, where the response to the impact of Covid-19 had seen staffing levels increase to manage a significant increase caseloads and demand for services for Children. This was not unique to North Tyneside and was being seen across the region and nationally.

The Inflation Rate had recently reached 10.1% and this was much higher than when the allocations were made in the 2022-2026 MTFP. This was forecast to add a further £1.423m in respect of both energy and non-energy related inflationary pressures. The majority of the inflation issues being in Adults Services across the external care market and contractual costs within Commissioning & Asset Management for catering supplies and the cost of Home to School Transport.

The remaining balance of £8.696m was attributable to pressures considered to be 'Business as Usual'. 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 in a number of key areas: Children's Services – staffing & placements; Children's risks and the likelihood of crystallisation; SEND pressures; Adults Social Care – demand assumptions; Adults Social Care risks and the likelihood of crystallisation; Unachieved savings targets; Commissioning & Asset Management – Impact of SLA reductions; Law & Governance Structure – use of locums; and Revenues & Benefits position – overpayments. The aim of this work will be to ensure actions are in place to bring the outturn forecast for normal activities in on balance and it is anticipated the position will improve over the course of the financial year as planned remedial actions begin to impact on both expenditure and income.

New savings of £4.720m were agreed as part of the Budget approved by Council in February 2022 so the total savings the Authority had had to find in the eleven years following the 2010 Comprehensive Spending Review (CSR) as planned to 2022/23 came 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 report.

New savings were proposed for 2022/23 of £3.113m combined with £1.607m of savings targets that were agreed in prior years budget setting processes for delivery in 2022/23. Savings targets of £2.373m within Health, Education, Care and Safeguarding (HECS) and £0.164m within Commissioning & Asset Management (C&AM) were met in 2021/22 through Covid grants, alternative management actions or through one-year funding sources. These targets still required permanent achievement increasing the total savings brought forward from prior year business cases to £4.144m. The overall target to achieve in 2022/23 was therefore £7.257m.

Within HECS, Adults Services were projecting to achieve the full £0.350m relating to business cases brought forward from prior years. Within the CYPL pressure of £12.720m, £3.175m related to the 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 all CYPL savings to remain unachieved in 2022/23.

Finance Officers continued to attend meetings with senior managers and the Head of Service across adult and children's services and individual managers had assigned responsibilities to pursue deliverability of existing schemes and to identify alternative proposals during 2022/23.

The forecast assumed that Lead Members would continue to support the planned 15p increase in paid school meals due to commence September 2022. Due to the impact of the pandemic school meal increased had been delayed for two years, so previous income targets for 2020/21 and 2021/22 were also included in these figures. If the cost increase was not applied due to the ongoing cost of living crisis the undeliverable element of this savings target will increase. The schools leaving the SLA were confirmed so £0.025m of the 2022/23 savings target for paid school meals and SLA income would not be delivered. £0.030m of the cleaning savings target was forecast to be met. Of the £0.491m yet to delivered £0.050m was undeliverable and £0.441m was yet to be identified. All savings in the other service areas were forecasted to be achieved.

A table containing details of new Revenue Grants received during June and July 2022 was set out in section 1.5.4 of the report.

Schools were required to submit their rolling three-year budget plan by 31 May each year. The total planned deficit for 2022/23 is £5.532m. 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 High Needs Block ended 2021/22 with a pressure of £13.511m. The initial forecast of the Budget position for 2022/23 indicated an anticipated in-year pressure of £3.413m reflecting a further rise in demand for special school places, producing a cumulative deficit balance of £16.924m.

The Housing Revenue Account (HRA) was forecast to have year-end balances at 31 March 2023 of £3.005m. These balances were £0.064m lower than budget which was set at £3.069m.

Universal Credit was fully implemented across North Tyneside on 2 May 2018. As of early June 2022, 3,915 North Tyneside Homes tenants had moved on to Universal Credit and a team was working proactively with tenants to minimise arrears. This position would be closely monitored as the year progresses to identify any adverse impacts on the Budget position.

The approved 2022-2027 Investment Plan totalled £325.029m (£114.280m 2022/23) and was detailed in table 22 of the Annex. The Annex to the report also set out in Section 6 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 £4.280m of which more details were set out in Section 6 of the Annex to the report. The

revised Investment Plan stood at £116.459m for 2022/23 and to the end of July 2022 spend of £16.000m had been incurred which represented 13.7% of the revised plan.

Significant inflationary pressures were being experienced across the UK, and senior officers within the Authority had undertaken a review of inflationary impact to the Investment Programme. Supply issues and rising costs were being reviewed and to date the Authority anticipated no impact to the cost of the capital. However, there may be an impact on the delivery of some planned activity. The corporate risk register included risks for such inflationary pressures to the investment plan.

The 2021-2025 Our North Tyneside Plan (Council Plan) set out the overall vision and policy context within which the Financial Plan and Budget were set. The Council Plan had five key themes – A thriving North Tyneside; A caring North Tyneside; A secure North Tyneside; A family-friendly North Tyneside; and a green North Tyneside. For each theme there was a set of policy outcomes that the Authority was seeking to deliver, these are detailed in the Council Plan itself. The Authority had plans in place to deliver all elements of the Council Plan and performance against these plans was carefully monitored.

With regards to financial performance against the Plan, the area under most financial pressure was Health Education Care and Safeguarding. In common with most local authorities, and in line with the national picture, North Tyneside had seen costs within adult social care continue to rise. Along with the number of adults supported increasing over the last few financial years, the individual needs of those residents had increased due to people living longer with multiple complex conditions. Supporting those needs required more intensive packages of care which were more expensive to provide. In addition to older people, younger adults with learning disabilities and physical disabilities were also living longer, often with multiple complex issues.

In Children's Services, good progress continued to be made on engaging with children in the early years of life to ensure that they were ready for school. Safeguarding vulnerable children and maximising their educational attainment remained key priorities.

Over recent years, there had been an increase nationally in demand for children's residential placements but with no corresponding increase in central government funding. As such, the levels of looked after children (LAC) and children who required supervision after leaving care continued to generate a significant financial pressure. Data for LAC levels suggested that, whilst fluctuating, there was a general trend of a steady increase in numbers but there were a wide range of levels of care provided, with more complex cases now being faced.

Cabinet considered the following decision options: to accept 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 July 2022 (Annex sections 1, 2 and 3), be noted;
(2) the receipt of £1.381m new revenue grants (as outlined in section 1.5.3 of the report), be approved;
(3) the Authority's Investment Plan spend of £16.000m to 31 July 2022 and the financing of

the Plan to the end of the year (Annex Section 4), be noted; and
(4) the variations of £4.280m for 2022/23 within the 2022-2027 Investment Plan (Annex Section 4), be approved.

(Reason 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.)

CAB37/22   2023- 2027 Financial Planning and Budget Process incorporating the Associated Engagement Strategy

Cabinet considered a report seeking approval to the proposed 2022-2027 Financial Planning and Budget process including information on the key decision milestones; and as part of the process, the proposed approach to Budget Engagement.

Whilst the report formed an important part of the Authority's budget-setting process for the 2023/24 Budget, it also provided Cabinet with an overview of the potential financial implications for both the current year and for the period of the Authority's Medium-Term Financial Strategy (MTFS).

In addition, the report acknowledged the continuing exceptional circumstances in which the 2023/24 Budget would need to be prepared. The Authority was continuing to operate in a period of significant financial uncertainty brought about by a combination of the ongoing impact of the pandemic, significantly higher levels of inflation which was impacting energy and fuel costs and the outcome of the pay award for 2022/23 and future years. The Authority was currently assessing the impact of the financial implications of the reforms in relation to Adult Social Care, which would undoubtably add to the financial pressure the Authority would face in 2023/34 and future years. These factors would have an impact on the organisation's ability to achieve planned Budget savings and income for 2023/24, its capacity to develop and deliver new Budget proposals for 2023/24, and on the wider Budget position, which was the subject of extremely high levels of uncertainty.

The report set out details of a proposed Budget planning process for 2023/24 but recognised that there would be a need for flexibility. In this context, the report also provided a summary of key areas of wider risk and uncertainty for Cabinet's consideration.

It was highlighted that at the time the Authority's Budget and Medium-Term Financial Plan was set in February 2022, it would have been impossible to anticipate or make provision for either the economic impact of the Russian invasion of the Ukraine or the wider cost of living crisis that had emerged in recent months. As the Budget process progressed the impact of this and other factors would need to be accounted for, and therefore it remained essential for the Authority to have a robust plan in place to enable the preparation of a balanced and sustainable Budget. The report therefore set out the process by which the Authority would build on the 2022/23 budget in order to develop the detailed financial plans for future years, which would secure the Authority's financial position and safeguard the provision of essential services into 2023/24 and beyond.

The former Chancellor of the Exchequer, Rishi Sunak, had delivered the Spring 2022

Budget on 23 March 2022. There were limited announcements which would impact on the Authority's budget position directly, although there were some measures which would require administration by local authorities including an extension of the Household Support Fund from April 2022 and various business rate changes. Full details of the key economic forecasts and key policy announcements made in the Spring Budget were included within the Medium-Term Financial Strategy which was appended to the report.

As in in recent years, the Authority would not receive detailed information about funding allocations for 2023/24 until autumn 2022 at the earliest. Spending review announcements in 2021 covered one year only and as a result there remained high uncertainty about the levels of funding for 2023/24 and beyond.

Any consideration of the Authority's Medium-Term Financial Strategy and Medium-Term Financial Plan (MTFP) must be undertaken in the context of the funding outlook for local government and what that meant for the Authority. Full details of the funding outlook for local government were included in section 3 of the Medium-Term Financial Strategy.

The current MTFP covered the period to the end of 2025/26. Whilst there continued to be a great deal of financial uncertainty, recommended practice suggested that due consideration was given not only to the short-term but to how the Authority would continue to finance its activities in the medium-term. It was therefore recommended at this stage that the MTFP covered the four-year period 2023/24 to 2026/27.

The report referred to the Authority's responsibilities under the Equality Act 2010 and Public Sector Equality Duty, part of which was to ensure that the potential effects of decisions on those protected by the Equalities legislation were considered prior to any decision being made. The effect of the Authority's budget setting process and decision-making would continually be monitored by using Equality Impact Assessments.

The revised Medium-Term Financial Strategy and the proposed principles for Budget planning for 2023/24, were set out in Appendix A and section 1.5.8 of the report.

Key aspects of the 2023/24 Financial Planning and Budget process timetable were set out at Appendix B to the report. This highlighted key decision milestones in the process.

The Elected Mayor and Cabinet were responsible for formulating the Authority's Budget. The Cabinet Member for Finance and Resources, in close consultation with the Elected Mayor, had been nominated as the lead Cabinet Member for the overarching 2023-2027 Financial Planning and Budget Process. The Director of Resources would be the project sponsor.

Details of the Budget Engagement Strategy for 2023/2024 were set out at Appendix C to the report. The aim of the Strategy was to reach different sectors of the population through an approach that encompassed engagement with residents as a whole and customers/users of services as well as particular groups of people, including those with protected characteristics. The approach also ensured reach with particular interest groups such as council housing tenants.

Cabinet considered the following decision option: to agree the recommendations as set

out in paragraph 1.2 of the report. The Authority's Constitution and Budget and Policy Framework Procedure Rules set out the stages to be completed in relation to agreeing the Budget of the Authority. There were no other options available in relation to this. The Budget Engagement Strategy formed part of the 2023-2027 Financial Planning and Budget Process.

Resolved that (1) the revised Medium-Term Financial Strategy and the proposed principles for Budget planning for 2023/24, as set out in Appendix A and section 1.5.8 of the report, be noted;
(2) the proposed outline 2023-2027 Financial Planning and Budget process,which incorporates the key decision milestones and dates, as set out at Appendix B to the report, be approved;
(3) Cabinet recognise that there may be a requirement for flexibility within both the Budget- setting process and the assumptions used, as a result of future Government announcements and other developments relating to current and forecast inflation levels, the pay award and the ongoing financial impact of the pandemic;
(4) the Budget Engagement Strategy as part of the 2023-2027
Financial Planning and Budget Process, set out at Appendix C to the report, be approved; and
(5) the key Budget risks and uncertainties as set out in the Medium-Term Financial Strategy, including the implications of announcements made at the Spring Budget 2022 and subsequently as part of the COVID-19 response be considered.

(Reason for decision: The recommendations are mainly legal in nature, as stated in paragraphs 2.1 and 2.2 of the report.)

CAB38/22   Our North Tyneside Plan 2021-2025 Performance Update

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' attached as Appendix 1 to the report.

The Council Plan was refreshed last year following the Mayoral Elections on 6 May 2021 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 the 23 September 2021.

A refreshed Our North Tyneside Plan Performance Report had been developed to monitor progress against the new priorities and objectives set out in the Council Plan. The Authority managed performance at two levels. Strategic objectives were monitored and managed twice a year through regular reports to Cabinet, Overview, Scrutiny and Policy Development Committee and the North Tyneside Strategic Partnership. Operational performance was managed on a day-to-day basis by service areas, with an overview on a monthly basis.

The 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.

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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 continued to decrease and was currently at it's lowest level in seven years.

- The council's carbon emissions reduced by 53%, well in advance of the 2023 target of 50% and in August 2022, Cabinet approved the Carbon Net-Zero 2030 Action Plan.

- £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 over 500 homes with low-household incomes. To date measures had been installed in 260 homes.

- Regeneration work was well underway in North Shields including public realm improvements, a new integrated transport hub, town square, planning permission had been granted for new family homes at the former Unicorn House Site, grant funding had been secured to develop a Cultural and Creative Zone and a bid had been submitted to the Levelling Up Fund for the Fish Quay.

- In Whitley Bay, improvement works to the Northern Promenade were completed and funding from the Active Travel Fund had been secured.

- In Wallsend, 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. A bid had been made to the Levelling Up Fund to deliver public realm improvements along the High Street, transport connections, enhance Segedunum.

- Master Plans were being developed for Whitley Bay, Wallsend and the North-West area of the borough.

- Our beaches and warden managed parks continued to be recognised nationally for their high standards. Three of our beaches had retained their Blue Flags and Seaside Awards and this year seven parks were awarded Green Flag Awards after Preston Cemetery applied for the first time in 2022.

- Work to address health and socio-economic inequalities were being delivered through a number of initiatives including the Holiday Activities and Food Programme, Household Support Fund and Poverty Intervention Fund.

- Support continued to our low-income households across the borough through the Council Tax Support Scheme and Hardship Support Scheme.

- The education offer in the borough was strong compared to national and regional comparators, however an area of focus is to close the gap between

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disadvantaged and non-disadvantaged pupils.

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

CAB39/22   Adult Social Care - Fair Cost of Care Update

Cabinet received a report which updated on progress in relation to a nationally mandated fair cost of care exercise and sought authorisation to approve the submission of the required returns outlining the results of this exercise, intended to establish fair fee rates for care home fees for residents aged 65 years and over and for homecare fees for adults 18 years and over.

The Government announced its planned implementation of the Market Sustainability and Fair Cost of Care Fund on 16 December 2021. It was part of a range of reforms outlined within the social care white paper, 'People at the Heart of Care'. The total funding outlined was as follows: 2022/23 - £162m, 2023/24 - £600m and 2024/25 - £600m.

To date only the allocation of the 2022/23 amounts had been announced with North Tyneside receiving £0.696m.

The purpose of the fund was to support local authorities to prepare their care markets for reform including allowing self-funders to access local authority rates for residential and nursing care (pursuant to section 18(3) of the Care Act 2014 which has been announced as coming into force in October 2023) and to support local authorities to move towards paying providers a fair cost of care. Up to 25% of allocated funding in 2022 to 2023 could be used to fund implementation activities associated with meeting the fund purpose.

As part of the condition of receiving grant funding in 2022/23 and future years, local authorities had to evidence the work they were doing by submitting to the Department of Health and Social Care by 14 October 2022 the following;

1. The results of a cost of care exercise for 65+ care homes and 18+ homecare
2. A provisional Market Sustainability Plan (a final plan must be submitted by February 2023)
3. A spend report detailing how funding allocated for 2022/23 was being spent

The Government would assess the information submitted and use it to review the fund distribution and conditions ahead of allocating funding for 2023/24.

The Government had worked with a number of organisations to produce recommended tools and the Authority had used the recommended tool for both care home and homecare data collection. Initial engagement sessions were held with providers and two independent organisations were engaged to support with the two data collection processes.

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Deadlines were set for providers to submit their information by 12 August for care homes and 21 August for homecare providers. The collection process for care homes had been completed with 26 of the 30 homes located within the borough submitting information. This was an excellent response rate of 86.7% which compared very favourably with a reported national response rate of approximately 25%. The collection phase for homecare was still in progress and ongoing contact was being made with homecare providers to offer support and encourage participation in the process.

The next phase of the process was the checking and validation of the data collected with queries sent to providers where anomalies or incomplete data was identified.

Throughout the process, officers from North Tyneside had taken part in regional and national work to ensure consistency of approach, sharing of resources and learning from best practice.

Cabinet considered the following decision options: to accept the recommendations set out in paragraph 1.2 of the report; or alternatively, to not accept the recommendations and to propose an alternative approval mechanism to ensure that the terms and conditions of the Market Sustainability and Fair Cost of Care Fund could be met.

Resolved that the Director of Children and Adults Services in consultation with the Director of Commissioning and Asset Management, Director of Resources, the Cabinet Member for Finance and Resources and the Cabinet Member for Adult Social Care, be authorised to approve the submission of a fair cost of care report, a provisional Market Sustainability Plan and a spend report outlining the use of the Market Sustainability and Fair Cost of Care Grant to the Department of Health and Social Care.

(Reason for decision: to allow care providers to sufficient time to analyse, collate and submit their information as well as giving the Authority time to evaluate the results of the exercise and develop a provisional Market Sustainability Plan which ensured sufficient, high-quality care continued to be available to support the residents of North Tyneside.)

CAB40/22   Wallsend Towns and High Streets Innovation Programme: North of Tyne Combined Authority Towns and High Streets Innovation Programme - Acceptance of Grant

Cabinet received a report seeking authorisation for the Director of Regeneration and Economic Development to accept £1.94m of grant funding from the North of Tyne Combined Authority's (NTCA) Towns and High Streets Innovation Programme.

The Towns and High Streets Innovation Programme investment was concentrated in a small number of town centres and high streets, with a focus on achieving lasting transformational change in each place by planning long term investment proposals and testing new approaches to high street re-purposing at scale within focused areas.

The programme had been co-designed between the NTCA and its Local Authority stakeholders. It drew upon the NTCA's Covid Recovery Work and other research work

which informed the development of a 'Future High Streets Challenge' technical capacity fund approved by NTCA's Cabinet in November 2021. The Programme was built upon three pillars, each of which was essential in achieving long term transformation in high streets and town centres. It was essential that these pillars were the bedrock upon which the proposals to transform high streets were based. The three pillars were: Leadership and partnership; Investing in a model for change; and Stimulating long term investment.

In total, circa £1.9 million would be devolved to each Local Authority subject to each Local Authority producing a Delivery Plan which was subject to external appraisal and approval by NTCAs Technical Officers Group (TOG).

£1.94 million of funding had been approved for the Authority to deliver a programme of activity that delivered against the objectives identified in the draft Wallsend Masterplan.

The vision for Wallsend was for it to be a thriving, diverse town providing a choice of good quality homes, community facilities, green spaces, retail and an evening economy that built on the heritage, culture and unique setting of the area.

The funding from the Towns and High Streets Innovation Programme would be used to:

- Create a new active travel route incorporating artwork and installations between the town centre and Segedunum linking the World Heritage Site with the core retail and leisure offer;
- Provide 1:1 support to businesses with a dedicated town centre business advisor;
- Include a shop front improvement grant scheme with specific design standards to enhance the look of the High Street;
- Develop and support a programme of events and festival that would drive footfall and promote Wallsend as a destination of choice; and
- Create a higher profile for Segedunum by establishing a retail/exhibition offer within the town centre.

The programme duration was a maximum of two full financial years, with eligible spend starting from April 2022, and all expenditure completed by 31st March 2024. The activity would be 100% funded by NTCA with no match funding required from the Authority.

The programme of activity would deliver the following Specific, Measurable, Achievable, Relevant and Time-Bound (SMART) objectives:

- SO1: Grow jobs and productivity in and around Wallsend town centre, supporting businesses to grow, through investment in the area, bespoke business support and access to new businesses opportunities.
- SO2: Provide an attractive environment for businesses to thrive by investing in new workspaces and capital works in and around the high street to improve the look and feel of the area, breathing new life into the town and contributing to the transformation of Wallsend and the wider Borough of North Tyneside.
- SO3: Establish a thriving 'High Street', with a strong identity and opportunities that can kick start investment in the wider area. Using a programme of animation including 4 large-scale events to showcase products and services and attract visitors, in turn increasing footfall within the area.

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- SO4: Create a strong sense of place, Segedunum, as a key part of Hadrian's Wall, is one of the UK's 31 UNESCO World Heritage Sites and yet from the town centre you would not know it was nearby. Using signage, art installations and public realm improvements we will improve the connectivity and identity of Wallsend.
- SO5: Empower local communities and businesses to re-imagine and build a long-term future for Wallsend high streets by establishing a new High Street Transformation Board.

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

Resolved that (1) the Director of Regeneration and Economic Development be authorised to accept the £1,940,000 grant funding from the North of Tyne Combined Authority in relation to the Towns and High Streets Innovation Programme for Wallsend; (2) the Director of Regeneration and Economic Development in consultation with the Assistant Chief Executive and Director of Resources, be authorised to enter into the Grant Funding Agreement and any other documentation as required to facilitate recommendation (1); (3) the Director of Regeneration and Economic Development be authorised to procure any goods, works or services to deliver the outcomes set out below:

i. prepare designs up to Royal Institute of British Architects Stage 4 for public realm improvements and a new cultural, walking, cycling and wheeling route between Segedunum and Hadrian's cycleway/C2C/National Trail routes and the Metro and Wallsend High Street

ii. appoint a delivery partner to undertake construction work on the public realm walking and cycle route

iii. carry out a tender process to appoint a delivery organisation to provide bespoke business support to Wallsend businesses

(4) the Director of Regeneration and Economic Development in consultation with the Director of Resources and the Assistant Chief Executive, be authorised to take all necessary steps to enter into contracts with the successful bidders on completion of the procurement processes highlighted in 1.2 (3) (ii) and 1.2 (3) (iii); and

(5) the Director of Regeneration and Economic Development in consultation with the Director of Resources, be authorised to take all necessary steps to recruit and appoint a Town Centre Advisor on an 18-month fixed term contract.

(Reason for decision: accepting the funding would enable the delivery of the proposed activity in Wallsend Town Centre, in line with the policy priorities enshrined in the emerging Wallsend draft Masterplan and Our North Tyneside Plan.)

CAB41/22   North Tyneside Local Plan Policy Review 2022

A report was received setting out the Authority's conclusions regarding a review of the North Tyneside Local Plan. The Local Plan had been adopted by full Council on 20 July 2017. National Planning Policy Framework and regulations required Local Authorities to undertake a review of their Local Plan policy at least every five years to establish whether they remained up to date. To fulfil this legal requirement, the Authority had reviewed each of the policies within the North Tyneside Local Plan.

The Local Plan was a key document for the Authority which provided the policy framework

for considering planning applications, supporting regeneration ambitions and contributing to the delivery of many of the priorities outlined in the Our North Tyneside Plan. This included delivery of affordable homes, protection of the borough's environment and jobs growth.

Since the adoption of the Local Plan there had been some notable changes in the wider social and economic context that shaped growth and development. The implications of Brexit for economic and housing growth remained uncertain as the Covid-19 pandemic had fundamentally shifted many aspects of the way individuals live and work. Climate change had also come into even greater focus, with North Tyneside Council recognising the importance placed on the issue with the declaration by full Council of a Climate Change Emergency in 2019. National Planning Policy that set the framework against which Local Plans must be prepared had been updated three times, and key elements of planning guidance such as the approach to calculating Local Housing Need had been updated.

Despite these challenges, some important developments had been permitted or commenced since the Local Plan was adopted. This included:
- Completion of refurbishment and re-opening of Spanish City.
- Opening of a new supermarket and other retail units at The Forum, Wallsend and refurbishment and reuse of Wallsend Town Hall as a Business Centre.
- Expansion of Northumberland Park District Centre and refurbishment and public realm improvements at Forest Hall District Centre.
- Development of about 3,000 homes, including around 1,000 affordable homes.
- Major highway improvements across the Borough including completion of the A19(T) Silverlink underpass.
- North Shields Town Centre Regeneration - Howard Street and Northumberland Square

A Local Plan Review Summary Document and Policy Assessment was attached to the report at Appendix 1. The review considered a range of matters including:
- Changes in the national planning context
- Changes in local circumstances and policy context
- Development monitoring reports
- The duty to co-operate; and
- Appeals performance

The conclusions set out within the review at Appendix 1 addressed each chapter of the Local Plan: Spatial Strategy, Economy, Retail and Town Centres, Housing, Natural Environment, Built and Historic Environment, Infrastructure and Area Specific Strategies.

Based on the assessment undertaken, the Authority concluded that its Local Plan remained a sound Local Plan and there were no proposals to undertake further work at this time. The Authority remained focused upon implementation to support delivery of the North Tyneside Local Plan's objectives.

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

Resolved that (1) the findings of the North Tyneside Local Plan Policy Review 2022 be noted and agreed; and

(2) the online publication of the North Tyneside Local Plan Policy Review 2022, accompanied by a statement outlining that a review has been undertaken and found the Plan remains sound as an up-to-date strategy consistent with national planning policy, be agreed.

(Reason for decision: the Authority has a legal duty to undertake a review of its Local Plan and is expected to publish its conclusions, and a statement regarding the status of the Plan. Failure to publish such a statement could result in the wider Local Plan being considered out of date and therefore reduce the Authority's ability to manage development in the Borough.)

CAB42/22   Ambition for Education - Update

The Cabinet Member for Children, Young People and Learning took the opportunity to congratulate the children and young people in the borough on their recent achievements in the first summer examinations since the pandemic began. Early indications suggested an overall improved performance at both Key Stage 4 and Key Stage 5 compared to 2019 outcomes.

Cabinet received a report outlining the key elements and ambitions in the White Paper 'Opportunity for all: strong schools with great teachers for your child' and the Green Paper 'Special Educational Needs and Disabilities Review: Right support, Right place, Right time'. The report outlined the strategic challenges facing the education system in North Tyneside, the work already underway and further work required to tackle these challenges in partnership with educational leaders and partners.

North Tyneside had an education system to be proud of. A strong performer regionally and nationally, this reflected the hard work of Head Teachers and their teams, governing bodies, Elected Members, Authority staff and the fantastic children and young people.

The Authority believed that education was the catalyst for social mobility and the mitigation of deprivation; championing the learner continued to sit at the heart of the Authority's decision making.

Historically, schools and colleges in the Borough had performed well in public examinations and against inspection frameworks with 95% judged to be good or better by Ofsted, but the Authority also recognised that for disadvantaged pupils there was more to do. At the end of the academic year 2019, performance data showed that despite pupils' overall outcomes comparing favourably with national outcomes, those of disadvantaged pupils continued to lag those of their non-disadvantaged peers and remain stubbornly below the national average. The picture was compounded further for those pupils identified as long-term disadvantaged for whom the gap between them and their peers was stark.

Gaps in disadvantaged pupils' attainment widened as they moved through the education system. The abandonment of public examinations in 2020 and 2021 meant the longer-term impact of COVID-19 would only begin to be seen in 2022 and beyond.

As well as the updated Council Plan Policy Framework recent key strategic documents had also been developed and approved in recent months:

- Children and Young People Plan 2021-2025
- Ambition for Education Strategy in North Tyneside 2020-2024
- Joint School improvement Strategy
- North of Tyne Education Challenge
- Special Educational Needs and Disabilities Inclusion Strategy 2021-2024
- Children and Young People's Mental Health and Emotional Wellbeing Strategy 2021-2026

The 'Ambition for Education in North Tyneside' document set out the priorities and targets for education from 2020 to 2024. It built on the vision provided by 'Our North Tyneside Plan' and the 'Children's and Young People's Plan'. The Authority's targets aligned with the 'North of Tyne Education Challenge' and 'Joint School Improvement Strategy' together with the Special Educational Needs and Disability (SEND) Inclusion Strategy.

Officers continued to work with schools to tackle the priorities within the Ambition for Education document to improve outcomes for all pupils, to build on the Authority's partnerships to transform lives, uncap the potential of children and young people, and mitigate against the longer-term impact of COVID-19.

In March 2022 the government published its White Paper – 'Opportunity for all: strong schools with great teachers for your child'. The vision within the white paper was to introduce and implement standards that would improve children's education, deliver the right support and give them the tools to lead a happy, fulfilled, and successful life.

Delivery of this vision would be underpinned by the following principles:

- Excellent teacher for every child
- Delivering high standards of curriculum, behaviour and attendance
- Targeted support for every child who needs it
- A stronger fairer system

In 2019 the government commissioned a SEND review in response to growing concern about the challenges facing the SEND system in England and the future of the children and young people it supports. The Green paper 'Special Educational Needs and Disabilities Review: Right Support, Right Place, Right Time' focused on ensuring a system where every child and young person could access the right support with the following being key areas for change:

- Excellent provision from early years to adulthood
- A reformed role for alternative provision
- System roles, accountabilities and funding reforms
- Delivering change for children and families

The report set out the key strategic challenges facing education provision in the Borough. This included financial sustainability of schools in particular secondary provision; increasing demands in relation to Children and Young People with Special Educational Needs and Disabilities; post 16 provision across the borough; local plan proposals on school places and catchment areas, and schools rebuilding programme and capital investment.

Cabinet

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

Resolved that (1) the key elements and ambitions in the recent White Paper 'Opportunity for all: strong schools with great teachers for your child' be noted;
(2) the key elements and ambitions in the recent Green Paper 'Special Educational Needs and Disabilities (SEND) Review: Right support, Right place, Right time' be noted;
(3) the key strategic challenges facing the education system and SEND and the work done to date be noted;
(4) the following work is progressed in relation to the following challenges:
   a) Financial sustainability of Schools in particular Secondary Provision:

   Working with Monkseaton High, and other stakeholders:
   •   carry out option appraisals to address the structural deficit issues,
   •   enter pre-publication engagement and consultation, and
   •   bring forward proposals to achieve educational and financial sustainability across the system.

   b) Increasing demand in relation to Children & Young People with Special Educational Needs and Disabilities and associated resource pressures:

   •   progress the work identified within the Dedicated School Grant Management Plan.

(5) the Director of Commissioning and Asset Management and the Director of Children and Adults in consultation with the Cabinet Member for Children, Young People and Learning and the Cabinet Member for Finance and Resources and the Director of Resources be authorised to take all necessary steps to progress the work set out in recommendation (4) above; and
(6) further reports be received as required on the progress made in relation to the challenges set out in recommendation (4) above.

(Reason for decision: it reflects the priorities agreed by the Elected Mayor, Cabinet Member, Head Teachers and Chairs of Governing Bodies.)

CAB43/22   Approval of the Better Care Fund Plan 2022/23 and Authorisation to Enter Section 75 Partnership Agreement - Better Care Fund

Cabinet received a report seeking approval of the Better Care Fund Plan for 2022/23 and authorisation for the Director of Children and Adults Services to enter into a partnership agreement under section 75 of the National Health Service Act 2006 (a section 75 Agreement).

The Better Care Fund (BCF) had been in operation since 2015/16, and was 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 created 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 2022/23 was £30,774,007 which was an increase of 4.47% over 2021/22 BCF pooled fund.

ICBs were required to contribute a defined amount to the fund to support adult social care. The resulting income from the NHS was £12,310,605. Together with the "Improved Better Care Fund" grant, which was paid direct by Government to the Authority, the BCF supported 20.5% of adult social care revenue expenditure within the Borough.

BCF income helped to fund community based social care services, such as reablement, immediate response home care, CareCall, and loan equipment/adaptations. It also contributed 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.

The detailed operations of the BCF in North Tyneside were set out in a nationally prescribed Planning Template and narrative plan which had to be approved by the local Health and Wellbeing Board before submission to NHS England by 26 September 2022. The plan would then go through an assurance process and once approved, a Section 75 Agreement would be prepared, between the North-East and North Cumbria Integrated Care Board (the ICB). That Agreement established a BCF Partnership Board with representatives from the Authority and the ICB.

The minimum value of the North Tyneside Better Care Fund was set nationally. Table one in the report showed the value in the current year, and changes from previous years. The national framework also stipulated minimum contributions to be paid by the ICB to adult social care, and minimum spend on NHS-commissioned out of hospital services.

The North Tyneside Better Care Fund Narrative Plan was appended to the report at Appendix 1. The North Tyneside Better Care Fund Planning Template was also included at Appendix 2.

The Better Care Fund continued to play a key role in integrating health, social care and housing. The fund provided the governance and a context in which the NHS and local authorities work together, as equal partners, with shared objectives.

The BCF plan had enabled a single, local plan for the integration of health and social care which had improved joint working and had a positive impact on integration. This had 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 accounted for 20.5% of adult social care revenue expenditure, therefore it would not be possible to maintain the current level of services without the benefit of the Better Care Fund income.

Cabinet considered the following decision options: to accept the recommendations set out in paragraph 1.2 of the report; or alternatively, to not accept the recommendations and propose alternative approval mechanism.

Resolved that (1) the Better Care Fund Plan for submission to the Health and Wellbeing Board for further approval prior to submission to NHS England be approved; and

(2) the Director of Children and Adults Services, in consultation with the Director of Resources, the Director of Commissioning and Asset Management, and the Assistant Chief Executive, be authorised 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.

(Reason for decision: 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 26 September 2022 and enter into a Section 75 Agreement is not met by 31 December 2022 the release of funds by NHS England could be delayed.)

CAB44/22   Date and Time of Next Meeting

6.00pm on Monday 17 October 2022.

Minutes published on Monday 26 September 2022.

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 Monday 3 October 2022.

North Tyneside Council
Report to Cabinet
Date: 17 October 2022

Title: North Tyneside Hate Crime Policy Statement

Portfolio(s):	Cabinet Member(s):
Inclusion, Employment and Skills	Cllr Hannah Johnson
Community Safety and Public Protection	Cllr Carole Burdis
Finance and Resources	Cllr Martin Rankin

Report from Service Area:	**Corporate Strategy and Customer Service**
Responsible Officer:	**Jacqueline Laughton Assistant Chief Executive** (Tel: (0191) 643 5724)
Wards affected:	**All Wards**

PART 1

1.1 Executive Summary

As part of the Authority's ongoing programme of work in relation to reducing inequality, eliminating discrimination and promoting inclusion, the Authority has produced a Hate Crime Policy Statement ("the Policy Statement) which Cabinet is being asked to approve.

As well as the Policy Statement, this report also provides information in relation to both hate crime and hate incidents. It highlights the prevalence of hate crime in North Tyneside and the impact this has, both on those who experience it and on the wider community. It also explains how the Policy Statement will contribute to the delivery of the Authority's Equality and Diversity Policy and through work with partners in the Safer North Tyneside Partnership.

1.2 Recommendation(s):

It is recommended that Cabinet

(a) approves the Hate Crime Policy Statement contained at Appendix 1 of the report

(b) authorises the Assistant Chief Executive to periodically review the Hate Crime Policy Statement and in consultation with the Cabinet Member for Inclusion, Employment and Skills the Cabinet Member for Community Safety and Public Protection and the Cabinet Member for Finance and Resources and the Director of Public Health and

Director of Resources to make amendments to the Policy Statement as considered appropriate.

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 21st April 2022.

1.4   Council Plan and Policy Framework

This report relates to several priorities in the 2021-25 Our North Tyneside Plan regarding both a secure North Tyneside and a caring North Tyneside.

The policy statement supports the commitments made by the Authority in its Equality and Diversity Policy, the latest version of which was approved by Cabinet in February 2021.

The Safer North Tyneside Community Safety Strategy 2019-2024 includes a priority to co-ordinate and support work to safeguard people in the community, including around hate crime.

1.5   Information

1.5.1   <u>Hate Crime and Hate Incident Context</u>

A hate crime is any criminal offence perceived by the victim or someone else to be motivated by hostility or prejudice based on a person's protected characteristic of

- •   Race
- •   Religion
- •   Disability
- •   Sexual orientation
- •   Transgender identity

Additionally, whilst not recognised nationally, Northumbria Police also records crimes based on gender or age as hate crimes.

A hate incident is any incident that is perceived by the victim or someone else to be motivated by hostility or prejudice based on one of the above perceived characteristics, but which may not constitute a criminal offence or result in a conviction.

Reports of hate crimes have been increasing year on year, both locally and nationally.
In North Tyneside there has been a significant increase in the number of reported hate crimes between 2015/2016 and 2021/2022. The increase is partially due to an increased awareness of the need to report hate crimes and improvements in reporting practices. The rates of hate incidents are much harder to accurately record but these have also been on the increase.

In 2021, North Tyneside had 404 reported hate crimes. In North Tyneside, the most reported hate crimes are race related.

1.5.2   The Impact of Hate Crime and Incidents

Anyone can be a victim of a hate crime or hate incident and the consequences can be severe. Each individual's response to a hate crime or incident can be different but they may feel humiliated, embarrassed, angry or no longer safe in their home or area. Hate crimes and incidents do not just impact on the victim. The victim's family and friends can also be negatively impacted by the crime or incident. Those who have not directly experienced the crime or incident can also experience fear and trauma. Communities who share the protected characteristic of the victim can feel the impact on a member of their community, even when there is not direct connection with the victim.

Whilst an individual crime or incident can be traumatic, the risks of severe distress and long-term effects are increased with repeated incidents. The after effects of hate crime and incidents can lead to permanent damage, creating a climate of fear, preventing people from living normal lives and may sometimes lead to death.

1.5.3   Commitment to Equality and Diversity in Relation to Hate Crime

The Authority's Equality and Diversity Policy makes clear the Authority's commitment to stand against discrimination, victimisation, and harassment. The Policy Statement on hate crime set out in Appendix 1 of this report contributes to the delivery of the Authority's equality objectives as approved by Cabinet in February 2021.

Through its Embedding Equality programme, the Authority has ensured that, internally, there is a clear focus on promoting equality and inclusion and eliminating all forms of discrimination. The Policy Statement is part of this programme.

In 2021, the Authority took part in Hate Crime Awareness Week, signposting what support and resources were available to people. Building on this work the Authority will take part in Hate Crime Awareness Week again this year.

Externally, tackling hate crime is a priority of the Safer North Tyneside Partnership of which the Authority is a statutory partner and key member.

1.5.4   Working with Communities and Partners

Externally, the Authority works in partnership with others on matters in relation to equality and diversity including through the Safer North Tyneside Partnership which is chaired by the Cabinet Member for Community Safety and Public Protection (regarding crime and anti-social behaviour related matters including hate crime) and the Community Tension Monitoring Group.

Since 2020, the Authority has been working with its Ethnic Diversity Community Taskforce which is chaired by the Elected Mayor. The Taskforce has identified hate crime as one of its key priorities for action.

1.6   Next Steps

Subject to approval by Cabinet, the Hate Crime Policy Statement at Appendix 1 of the report will be published and implemented. The Policy Statement will be kept under review and amended if necessary following consultation with Cabinet Members. Internally, the

Policy Statement will be reflected in the development of a Dignity and Respect at Work Policy and associated procedure. The Policy Statement will also inform the future work of the Safer North Tyneside Partnership.

1.7   Decision options

The following decision options are available for consideration by Cabinet:

Option 1
Cabinet approves the Hate Crime Policy Statement and the authorisation set out in paragraph 1.2(b).

Option 2
Cabinet does not approve the Hate Crime Policy Statement.

Option 1 is the recommended option.

1.8   Reasons for recommended option

This would provide a clear way forward for a refreshed approach to tackling hate crime both within the Authority and externally in partnership with others.

1.9   Appendices:

Appendix 1: North Tyneside Council Draft Hate Crime Policy Statement

1.10   Contact officers:

Jackie Laughton, Assistant Chief Executive, (0191) 643 5724

Anne Foreman, Policy and Performance Manager, Corporate Strategy, 0191 643 2225

Jessica Madden, Policy Officer, Corporate Strategy, 0191 643 1597

David Dunford, Senior Business Partner, Finance Team, 0191 643 7027

1.11   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) Equality and Diversity Policy- https://my.northtyneside.gov.uk/sites/default/files/web-page-related-files/Equality%20and%20Diversity%20Policy%20-%20January%202021.pdf

(2) Our North Tyneside Plan 2021-2025
https://my.northtyneside.gov.uk/category/1241/our-north-tyneside-plan

(3) EIA North Tyneside Hate Crime Policy Statement
https://democracy.northtyneside.gov.uk/ecSDDisplay.aspx?ID=307&RPID=1254189

(4) Hate Crime Statistics https://beta.northumbria.police.uk/about-us/publications-and-documents/accessing-information/disclosure-log/crime-statistics/hate-crime-statistics-54222/

(5) Crown Prosecution Service Notes on Hate Crime https://www.cps.gov.uk/crime-info/hate-crime

(6) Safter North Tyneside Strategy https://my.northtyneside.gov.uk/sites/default/files/web-page-related-files/SNT%20Strategy%2019-24%20FINAL.pdf

PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

2.1 Finance and other resources

There are no financial implications directly arising from the report.

2.2 Legal

The adoption of a Hate Crime Policy Statement enables the Authority to comply with its duty under section 17 of the Crime and Disorder Act 1998, namely exercising its functions with a view to doing all that it can to reasonably prevent crime and disorder in the Borough. As referred to in the report, the Policy Statement also assists in protecting those with a protected characteristic under the Equality Act 2010.

The adoption of a Hate Crime Policy Statement is a matter for Cabinet.

2.3 Consultation/community engagement

2.3.1 Internal Consultation

Engagement has taken place with Cabinet Members and colleagues across the Authority including through its Corporate Equality Group and its four Staff Networks, representing staff from a number of protected groups. Further consultation will be taken forward as the policy statement is reflected in relevant Human Resource policies and procedures.

2.3.2 External Consultation

Engagement has taken place with the Ethnic Diversity Community Taskforce with further engagement planned as part of the Authority's commitment to keep the Policy Statement under review. If Cabinet approves the Policy Statement, the Authority's Safer North Tyneside representative will work with partners and use it to help shape the future work plan of the Partnership.

2.4 Human rights

The creation and consultation on a Hate Crime Policy Statement supports the following human rights

- freedom of thought, conscience, and religion
- freedom of expression

- prohibition of discrimination
- protection of property

2.5 Equalities and diversity

As set out in section 1.4 of this report, the Hate Crime Policy Statement will assist the Authority in meeting its duties under the Equality Act 2010 to "eliminate unlawful discrimination, victimisation and harassment" and supports the commitments made in the Authority's Equality and Diversity Policy.

2.6 Risk management

There are no direct issues relating to risk arising from this report.

2.7 Crime and disorder

The Hate Crime Policy Statement will reinforce the Authority's commitment to stand against discrimination, victimisation and harassment and therefore prevent crime and disorder. Also, it will help shape the future work of the Safer North Tyneside Partnership in delivering its stated priority to tackle the issue.

2.8 Environment and sustainability

There are no direct environmental or sustainability implications arising from this report.

PART 3 - SIGN OFF

- Chief Executive ☒ X

- Director(s) of Service ☒ X

- Mayor/Cabinet Member(s) ☒ X

- Chief Finance Officer ☒ X

- Monitoring Officer ☒ X

- Assistant Chief Executive ☒ X

Hate Crime Policy Statement

1. Introduction

North Tyneside Council is committed to eliminating all forms of discrimination and to championing equality and promoting inclusion. As part of the Safer North Tyneside Partnership, it is also committed to safeguarding people in North Tyneside's communities from hate crime.

North Tyneside Council recognises the seriousness of hate crime and hate incidents in all their forms and their impact on the victims, witnesses and wider community and will not tolerate any form of hate crime or hate incident. Everyone who lives, works or visits North Tyneside has the right to be treated with dignity and respect and to live without fear or discrimination.

2. Policy Statement Aims

North Tyneside Council is committed to

- safeguarding its employees, customers and residents from hate crime and hate incidents

- raising awareness of, and education about, hate crime and incidents

- improving how reports of hate crime and hate incidents can be made

- working both internally and externally with all key partners to prevent the occurrence of hate crime and hate incidents

- working with schools and other organisations to raise awareness of hate crime and incidents with children and young people

- where hate crime or incidents do occur, ensuring that victims and witnesses have access to the support they need

3. **Policy Statement Scope**

A hate crime is any criminal offence perceived by the victim or someone else to be motivated by hostility or prejudice based on a person's protected characteristic of:

- Race
- Religion
- Disability
- Sexual orientation
- Transgender identity

Additionally, whilst not recognised nationally, Northumbria Police records crimes based on gender or age as hate crimes, so this is included within the scope of this policy statement.

A hate incident is any incident that is perceived by the victim or someone else to be motivated by hostility or prejudice based on one of the above perceived characteristics, but which may not constitute a criminal offence or result in a conviction. The hate crime or incident does not have to be directed towards a person e.g., an empty house could be vandalised with racist graffiti.

Some of the types of behaviour which could be classed as hate crimes include:

- verbal abuse
- threatening or abusive behaviour towards any person
- harassment
- damage or threats of damage to property (including arson);
- writing threatening, abusive or insulting messages by letter, graffiti or on social media
- distributing and or displaying racist leaflets, posters or notifications and posts on social media (Twitter, Facebook etc.)
- physical assault
- jokes/'banter'

- malicious phone calls or text messages
- bullying at school/college or in the workplace.

It is important to note that perception is crucial with hate crimes and incidents, if one person perceives it to be hate related it can be recorded as such, this does not have to be the victim, it may be the police or a witness. Proof is not required to report it, the police will still investigate, and it will allow the police to monitor any trends in hate related crimes and incidents.

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North Tyneside Council
Report to Cabinet
Date: 17 October 2022

Title: We Listen, We Care - Customer Service Programme End of Phase Two Review

Portfolio(s): Deputy Mayor		**Cabinet Member(s):**	**Councillor Carl Johnson**
Report from Service Area:	**Corporate Strategy – Customer Service**		
Responsible Officer:	**Jacqueline Laughton**		**Tel: (0191) 643 5724**
Wards affected:	**All**		

PART 1

1.1 **Executive Summary:**

The Authority's Customer Service Programme (the Programme) was agreed by Cabinet on 28 May 2019; it is at the heart of the Our North Tyneside Plan, building a better North Tyneside by listening to and working better for residents.

The End of Phase Two review, appended to this report, has been an opportunity to reflect; listen to what Authority customers are saying; celebrate what has been delivered by the Programme and the difference it is making, and refine the work for Phase Three - October 2022 to March 2024.

Everyone working for or on behalf of the Authority delivers customer service - that could be to residents, visitors, businesses or to each other. There are countless examples of great customer service delivered by the Authority every day, but like any organisation, there is always room to improve.

The Programme strives to deliver that continuous improvement, bringing to life two of the Authority's core values – we listen, and we care, by:

- getting things right first time, both in terms of better outcomes for customers and reducing the cost to the organisation, in time and resource spent 'fixing things' later

- listening to what customers, Elected Members and teams say needs to improve, and doing something about it, and

- celebrating the great customer service that is delivered by the Authority every day and sharing this across the organisation, for others to learn from.

Since Cabinet agreed the Programme in 2019, overall satisfaction with the Authority from its residents has increased; this is in contrast to the national picture which shows a decline of 7% nationally in 2021. Delivering this improvement for residents, against the backdrop of the Covid-19 Pandemic, is testament to the Authority's teams and partners and of course, the community spirit of North Tyneside's residents.

Phase Two of the Programme has seen over 80 officers, Elected Members and partners, collaborating on over 30 improvement projects, all designed to act on customer feedback and improve the experience of Authority services. Those involved have reignited the Programme following the pause from the Pandemic and the End of Phase Two review shows tangible improvements that Authority customers can experience and has built solid foundations for work in Phase Three of the Programme.

The pursuit of great customer service never stops.

- The proposed work in Phase Three of the Programme, will see improvements in how customers can quickly and easily report issues that matter to them and be kept up to date with progress. Customers will see improvements in the Authority's website, as well as being supported to be part of a digital society.

- The Authority will move further and faster on supporting and skilling its teams to deliver great customer service, to every customer, every time.

- The Authority's customer first centres will respond to the needs of the communities they serve, with a particular focus on health and wellbeing needs, exacerbated by the Covid-19 Pandemic.

- Digital innovation linked to the Authority's Digital Strategy, agreed by Cabinet on 20 January 2020, will support Authority teams to listen to customer feedback and improve how services are delivered.

- Elected Members will have access to more information, supporting them to respond to the needs of their local communities and support the Authority's approach to listening and caring.

1.2   Recommendation(s):

It is recommended that Cabinet:

(1) Notes the progress made in Phase Two of the Customer Service Programme.

(2) Agree the priorities for Phase Three of the Customer Service Programme, as set out in section 1.5.4 of this report.

(3) Notes that an End of Phase Three report, for the Customer Service Programme, will be presented to Cabinet in the Spring of 2024.

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 7 June 2022.

1.4   Council Plan and Policy Framework

This report relates to the following in the 2020/24 Our North Tyneside Plan:

The Our North Tyneside Plan sets out bold ambitions for making North Tyneside an even greater place to live, work and visit by 2025. The plan outlines a vision of building a better North Tyneside, looking to the future, and listening to and working better for residents.

The Customer Service Programme contributes to the overall vision of the Our North Tyneside Plan; supporting the Authority to listen to its customers and deliver services based on that feedback.

The Programme aims to improve overall customer satisfaction, and the efficiency and cost of delivering services, contributing to the Our North Tyneside Plan themes of:

- a thriving North Tyneside
- a family friendly North Tyneside, and
- a caring North Tyneside.

1.5   Information:

1.5.1   <u>Background</u>

The Authority's Customer Service Programme (the Programme), agreed by Cabinet on 28 May 2019, is an organisation wide focus on how the Authority brings to life its organisation's values – we listen, and we care. Its alignment with Our North Tyneside Plan is clear, building a better North Tyneside, looking to the future, listening to, and working better for residents.

The Programme is built from customer feedback; be that of residents, Elected Members, teams and / or partners.

The Authority has listened to what its customers are saying about their experience of council services and has four main objectives it wants to achieve:

- improved customer service standards across all Authority services, (Customer Promise)

- improved clarity, quality and consistency of the small but vital impressions the Authority makes, in communication and branding (Brilliant Basics)

- improved services which are designed and delivered around the needs of customers, (Customer First) and

- an increased culture of continuous improvement (Better Never Stops).

Not only is improved customer experience and satisfaction the right thing to do for the people the Authority serves, but it is also a reflection of the Authority's ambition for the Borough, residents, and the organisation. The Authority clearly understands the cost of not getting this right, both in terms of poorer outcomes for customers and the cost to the organisation, in time and resource spent 'fixing things' later.

Phase One of the Programme was reviewed by Cabinet on 19 February 2021 and priorities for Phase Two were agreed, building in learning from the Authority's Covid-19 Recovery Programme. A workplan and governance arrangements for Phase Two started in September 2021.

1.5.2 <u>End of Phase Two Review</u>

This report is a review of Phase Two of the Authority's Customer Service Programme – September 2021 to August 2022. This planned review forms part of the governance arrangements for the Programme.

The purpose of the End of Phase review is to:

● reflect on what has been delivered in this Phase – celebrate achievements and assess learning for future Phases of the Programme

● assess if the Phase has delivered against the Programme's main objectives and ask if these remain the right objectives

● listen to customer feedback to assess if there are any changes needed for the Programme and subsequent Phases

● review Programme management arrangements and assess if these are suitable for the next Phase, and

● gain appropriate agreement and buy-in for the priorities for Phase Three of the Programme.

1.5.3 <u>What has been Delivered in Phase Two of the Customer Service Programme</u>

Using the Programme's four main objectives and priorities agreed by Cabinet on 22 February 2021, the following table, highlights the deliverables and achievements that have been realised in Phase Two of the Customer Service Programme.

Section six of the Appendix to this report, lists all the deliverables and achievements for each of the 4 main objectives of the Programme; below is a summary of some of these.

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1. Programme Objective - improved customer service standards across all Authority services. (Customer Promise)

 Phase Two Priorities for this Objective

● From April 2022 onwards, the Promise will be more widely publicised internally and externally. It will also be included into every team member's individual performance review from 2021 / 2022.

● The Elected Mayor's Spirit of North Tyneside initiative will be used to highlight and celebrate exceptional customer and community service all year round and will be the focus of the Authority's celebration of national customer service week, in October 2021.

What's been Achieved

- All 85 Authority buildings now display the customer promise commitment and all 3500 colleagues have received their personal Customer Promise cards.

- Customer Promise sessions have been delivered at every corporate induction day, introducing over 250 new colleagues to the Authority's customer standards.

- Annual Individual Performance Reviews (IPRs), detailing what the Customer Promise means to everyone's job role, have taken place for the second year, enabling colleagues to demonstrate how they deliver the Promise and what changes they need to make to meet it.

- A 3-tier approach to customer service training is being developed which will offer Fundamental skills, Essential skills and Influential skills to all colleagues.

- Colleagues from across the Authority have videoed their experiences of great customer service for use in the new 3-tier training – this has engaged a wider group of people about the Programme and 'brought to life' great customer service in action.

- A digital skills delivery plan has been implemented, helping colleagues to develop and improve their digital skills to better support their customers.

- As part of the 2021 National Customer Service Week celebrations, 19 tier 2 and 3 managers from across the Authority visited teams and services to understand how they deliver the Customer Promise and learn about the different services delivered.

- 57% of residents were satisfied with their overall experience of contacting the Authority; 68% felt listened to, 63% felt the Authority did what they said they would and 61% felt their issue was resolved.

- 68% of colleagues feel valued within their role and supported to deliver great customer service to residents; a significant increase from 57%, the previous staff survey.

2. Programme Objective - improved clarity, quality and consistency of the small but vital impressions the Authority makes, in communication and branding. (Brilliant Basics)

Phase Two Priorities for this Objective

- Consistent branding of all activities including on the Authority's buildings, vehicles, corporate workwear, communication products or channels and regeneration projects.

- The recently established correspondence unit, will be used to assess different approaches to dealing with all of the Authority's correspondence, complaints and customer feedback, including those from Elected Members.

- Digital and personal skill solutions for Authority teams will be developed and delivered, ensuring all staff are connected and have the information they need to do deliver the Promise, to every customer, every time.

What's been Achieved

- A range of communication and branding products have been developed to improve the clarity, quality and consistency of how the Authority communicates with customers and helps them understand the services they can access.

- Guidelines for branding and 'tone of voice' for letters and emails etc have been developed to ensure customers receive consistent and good quality information, they recognise and can trust.

- 34 Authority buildings have been assessed by AccessAble and improvements made, so they are welcoming and able to support the needs of all of customers.

- Improved the accessibility of the Authority's website, adding an accessibility statement and the first in a series of British Sign Language (BSL) videos.

- The Employee's as Residents (EAR) panel have reviewed letters that have been rewritten with a customer / resident focus.

- Colleagues told the Authority that they wanted to access work systems such as emails from their personal devices, giving them more flexibility and access to information and training – this is now in place and all colleagues can do this.

- 268 micro learning session have been completed, improving the everyday digital skills of colleagues to better support customers and meet the standards in the Customer Promise.

- The Elected Mayor's Spirit of North Tyneside scheme which celebrates greats customer and community service, celebrated 71 residents and groups by shining a light on the voluntary work they do to make North Tyneside a great place to live, work and visit.

- The Borough played its part in 2 national events for the Queen's Jubilee celebrations - the Commonwealth Games Baton Relay passed through after arriving in Whitley Bay and the Beacon lighting and fireworks took place at Segedunum in Wallsend, attracting big crowds and praise for Authority teams who supported them.

- A new cashless payment system for families was introduced across 50 North Tyneside schools and has supported their access to healthy school meals and allowed Authority catering teams to focus on quality and customer service.

- A new organisational contact directory has been created supporting 3,500 Authority employees to find the contact details of a colleague quickly and customers to be able to get in touch with the right person, right time.

3. Programme Objective - improved services which are designed and delivered around the needs of customers. (Customer First)

Phase Two Priorities for this Objective

- Notable improvements in the offer of the Authority website, including the look and feel of the site, as well as access to improved information services for children and

families and vulnerable groups receiving social care support.

- A new community hub strategy will be developed, determining how best to further make use of these resources and to enhance the customer experience.

- Working with the community and voluntary sector, develop a digital inclusion strategy for the Borough.

What's been achieved

- Living Well North Tyneside launched in October 2021 offering residents access to local help, support, and activities of over 646 services and 122 activities and events locally.

- 188 children and families gave their views on the update and improvement of the SEND Local Offer website, which offers children and families access to good quality information and advice which improves the quality of the education, care and support. Page views have since increased by 63%.

- Additional investment in a new Customer First Office is delivering real improvement in how Elected Members can support residents and how the Authority responds to corporate complaints. The team are using new LISTEN and CARE principles to respond to around 500 enquires and complaints each month, assuring the quality of each and every response and where needed, saying sorry and fixing things as quickly as possible, where the Authority did not get it right first time.

- 130 computers were replaced across libraries to improve the quality of technology used by customers.

- Customer kiosks were rolled out across leisure centres supporting customers to self-serve; 65% of customers now use self-serve kiosks at Authority gyms and leisure centres.

- Family Hubs were launched, offering a one-stop shop of family support services across their social care, education, mental health and physical health needs.

- Appointments were introduced at customer first centres to keep Authority teams and customers safe during the Pandemic; this approach has now been made permanent following customer feedback and a 97% satisfaction rating with the service. The option to book more appointments with other Authority services, is now being developed.

- Partners across 9 services and organisations working to tackle Digital Inclusion have already delivered digital skills support to residents, schools, and patients across the Borough.

- Colleagues across services door-knocked over 1,000 homes during one of the worst storms to affect North Tyneside in recent times, Storm Arwen, to identify those without power and provide help to customers where they needed it.

- An online information and advice resource has been built to support families and carers of children with Special Educational Needs and Disabilities. Work is progressing regionally to ensure content is accurate and relevant, in line with

legislation, and will go live this year.

- North Tyneside libraries became part of the Online Centres Network offering digital skills and free devices to those needing support. Funding was secured for a three-month period to offer skills and devices to help adults get online.

- 80 video conferencing devices have been rolled out across the Quadrant and Killingworth sites, helping more colleagues to flexibly collaborate when working from different sites.

4. Programme Objective - an increased culture of continuous improvement. (Better Never Stops)

Phase Two Priorities for this Objective

- Employees as the Authority's eyes and ears; a new tool for staff living and working in the Borough will be developed, enabling them to report, in real time, issues that require action by Authority's services.

- A mechanism for teams to highlight ways to improve the customer experience, will be established.

- The methodology of internal service reviews will be refreshed, with a greater focus on technology.

- A number of IT systems that support the delivery of Authority services will be refreshed and replaced. This will improve the efficiency of how these services are delivered, as well as improving customer experience.

What's been achieved

- With climate change and customer satisfaction in mind, the Authority's environmental service team have reviewed the way they work and identified efficiencies that increase the 'right, first time' approach to customers. This will support action on climate change, with technology offering solutions to reducing fuel consumption and making the best use of employee time.

- Responding to customer feedback, an extra £1 million of funding has been committed to improving roads and pavements across the Borough.

- Ensuring that no resident missed out on their Council Tax Energy Rebate, customer services and libraries teams stepped in to support customers who had no internet access or who were digitally excluded offering support to over 12,300 people and directly supporting 2,683 with face-to-face appointments.

- Teams supporting families to access free school meals changed the way they process entitlement to the scheme to ensure more children can access free school meals.

- Following resident feedback and concerns around crime and anti-social behaviour, a dedicated anti-social behaviour task force has been setup with partners to tackle these issues across the Borough.

- Colleagues feel the way they communicate with customers internally and externally is improving.

- The annual Mouth of the Tyne Festival returned after a 2-year break due to the Pandemic and was blessed by great weather and over 100,000 visitors.

1.5.4 <u>What our Customers are saying about their Experiences?</u>

The Authority delivers many award winning and independently rated services - including OFSTED rated 'outstanding' services for children and young people; eight Green Flags for parks and cemeteries and an award for 'partnership of the year' with Northumbria Police for community protection.

It is essential that the Programme continues to be driven by the ongoing experience and feedback of its customers, Elected Members and teams.

Resident's Survey 2021

The 2021 Resident Survey shows overall satisfaction with the Authority from its residents has increased, in stark contrast to a decline of 7% nationally in 2021. Residents are more satisfied with their recent contact with the Authority, with more of them:

- Saying they feel listened to, and
- feel that the Authority, will do what it says it will do.

However, fewer residents felt their enquiry was cared about by the Authority and this is at the heart of the Customer Service Programme – work will continue in the Customer Promise workstream in Phase Three of the Programme, to track progress on this issue.

Feedback from the 2021 Resident Survey also shows that customers who contact the Authority online are more likely to be satisfied with their overall experience, than those who make contact by email. Again, further work in Phase Three of the Programme will explore this further, to understand what the issues are and what work may need to be carried out.

The perception of anti-social behaviour, particularly at night, is highlighted in the 2021 Resident Survey. A dedicated task force has been created with colleagues across the Authority working with partners to tackle anti-social behaviour and address concerns from residents.

Corporate Complaints

Positively, there is a small but consistent decline in the number of corporate complaints received each year; but the reason for those complaints remains relatively unchanged over the past 3 years - housing repairs, domestic refuse, housing register banding and anti-social behaviour.

Elected Member Enquiries

Elected Member enquiries remain one of the most popular ways for Authority residents to feed back about their experience of Authority services, with over 6,500 received each

year. Similar to corporate complaints, the most common issues raised through Member's enquiries are:

- housing repairs
- housing register banding, and
- environmental service like grass cutting and street cleaning.

Beyond booking services and requesting information, it is estimated that around 20% of Elected Member enquires, relate to dissatisfaction about an experience with Authority services, such as being kept informed.

Other Customer Feedback

The Authority understands that good customer experience, is often not based on <u>what</u> is provided, but <u>how</u> it is provided.

In 2021, residents engaged with the Authority through development of the Our North Tyneside Plan and through budget engagement with the Residents Panel told the Authority they wanted to better understand how the Authority decides what it spends its money on and asked that clearer language was used in all engagement. This feedback will inform how information is provided to residents in the Our North Tyneside residents magazine and future engagement approaches with the Residents Panel.

Customer views and experiences will continue to drive the Programme in Phase Three, from corporate engagement activity, the Resident Survey, corporate complaints, and Elected Member enquiries. Where relevant, feedback from individual services will also be assessed and individual workstreams and the Programme Board, will strengthen how they ensure individual change activities are involving customers in specific service changes and improvements.

Internal Customers

The link between employees who are safe, happy, healthy and appropriately paid, and great customer service to residents, is self-evident. The 2021 Staff Survey tells the Authority that colleagues continue to feel valued, informed and connected to their teams and manager, and that their health and wellbeing is effectively supported, with more colleagues striking the right balance between home and work life. Most colleagues feel they have the right equipment to do their jobs and they also feel that communication with customers inside and outside of the Authority, is improving.

1.5.5   <u>Phase Three Priorities for the Customer Service Programme</u>

The End of Phase Two review, appended to this report, captures the work to reflect; check-in with what customers are telling the Authority; celebrate what has been achieved and the difference it is making; and refine the work for Phase Three of the Programme from October 2022 to March 2024.

Using learning from the Programme to date; End of Phase Two review and customer, team and Elected Member feedback, the priorities proposed for Phase Three are detailed below.

1. Programme Objective - improved customer service standards across all Authority services. (Customer Promise)

Phase Three Priorities for this Objective

- Customer service standards, set out in the Customer Promise, will continue to be embedded within teams, supported by the delivery of a dedicated training Programme.

- A customer service improvement framework will assess how the customer service standards are delivered within services.

- The Senior Leadership Team (SLT) and Tier 3 managers will spend time in teams understanding how they deliver the Customer Promise.

2. Programme Objective - improved clarity, quality and consistency of the small but vital impressions the Authority makes, in communication and branding (Brilliant Basics)

Phase Three Priorities for this Objective

- Ensuring Authority buildings, vehicles, corporate workwear, and the way the Authority communicates with customers are consistent and of a good standard. A focus on how branding can improve the way customers see the Authority, interact with it and understand the services available to them.

- Digital solutions to support Authority teams to get connected and stay connected with each other will be rolled out further and tools to improve the way the Authority works together to support customers will be developed, with a focus on how they pay for things and find the information they need.

3. Programme Objective - improved services which are designed and delivered around the needs of customers. (Customer First)

Phase Three Priorities for this Objective

- Responding to what customers are telling the Authority, making significant improvements to the Authority's online offer, and providing increased and easier routes for reporting issues.

- A proactive and collaborative approach to addressing digital inclusion, with the NHS and community and voluntary sector, ensuring no one is 'left behind' or excluded.

- Continuing to listen and respond to customer views and needs, through a 'best in class' Elected Member enquiry service.

4. Programme Objective - an increased culture of continuous improvement. (Better Never Stops)

Phase Three Priorities for this Objective

- A clear ambition for Community Hubs, focussing on how the Authority makes best use of its main customer facing buildings and how it works with partners to address local need.

- Large and significant IT systems focussed on how the Authority manages its housing and environmental services to improve customer experience and value for money.

- Feedback from customers and colleagues will support the Authority to make improvements to how it works with customers; identifying issues to fix or improve.

- Enhancing the use of Modern.gov to give Elected Members the best tools to support them in their role.

1.6   **Decision options:**

The following decision options are available for consideration by Cabinet:

Option 1

Cabinet to agree the recommendations set out in paragraph 1.2 of the report.

Option 2

Cabinet does not agree to the recommendations set out in paragraph 1.2 of the report.

Option 1 is the recommended option.

1.7   **Reasons for recommended option:**

Option 1 is recommended for the following reasons:

The priorities outlined have been developed following a formal End of Phase Two review of the Customer Service Programme. The proposed priorities for Phase Three, continue to support the ambition set out in the Programme and the 4 objectives agreed by Cabinet on 28 May 2019.

1.8   **Appendices:**

Appendix: Customer Service Programme – End of Phase Two Review October 2022

1.9   **Contact officers:**

Jacqueline Laughton, Head of Corporate Strategy, tel. (0191) 6435724
Haley Hudson, Manager Customer Service and Digital, tel. (0191) 6437008
David Dunford, Senior Business Partner, tel. (0191) 643 7027
Suzanne Duncan, Senior Manager Huma Resources, tel. (0191) 643 4917
Harry Wearing, Senior Manager Communications and Marketing, tel. 07717862592
Daniel Simms, Senior Manager ICT, tel. (0191) 643 6001'
Adam Hagg, Customer Interface and Service Improvement Manager, tel. (0191) 643 6684

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 – North Tyneside Council Customer Service Programme 22 February 2021
https://democracy.northtyneside.gov.uk/documents/s5490/North%20Tyneside%20Customer%20Service%20Programme.pdf

(2) Report to Cabinet – Equality and Diversity 22 February 2021
https://democracy.northtyneside.gov.uk/documents/s5496/Equality%20and%20Diversity.pdf

(3) Report to Cabinet – Covid-19 A Framework for Recovery in North Tyneside 29 June 2020
https://democracy.northtyneside.gov.uk/documents/s4039/Covid-19%20-%20A%20Framework%20for%20Recovery%20in%20North%20Tyneside.pdf

(4) 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

(5) 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

PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

2.1 Finance and other resources

Any financial implications arising from the activities in the Customer Service Programme will be met from existing service budgets and as agreed in the Medium-Term Financial Planning process.

2.2 Legal

There are no legal implications from this report.

2.3 Consultation/community engagement

2.3.1   Internal Consultation

The North Tyneside Council Employee survey 2021, has been used to assess how its teams assess their ability to provide great customer service.

Interviews with the Elected Mayor and Lead Cabinet Members have provided insight into the needs and experiences of residents and portfolio priorities for the year ahead.

Meetings with every senior service management team across the Authority, have provided feedback on how the Programme is delivered and improvements needed for future Phases.

Three End of Phase evaluation workshops have been carried with the Programme Board, improvement project leads, workstream members and the Authority's Senior Leadership Team.

Consultation and engagement will continue throughout Phase Three of the Programme through established routes, like the Staff Survey, and through individual change activities.

2.3.2 External Consultation/Engagement

The Customer Service Programme was built from extensive Borough-wide consultation; the Annual Big Community Conversation; budget engagement, State of the Area, and Youth Council consultation.

The North Tyneside Council Resident Survey 2021 has been used to assess customer satisfaction and experiences with Authority services, as well as monitor improvement and impact from the Programme over time.

Elected Member enquiries and corporate complaint information has been evaluated to help shape the objectives and priorities of the Programme, throughout all Phases.

Consultation and engagement will continue throughout Phase Three of the Programme through established routes, like the annual Residents Survey, and through individual change activities.

2.4 Human rights

Article 14 of the Human Rights Act 1998 prohibits discrimination on any ground. The Customer Service Programme has been developed to promote inclusion and create consistency of customer service responses, to all customers.

2.5 Equalities and diversity

All previous and future Phases of the Customer Service Programme have been developed with due regard to the Authority's obligations under the Equality Act 2010.

The Customer Service Programme is focused on ensuring it listens to and cares about the views and needs of all residents. The Programme Board has clear and regular communication with the Authority's Corporate Equality Group. The Board is responsible for identifying improvement projects that require Equality Impact Assessments to be undertaken and ensuring that their findings are acted upon to deliver inclusive customer service.

The Customer Service Programme supports delivery of the Authority's Equality and Diversity Policy, in particular, key elements of section 6 equality and diversity in service provision and corporate equality objectives for staff training, use of equality data, accessible buildings and services and communication.

2.6 Risk management

Individual improvement projects, within the Customer Service Programme have their own risk management monitoring in place and workstream leads meet regularly with the Authority's Senior

Risk Advisor, to update the overall risk management plan which is reviewed quarterly by the Programme Board.

2.7 Crime and disorder

There are no crime and disorder implications arising directly from this report.

2.8 Environment and sustainability

There are potential positive implications for environment and sustainability, as the increased use of digital technology by the Authority's teams and its customers continues to increase.

PART 3 - SIGN OFF

- Chief Executive   X

- Director(s) of Service   X

- Mayor/Cabinet Member(s)   X

- Chief Finance Officer   X

- Monitoring Officer   X

- Assistant Chief Executive   X

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North Tyneside Council

Customer Service Programme
End of Phase Report

Contents

1. Foreword

Councillor Carl Johnson - Deputy Mayor; Lead Member for Customer Services and Co-Chair of the Customer Service Programme Board

Jacqueline Laughton - Assistant Chief Executive and Lead Director for Customer Service

We are delighted to present the End of Phase Two report for North Tyneside Council's Customer Service Programme – 'we listen, and we care'.

Our customers tell us every day that the Authority delivers great customer service, but like any organisation, we know we do not always get it right, and can always go further.

Our teams work hard to listen to our customers and understand their views and feedback. Individual services and teams often have a deep and meaningful understanding of their customer's needs and strive to deliver services that meet those needs. The Customer Service Programme is not designed to change this; rather, it is an additional, whole council approach, to supporting teams in that endeavour.

Customer Experience

Overall satisfaction with the council from its residents has increased; this is in contrast to a decline of 7% nationally in 2021. Delivering this improvement against the backdrop of the Covid-19 Pandemic, is testament to our fantastic teams and partners and of course, the community spirit of North Tyneside's residents.

Underpinning this improvement, are many award-winning and independently rated services delivered by the council – including OFSTED rated 'outstanding' services for children and young people; eight Green Flags for parks and cemeteries and an award for 'partnership of the year' with Northumbria Police for community protection.

Customers of the Authority's main contact centre continue to be highly satisfied with the services and responses they receive, and there is a small but consistent decline in the number of corporate complaints received each year.

Our customers tell us, it's often not <u>what</u> has been done, but <u>how</u> something is done, that really makes the difference to them.

Satisfaction of customers contacting the council directly for help has increased, but fewer of those felt that the Authority 'cared' about their enquiry or request.

Elected Member enquires remain one of the most popular ways for our residents to feed back about their experience of council services, with over 6,500 received each year. Beyond booking services and requesting information, it is estimated that around 20% of these enquires relate to dissatisfaction about an experience with council services, such as being kept informed.

The Customer Service Programme

The Authority's Customer Service Programme – we listen, and we care, is a clear, ongoing commitment to act on what our customers are telling us about their experiences of council services.

Better never stops is one of the key objectives of the Programme and we are ambitious about delivering a great customer experience, in every service we deliver to every resident in the Borough, every time. Not only is this the right thing to do for those we serve, but we know it makes sense in terms of getting things right first time and making best use of the scarce public purse we manage.

The Programme is at the heart of the Our North Tyneside Plan, building a better North Tyneside, looking to the future and listening to and working better for residents.

Phase Two of the Programme has seen over 80 officers, Elected Members and partners collaborating on over 30 improvement projects, all designed to act on customer feedback and improve their experience of council services. During this Phase, those involved have reignited the Programme following the pause from the Pandemic. This has led to tangible improvements that our customers can experience and built solid foundations for work to continue in Phase Three of the Programme.

The End of Phase Two review has been an opportunity to reflect, check-in with what our customers are telling us and refine the work for Phase Three of the Programme from October 2022 to March 2024.

We would like to thank everyone involved for their passion, work, and commitment, to ensure that our residents know that North Tyneside is a council that 'listens and cares'.

2. Executive Summary

The Customer Service Programme is at the heart of the Our North Tyneside Plan - building a better North Tyneside, by listening to and working better for residents.

Great customer service starts with a clear understanding of what 'good' customer service looks like.

- The Customer Promise service standards are now displayed in all 85 council buildings, so our customers and teams know what they can expect, and what is expected of them.

- For the second year, Customer Promise service standards have been built into the Individual Performance Review (IPR) process for every employee.

- Customer Promise training has been delivered at every corporate induction day, introducing over 250 new employees to our commitment to customers

The Programme capitalises on the understanding that healthy, happy, safe, paid and capable employees, have a far better chance of delivering great customer service. The most recent employee surveys tell us that the majority of our teams feel equipped to support customers effectively and this figure continues to increase.

> "It doesn't matter who walks through the door, I'm always smiling - I always greet customers and ask them how they are and if they need any help."
>
> Louise Branley,
> Leisure Assistant, Waves

Nearly 500 Authority employees have taken part in digital skills training, to meet the standards set out in the Customer Promise and ensure they are equipped to deliver services in a way our customers expect. In turn, over 130 public access computers have been replaced to support our residents, as increasingly our lives become digitally dependent. The Programme has also established a partnership with our NHS and community and voluntary sector, to develop a joined-up approach to tackling digital exclusion. Over 10,000 residents have responded to the Borough wide, digital access and skills survey managed by the partnership, which will ensure that we have a greater understanding of local need and how to meet it.

Overall satisfaction with the Authority from its residents has increased; this is in stark contrast to a decline of 7% nationally in 2021. Delivering this improvement for our residents, against the backdrop of the Covid-19 Pandemic, is testament to our teams and partners and of course, the community spirit of North Tyneside's residents.

One of the Programme's four main objectives is brilliant basics, both in terms of communication with customers and branding of our services, so that our customers find it easier to access and trust in our services.

- New customer service training has been developed for all employees, with a clear focus on how we listen to our customers and show we care, by acting on and delivering services, based on that feedback.

- Using customer feedback from the Embedding Equality Programme, 34 independent accessibility reviews of Authority buildings have been completed and improvements made.

- The quality, clarity and consistency of the letters and emails we send to customers are improving, through systematic reviews of letters and a clear set of standards in the new 'tone of voice' guidance.

- New British Sign Language (BSL) videos have been added to the Authority's website, following feedback from representatives of the BSL speaking community in the Borough.

Customers of the Authority's main contact centre continue to be highly satisfied with the services and response they receive and there is a small but consistent decline in the number of corporate complaints received each year.

Our customers tell us, it's often not <u>what</u> has been done, but <u>how</u> something is done, that really makes the difference to them.

Elected Member enquires remain one of the most popular ways for our residents to feed back about their experience of council services, with over 6,500 received each year. Beyond booking services and requesting information, it is estimated that around 20% of these enquires relate to dissatisfaction about an experience with council services, such as being kept informed.

- Additional investment in a new Customer First Office is delivering real improvement in how Elected Members can support residents and how the Authority responds to corporate complaints. The team are using new LISTEN and CARE principles to respond to around 500 enquires and complaints each month, assuring the quality of every response and where needed, saying sorry and fixing things as quickly as possible, where we haven't got it right.

- Celebrating the wealth of great customer service that takes place every day in the Authority, is just as important as any improvement work. Over 133 nominations were received last year, with around 1,000 employees recognised, for the Elected Mayor's Spirit of North Tyneside Colleague awards during National Customer Service Week in October 2021. In December we also celebrated 71 nominations for community awards, shining a light on great community service.

The pursuit of great customer service never stops.

Phase Two of the Programme has seen over 80 officers, Elected Members and partners collaborating on over 30 customer experience improvement projects, all designed to act on customer feedback and improve the experience of council services. During this Phase, those involved have reignited the Programme following the pause from the Pandemic. This has led to tangible improvements that our customers can experience and built solid foundations for work in to continue in Phase Three of the Programme.

The End of Phase Two review has been an opportunity to reflect; check-in with what our customers are telling us; celebrate what has been achieved and the difference it is making; and refine the work for Phase Three of the Programme from October 2022 to March 2024.

- The proposed work in Phase Three of the Programme will see radical improvements in how our customers can quickly and easily report issues that matter to them and be kept up to date with progress.

- We'll go further and faster on supporting and upskilling our teams to deliver great customer service, to every customer, every time.

- Our valuable customer first centres and libraries will be further developed to support teams and partners to better respond to the needs of the communities they serve, with a particular focus on health and wellbeing needs exacerbated by the Pandemic.

- Digital innovation will realise true benefits for all customers, linked to the Authority's Digital Strategy, agreed by Cabinet on 20 January 2020. Our teams will have access to better tools to enable them to listen better to customer feedback and deliver efficient and great customer service

- Elected Members will have access to more information, supporting them to respond to the needs of their local communities and our customers will see tangible improvements in the Authority's website, as well as being supported to be part of a digital society.

3. About the End of Phase Two Review

This report is a review of Phase Two of the Authority's Customer Service Programme – September 2021 to August 2022. This planned review forms part of the governance arrangements for the Programme.

The purpose of this End of Phase review is to:

- reflect on what has been delivered in this Phase – celebrate achievements and assess learning for future Phases of the Programme

- assess if the Phase has delivered against the Programme's main objectives and ask if these remain the right objectives

- listen to customer feedback to assess if there are any changes needed for the Programme and subsequent Phases

- review Programme management arrangements and assess if these are suitable for the next Phase, and

- gain appropriate agreement and buy-in for the next Phase of the Programme.

The content of this report has been made possible by information and views from:

- the North Tyneside Council Resident Survey 2021
- the North Tyneside Council Employee Pulse survey 2021
- intelligence and customer feedback from the Authority's Participation and Engagement Team
- Elected Member enquiries

- corporate complaints
- interviews with the Elected Mayor and Lead Cabinet Members
- meetings with senior service management teams across the Authority, and
- three end of Phase workshops with the Programme Board, Workstreams Leads and members.

This report is owned and produced by the Customer Service Programme Board and will be considered by Cabinet on 17 October 2022.

4. About the Customer Service Programme

The Authority's Customer Service Programme is an organisation wide focus on how we bring to life our organisation's values – we listen, and we care. Its alignment with the Our North Tyneside Plan is clear, building a better North Tyneside, looking to the future and listening to and working better for residents.

The Programme is built from customer feedback, be that from our residents, Elected Members, teams and / or partners.

The council has listened to what its customers are saying about their experience of council services and has 4 main objectives it wants to achieve:

- improved customer service standards across all Authority services (Customer Promise)

- improved clarity, quality and consistency of the small but vital impressions the Authority makes, in communication and branding (Brilliant Basics)

- improved services which are designed and delivered around the needs of our customers, (Customer First) and

- an increased culture of continuous improvement. (Better Never Stops)

Not only is improved customer experience and satisfaction the right thing to do for the people we serve, it is also a reflection of the Authority's ambition for the Borough, residents and the organisation. Equally, the Authority understands clearly the cost of not getting this right, both in terms of poorer outcomes for customers, and the cost to the organisation in time and resources spent 'fixing things' later.

Phase One of the Programme was reviewed by Cabinet on 19 February 2021 and priorities for Phase Two were agreed, building on learning from the Authority's Covid-19 Recovery Programme. A workplan and governance arrangements for Phase Two started in September 2022.

5. Phase Two Approach and Plan

5.1 Programme Team

Following Cabinet's review of Phase One and agreement of Phase Two priorities in 2021, governance arrangements for the Phase were further enhanced and are supported by a senior manager lead and 2 full time Programme support officers – known as the Programme team.

The Phase Two Programme governance chart can be seen in Appendix A.

The purpose of the Programme team is to:

- gain agreement for and manage an annual Programme of work with Cabinet and our teams, that demonstrably improves customer experience

- provide direct support to help services implement service improvement

- promote best practice and consistency, across all services

- assess service quality through the eyes of the customer and provide constructive challenge to our teams

- communicate the difference that change improvements are making to our customers and teams, to build momentum and confidence, and

- develop, test, and learn effective and efficient tools and approaches, to create a lasting approach to change and Programme management.

The Programme Board is co-chaired by the senior manager lead and Deputy Mayor. Appendix B details all Programme Board members and their roles.

5.2 Programme Management and Plan

Each of the Programme's four objectives, has a dedicated workstream and workstream lead, and both are supported by a member of the Programme team.

Each workstream has between 5 and 8 change activities or projects that it manages, which all contribute to at least one of the Programme's four objectives.

Overall, Phase Two has overseen 33 change activities – Appendix C, lists each of these, with a description of their scope and purpose.

Change control or change activity closure, is managed by the Programme Board, with other Programme management products, used to track, monitor, and report progress, detailed in Appendix D.

Below shows the priorities agreed by Cabinet on 21 February 2021, for Phase Two of the Programme.

1. Programme Objective - improved customer service standards across all Authority services (Customer Promise).

Phase Two Priorities for this Objective

- From April 2022 onwards, the Customer Promise will be more widely publicised, internally and externally. It will also be included in every team member's individual performance review from 2021 / 2022.

- The Elected Mayor's Spirit of North Tyneside initiative; will be used to highlight and celebrate exceptional customer and community service all year round and will be the focus of the Authority's celebration of national customer service week, in October 2021.

2. Programme Objective - improved clarity, quality and consistency of the small but vital impressions the Authority makes, in communication and branding (Brilliant Basics).

Phase Two Priorities for this Objective

- Consistent branding of all activities including on the Authority's buildings, vehicles, corporate workwear, communication products or channels and regeneration projects.

- The recently established correspondence unit will be used to assess different approaches to dealing with all of the Authority's correspondence, complaints and customer feedback, including those from Elected Members.

- Digital and personal skill solutions for our teams will be developed and delivered, ensuring all staff are connected and have the information they need to deliver the Promise to every customer, every time.

3. Programme Objective - improved services which are designed and delivered around the needs of our customers (Customer First).

Phase Two Priorities for this Objective

- Notable improvements in the offer of the Authority website, including the look and feel of the site, as well as access to improved information services for children and families and vulnerable groups receiving social care support.

- A new community hub strategy will be developed, determining how best to further make use of these resources and to enhance the customer experience.

- Working with the community and voluntary sector, develop a digital inclusion strategy for the Borough.

4. Programme Objective - an increased culture of continuous improvement (Better Never Stops).

Phase Two Priorities for this Objective

- Staff as the Authority's eyes and ears. A new tool for staff living and working in the Borough will be developed, enabling them to report, in real time, issues that require action by Authority's services.

- Establishing a mechanism for our teams to highlight ways to improve the customer experience.

- The methodology of internal service reviews will be refreshed, with a greater focus on technology.

- A number of IT systems that support the delivery of Authority services will be refreshed and replaced. This will improve the efficiency of how these services are delivered, as well as improving customer experience.

5.3 Programme Engagement

Just over 30 council colleagues have been actively involved in the Programme Board and / or workstreams, with a further 50 colleagues and partners, supporting delivery of individual change activities.

The Programme has a specific communication plan, focused mainly on internal customer and partner messaging or general updates on overall Programme progress. Where changes are proposed or benefits realised that directly impact residents or external customers, a bespoke communication plan is agreed.

Throughout the Programme, views from our customers and other key stakeholders are captured to inform and shape the plan for each Programme Phase.

- **Elected Members:** approved continuation of the four original Programme objectives in February 2021 and refined the priorities to deliver those objectives, in line with review of the Authority's Covid-19 Recovery Programme. Monthly written updates are provided to all Elected Members to ensure they are kept up to date on developments within the Programme. Specific change activities have and will continue to require additional communication with Elected Members at All Members Briefings, Lead Cabinet Briefings and Party Group meetings.

- **Residents:** the Programme is based on extensive Borough-wide consultation: the Annual Big Community Conversation, Budget Engagement, State of the Area, and Youth Council consultations. Over 100 conversations took place in summer 2020 with residents as part of the Big Community Conversation. Feedback and customer experience continues to drive the focus of the Programme, and all End of Phase reviews gather and evaluate customer and stakeholder experiences.

- **Our teams:** are kept updated on the progress of the Programme monthly through TeamWork updates. These email correspondences are shared through team meetings for those without access to a device. The articles allow us share key developments of the change activities and encourage engagement and feedback

5.4 Benefits Realisation Management

The approach to managing the realisation of benefits from the Programme has been a core product deliverable within Phase Two.

The Programme's benefits management framework describes how the Programme Board will conduct benefits management for the Programme. The framework was agreed by the Programme Board in May 2022.
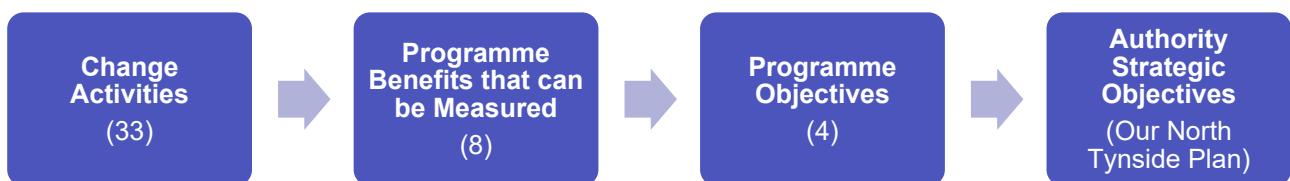
The framework:

- enables the Board to evidence overall impact and contribution toward the Authority's strategic objectives (the Our North Tyneside Plan), and

- ensure that individual change activities included in the Programme are making a positive contribution and impact on the Programme's 4 strategic objectives.

The Framework is *applied at 2 levels:* the first for the Programme overall and the second for selected change activities.

There are 8 overarching benefits the Programme seeks to realise and evidence, in terms of - satisfaction, efficiency and cost.

- (CP01) Increase in customer satisfaction
- (CP02) Increase in employee satisfaction
- (CP03) Increased Elected Member satisfaction with the support and services they receive
- (CP04) Increase in employee digital capability
- (CP05) More residents have essential digital skills and access to digital services
- (CP06) Increase in digital customer transactions
- (CP07) Improved use of organisational assets
- (CP08) Decrease in operating costs of delivering services

Change Activities (33)	→	Programme Benefits that can be Measured (8)	→	Programme Objectives (4)	→	Authority Strategic Objectives (Our North Tyneside Plan)

Figure 1 - How Programme Benefits Contribute to the Programme and Organisation's Strategic Objectives

Appendix E maps how the Programme's change activities are contributing to the realisation of these eight benefits. Further documentation on the benefits, their measures and targets are available from the Programme team.

6. Phase Two - What's been Delivered

This section details progress delivered in Phase Two of the Programme.

The Programme's deliverables log is attached as Appendix F, showing the specific planned deliverables of the Programme and their current status.

The four Programme objectives guide everything the Programme does. Our change activities are improvements or changes aimed at meeting those objectives, that our customers and the Authority benefit from.

6.1 Customer Promise

Objective: Improve customer service standards across all Authority services.

Progress in meeting this objective…

- All **85 Council buildings now display our Customer Promise** commitment and all 3500 colleagues have received their personal Customer Promise cards.

- Customer Promise sessions have been delivered at every corporate induction day, **introducing over 250 new colleagues to our commitment to customers.**

- **Annual IPRs, detailing what the Customer Promise means to everyone's job role**, have taken place for the second year, enabling colleagues to demonstrate how they deliver the promise and what changes they need to make to meet it.

- A 3-tier approach to customer service training is being developed which will **offer Fundamental skills, Essential skills and Influential skills to all colleagues**.

> "It's important when dealing with customers that we're honest with what we can do, so if I can't help, I will tell the customer what I can do, tell them who I'll get in touch with, and give them timeframes of things that I'll hope to achieve, and if I can't meet these, I'll keep them informed"
>
> **Craig Thompson, Marden Quarry Nature Reserve**

- **Colleagues from across the council have videoed their experiences of great customer service** for use in the new 3-tier training – this has engaged a wider group of people about the Programme and 'brought to life' great customer service in action.

- Eight out of ten employees think that the **council has adapted well to the service changes** caused by COVID-19 and continue to feel valued, informed and connected.

- Community hub steering group are developing our approach to Community Hubs using area profiles to support our understanding of the needs of residents living nearby.

- A digital skills delivery plan has been implemented, helping colleagues to **develop and improve their digital skills** to better support their customers.

- As part of this year's National Customer Service Week celebrations, 19 tier 2 and 3 managers from across the council will visit teams and services to **understand how they deliver our customer promise** and learn about the different services the council provides.

- **Resident satisfaction with the council increased significantly** in 2021 to 56% (from 51% in 2019), bucking the trend nationally of a 7% decrease in satisfaction.

- **57% of residents were satisfied with their overall experience of contacting us**; 68% felt listened to, 63% felt the council did what they said they would and 61% felt they resolved their issue.

> "Doing what I love and helping other people out with my knowledge is class, I love it"
>
> **Matt Hargreaves, Leisure Assistant, Waves**

- **68% of colleagues feel valued within their role and supported to deliver great customer service** to residents; a significant increase from 57%.

6.2 Brilliant Basics

Objective: Improved clarity, quality and consistency of the small but vital impressions the Authority makes through communication and branding.

Progress in meeting this objective …

- A range of communication and branding products have been developed to improve **the clarity, quality and consistency of how we communicate with customers and help them understand the services they can access.**

- A new digital logo for the council has been produced to **support customers accessing online information** on mobile devices.

- Guidelines for branding and 'tone of voice' for letters and emails have been developed to ensure our **customers receive consistent and good quality information** that they recognise and can trust.

- Thirty-four council buildings have been assessed by AccessAble and improvements made, so they are **welcoming and able to support the needs of all of our customers**.

- **The accessibility of our website has been improved**, adding an accessibility statement and the first in a series of British Sign Language (BSL) videos.

- Colleagues from across the council including housing, benefits, and human resources have been supported to review and rewrite a range of their letters to ensure **we get it right first time when contacting customers.**

- The **Employees as Residents (EAR) panel** have provided engagement on a range of letters that have been rewritten with a customer / resident focus.

- In May, our partners in EQUANS offered over 8,200 calls to customers**, the 4th highest number of calls per week since 2012!** The team spent 44,000 minutes supporting customer enquiries – the highest ever seen in Customer Services, EVER!

- Colleagues told us they wanted to access work systems such as emails from their personal devices, giving them more **flexibility and access to information and training** – this is now in place and all colleagues can do this.

- Our customers told us the language used on the **appointment booking site for the household waste recycling centre/tip was confusing – this has now been improved**, with the change of a few simple words.

- 145 social care colleagues have attended 28 digital training sessions on **assistive technology, that can improve the wellbeing and independence of their customers.**

- 268 micro learning session have been completed, **improving the everyday digital skills of colleagues** to better support customers and meet the standards in the Customer Promise.

- The Elected Mayor's Spirit of North Tyneside scheme which celebrates great customer and community service, celebrated **71 of our residents and groups by** shining a light on the voluntary work they do to make North Tyneside a great place to live, work and visit.

- The borough played its part in 2 national events for the Queen's Jubilee celebrations - the Commonwealth Games Baton Relay passed through after arriving in Whitley Bay and the Beacon lighting and fireworks took place at Segedunum in Wallsend, **attracting big crowds and praise for our teams who supported them.**

- A new cashless payment system for families was introduced across 50 North Tyneside schools and has supported their access to healthy school meals and **allowed our catering teams to focus on quality and customer service.**

- Improvements to our customer's experience are being made through the digitisation of our direct debit process; **customers will spend less time completing paper forms and less time waiting** – seeing the process reduce from 4-8 weeks, to 2 working days.

- A new organisational contact directory has been created supporting our 3,500 employees to find the contact details of a colleague quickly and our **customers to be able to get in touch with the right person, first time.**

6.3 Customer First

Objective - Improved services which are designed and delivered around the needs of our customers.

Progress in meeting this objective …

- Living Well North Tyneside launched in October 2021 **offering residents' access to local help, support and activities** of over 646 services and 122 activities and events locally.

- **188 children and families gave their views on the update and improvement of the Special Educational Needs and Disabilities (SEND) Local Offer website**, which offers children and families access to good quality information and advice which improves the quality of the education, care and support. Page views have since increased by 63%.

- Additional investment in a new Customer First Office is delivering real improvement in how Elected Members can support residents and how the Authority responds to corporate complaints. The team are using new **LISTEN and CARE principles to respond to around 500 enquires and complaints each month**, assuring the quality of each and every response and where needed, saying sorry and fixing things as quickly as possible, where we haven't got it right.

- 130 computers were replaced across libraries to improve the quality of **technology offered to**

customers for use and increase our digital offer locally.

- Delivered a new **self-serve portal to improve the timeliness of resolving colleague IT issues**.

- A full mapping of the Authority's website and intranet has been carried out, following a re-platforming of the technology this will inform **improvements to the customer experience online**. The residents survey tells us that more and more residents are contacting us online and satisfaction levels are increasing.

- Customer kiosks were rolled out across leisure centres supporting customers to self-serve; **65% customers now use self-serve kiosks at our gyms and leisure centres** where possible.

- Family Hubs were launched, offering a **one-stop shop of family support services across their social care, education, mental health and physical health needs.**

- Area profiles using resident information have been analysed to **fully understand the needs of residents living around our community buildings** to inform our approach to Community Hubs.

- Appointments were introduced at Customer First Centres to keep our teams and customers safe during the Pandemic. This approach has now been made permanent following customer feedback and a **97% satisfaction rating with the service**. The option to book more appointments with other council services is now being developed.

- **Launched our new 'Health and Wellbeing Strategy**: Equally well - a healthier, fairer future for North Tyneside 2021-2025' which looks at how we can reduce inequalities for residents locally and supports our plans for Community Hubs.

- **Partners across 9 services and organisations working to tackle Digital Inclusion** have already delivered digital skills support to residents, schools and patients across the Borough.

> "Try and do one-call resolution, rather than pass the buck always try and deal with the customer's issue there and then"
>
> **Kieren Hutchings and Stephanie Sheveleva, Customer Services, Contact Centre**

- **Over 10,000 responses were received for the digital inclusion survey** which was sent to every household in North Tyneside. The research will provide a local view of inclusion issues and help to focus efforts in the places and ways they are most needed.

- Colleagues across services door-knocked over 1,000 homes during one of the worst storms to affect North Tyneside in recent times, Storm Arwen, to identify those without power and **provide help to our customers where they needed it.**

- During Storm Arwen colleagues handled over 5,000 customer contacts from residents looking to report damage, report vulnerabilities or to seek general advice from us and **kept the Borough updated via our website, social media and direct messaging to Elected Members.**

- An online information and advice resource has been built **to support families and carers of children with Special Educational Needs and Disabilities (SEND)**. Work is progressing regionally to ensure content is accurate and relevant, in line with legislation, and will go live this year.

- North Tyneside libraries became part of the **Online Centres Network offering digital skills and free devices to those needing support**. Funding was secured for a three-month period to offer skills and devices to help adults get online.

- A successful pilot of **new self-serve computers in our Customer First Centres increased opportunities for customers to complete online forms** with and without the assistance of a member of the customer service team.

- The introduction of a new booking system, linking meeting rooms with meetings, has **helped thousands of colleagues to seamlessly book rooms for meetings, dramatically reducing the time this small but high-volume task takes.**

- 80 video conferencing devices have been rolled out across the Quadrant and Killingworth sites, **helping more colleagues to flexibly collaborate** when working from different sites.

6.4 Better Never Stops

Objective - An increased culture of continuous improvement.

Progress in meeting this objective …

- With **climate change and customer satisfaction** in mind, environmental services have reviewed the way they work and identified efficiencies that increase our **'right, first time' approach to customers**. This will support our action on climate change with **technology offering solutions to reducing fuel consumption** and making the best use of employee time.

- Customer feedback has supported some small but important changes; **the hold music played by our contact centre has been changed**, much to our customers satisfaction.

- Building on customer feedback from our annual Resident's Survey, where they told us roads and pavements were a key priority for them, **an extra £1 million of funding has been committed to resolving and fixing issues** across the Borough.

- Ensuring that no resident missed out on their Council Tax Energy Rebate, customer services and libraries teams stepped in to support customers who had no internet access or who were digitally excluded offering **support to over 12,300 people and directly supporting 2,683 with face-to-face appointments.**

- Colleagues from environmental services and housing **tested out a range of tools to understand how employees can report local issues** on behalf of residents. The findings from this work **supports a move to better digital self-serve options for not only colleagues but residents alike** and will be factored into the development of the council website.

- Mapped all the feedback routes from across the organisation **to understand how our teams give and receive feedback** and have developed an approach for sharing best practice across the organisation.

- The Procurement and Commercial Strategy for 2022-2025 was agreed, emphasising and highlighting how **we act as a single team when dealing with external partners**.

- The tenant journey has been mapped across housing, property, and asset services in preparation for a new unified IT solution which will **offer the best support to both customers and employees.** A team to support the implementation of the new unified IT system for housing, property and construction is in place with a key focus on customer and the benefits this new system will give them.

- Teams supporting families to access free school meals changed the way they process entitlement to the scheme to **ensure more children can access free school meals**.

- Responding to team feedback, library services have helped shape a new guide for **colleagues when working with customers who display unacceptable behaviour**. A series of workshops informed the guide which offers information, advice and signposting to policy and guidance.

- Corporate complaints have **been reducing year on year** for the last 3 years and the newly established Customer First Office will be ensuring this trend continues with the support they offer customers when things go wrong.

- **More residents responded to the residents' survey this year** and took the opportunity to share their views.

> **"**Whether feedback is good or bad, we always try and act on it efficiently and right away. If someone is not happy, we try and get that rectified, and if it's positive we pass that on straight away"
>
> **Craig Henaghan, Local Environmental Services Team Leader, Environmental Services**

- In line with the Elected Mayor's commitment to tackling racism and discrimination whilst improving equal opportunities, a task force of community leaders, colleagues and interested stakeholders, like the police, have **raised awareness of hate crime and how to report it.**

- **Overall resident satisfaction with the council has increased** this year, coupled with an increase in satisfaction for the resident's experience of our customer services.

- Following resident's feedback and concerns around crime and anti-social behaviour, a **dedicated anti-social behaviour task force has been setup with partners** to tackle these issues across the Borough.

- Colleagues feel **the way they communicate with customers internally and externally is improving.**

- The annual Mouth of the Tyne Festival returned after a 2-year break due to the Pandemic and was blessed by great weather and **over 100,000 visitors**, including Sophie Ellis-Bextor who performed and who said Tynemouth was '**quite possibly the most beautiful setting for a festival'**.

7. Phase Two - Customer and Stakeholder Views and Experiences

7.1 Customer Experience

Our customers tell us every day that the Authority delivers great customer service. There are many award winning and independently rated services delivered by the council – including OFSTED rated 'outstanding' services for children and young people; eight Green Flags for parks and cemeteries and an award for 'partnership of the year' with Northumbria Police for community protection.

However, we know we don't always get it right and can always go further.

It is essential that the Programme continues to be driven by the ongoing experience of our customers, Elected Members and our teams.

Resident's Survey 2021

The 2021 Resident Survey tells us that overall satisfaction with the council from its residents has increased, in stark contrast to a decline of 7% nationally in 2021. Our residents are more satisfied with their recent contact with us, with more of them:

- telling us they feel listened to, and
- feel that we do what we say we will do.

However, fewer residents felt their query was cared about by the Authority and this is at the heart of the Customer Service Programme. Work will continue in the Customer Promise workstream in Phase Three and we will continue to track progress on this issue, through benefits monitoring.

Feedback from the most recent Resident Survey shows that customers who contact the Authority online are more likely to be satisfied with their overall experience, than those who contact us by email. Again, further work in Phase Three of the Programme will explore this, to understand what the issues are and what work may need to be carried out.

The perception of anti-social behaviour, particularly at night, is highlighted in the 2021 Resident Survey. A dedicated task force has been created with colleagues across the Authority working with partners to tackle ASB and address concerns from residents.

Corporate complaints

Positively, there is a small but consistent decline in the number of corporate complaints received each year; but the reason for those complaints remains relatively unchanged over the past 3 years: housing repairs, domestic refuse, housing register banding and anti-social behaviour.

It is, however, difficult to analyse the data from the current complaint handling system and so this will be one of the early developments of the Customer Relationship Management system in Phase Three of the Programme.

Elected Member Enquiries

Elected Member enquiries remain one of the most popular ways for our residents to feed back about their experience of council services, with over 6,500 received each year. Similar to corporate complaints, the most common issues raised through Member's enquiries are:

- housing repairs
- housing register banding, and
- environmental services like grass cutting and street cleaning.

Beyond booking services and requesting information, it is estimated that around 20% of Elected Member enquires relate to dissatisfaction about an experience with council services, such as being kept informed.

Stakeholders tell us that the IT system that manages Elected Member enquiries is no longer fit for purpose and as a result, there will be a new change activity in Phase Three, dedicated to replacing this.

Other Customer Feedback Informing Phase Three

We know that the experience customers have with the Authority is often not based on what we do for them, but how we do it. The letters we write, the things we say, the services we offer, and the way our buildings look and feel, all matter. Feedback from all stakeholders tells us that we need to focus on the how to ensure we are delivering for them, and this will continue to drive the priorities and change activities in Phase Three of the Programme.

In 2021, residents who engaged with us through development of the Our North Tyneside Plan and through budget engagement with our Residents Panel, told us they wanted to better understand how the council decides what it spends its money on and asked that we use clear language in all engagement. This feedback has informed the information we give to residents in the future through Our North Tyneside residents magazine and engagement activities with our Residents Panel.

Lead Elected Members have told us that they feel our external communications are good, and the Resident Survey evidences this. However, we will pick up further work in Phase Three for letters and communication relating to:

- parking control,
- adult social care,
- first choice schools, and
- keeping parents informed about Education and Health Care planning.

Data and the way we use it to understand customer needs is particularly important to Lead Elected Members and they want to better understand information about customer telephone calls received by individual service teams.

The Authority's main contact centre continues to achieve very high levels of satisfaction from customers and Lead Elected Members want to ensure these high levels of quality are reflected across the Authority. This will be explored further in Phase Three of the Programme examining data from telephony to understand where and if improvements can be made.

Working smarter and using technology to help us improve the environment across the Borough will also be explored in Phase Three; looking at the potential of tagging council assets and how that could help customers report issues more easily.

Customer views and experiences will continue to drive the Programme in Phase Three, from corporate engagement activity, the Resident Survey, corporate complaints and Elected Member enquiries. Where relevant, feedback from individual services will also be assessed. Individual workstreams and the Programme Board will strengthen how they involve customers in individual change activities and specific service improvements.

Internal Customers

The link between employees who are safe, happy, healthy and appropriately paid, and great customer service to residents, is self-evident. The 2021 Staff Survey tells us that colleagues continue to feel valued, informed and connected to their teams and manager, and that their health and wellbeing is effectively supported, with more colleagues striking the right balance between home and work life. Most colleagues feel they have the right equipment to do their jobs and they also feel that communication with customers inside and outside of the Authority is improving.

Phase Three will focus even more on how we develop a 'tone of voice' for internal customers, driven by the Authority's Organisational Development and Human Resource functions.

New ways of working for teams following the Pandemic continues to be explored by the Authority, with a separate project considering work life balance, access to IT equipment, and the support offered to colleagues to keep them safe, happy and healthy at work - all of which support us all to deliver great customer service.

7.2 Feedback about Programme Management

At the end of each Phase, it is important to not only review feedback from customers on their experiences of council services but also feedback on the management of the Programme itself.

Feedback from Senior Leaders

Feedback has been sought from senior leaders across all council services in their regular monthly meetings and from workshops held as part of the End of Phase Two review.

Understanding of the Programme varied:

- some felt they knew very little about the Programme or what it was trying to achieve,

- some felt they knew what the Programme was trying to achieve but were not connected to any of the change activities, and

- others had some very detailed understanding about specific change activities but did not have a sufficient understanding of how these fitted with the overall Programme.

Phase Two of the Programme has seen over 80 officers, Elected Members and partners, collaborating on each of the change activities.

Senior leaders told us they were unclear how new change activities are added to the Programme and wanted a way to share learning from their services with the Programme and vice versa.

It is recognised that not all stakeholders need to know about the Programme as an entity or even about all of the work within it, rather they need to know about the change activities that directly affect them and their role. Some of these are widespread, cross-cutting projects, like our Customer Promise, customer service training and branding, whilst others, like the unified housing system and enhancement of Modern.gov, only impact specific teams and services and how they work with customers.

The Programme Board has requested that the communication plan for Phase Three of the Programme, is better tailored to different internal and external audiences.

As a result of this feedback, Phase Three of the Programme will:

- create an intranet homepage for the Programme which can be accessed by colleagues and will describe what the Programme is, who's doing it, how they are doing it and by when,

- increase capacity within the Programme management team with a part time dedicated Communication Apprentice,

- request additional representation from our Elected Members to join the Programme Board,

- increase membership of the Programme Board and workstreams from Tier 3 managers, and all involved will be asked to proactively share updates with their respective teams,

- introduce "your takeaways for today" at quarterly Senior Leaderships Team (SLT) update sessions, where SLT members will be asked to share Programme updates with their senior management teams for cascade, and

- see the appointment of a new Engagement Manager who will lead on the collation of customer views.

Medium Term Financial Planning

The importance of better aligning the Programme with the Medium-Term Financial Plan has been noted. This is already taking place for the 2023 / 2027 MTFP, with direct involvement of Programme leads in service area planning.

The next End of Phase review will take place in March 2024, so that planning for Phase Four of the Programme, can inform and be informed by financial planning.

Further Recommended Changes

Programme Board and workstream members recognised the importance of detailing and defining planned benefits for each of the change activities before they are accepted into the Programme's plan. Programme products and tools, developed in Phase Two, will ensure this takes place – see Appendix D. In addition, dedicated time will be built into the Programme for these interdependences and links to be discussed and reviewed with workstream leads.

8. Learning and Best Practice

As part of the End of Phase Two review, good practice and key lessons learned from across the Programme have been gathered.

8.1 Learning about we listen we care

- **We have more work to do to embed the customer promise, particularly for existing team members**

Whilst posters and individual commitment cards have been shared across all buildings and colleagues there is still work to do ensure all colleagues know and understand the 11 standards and how they and their team deliver them for their customers. A focus on existing team members needs to be ensured, not just focussing on new people joining the Authority.

- **We need to make it relatable, bring it to life, tailor communications around teams and services and not be afraid to repeat them over again**

Feedback has highlighted that despite having regular updates in Teamwork, not all colleagues know about the Programme or its activities. However, not all colleagues need to know about the Programme itself, with most only really needing to know about the big universal activities, like the Customer Promise, and then the specific activities that directly impact their role.

The communications plan needs to reflect this, and each change activity should specify the targeted services or teams that need to have a more tailored approach to communication. This tailored approach should emphasise and repeat key messages to relevant services and teams to ensure they are received and embedded.

- **We need to emphasise the importance of both internal and external customers**

Universally it is clear that our colleagues and teams all have a different understanding of customers, depending on their role and the area of the Authority they work in; where they could be schools, businesses, residents, visitors, or Elected Members.

Ensuring that we all understand that customers are also internal and that we are providing a service to colleagues and other teams should be a focus and should be emphasised.

8.2 Learning about Programme management

- **Programme communication and engagement**

Regular organisation wide communications take place monthly covering a range of change activities. However, colleagues have told us that despite this, they don't know enough about the Programme but more importantly what it means to them in their role.

A dedicated area on the council intranet will be created and populated with information about the priorities and objectives of the Programme, the individual change activities and what they aim to achieve, and which teams and services they impact.

- **Programme scope and objectives**

Having clarity on the aims, objectives and deliverables for each project is essential from the very start. Documentation has been developed this year for each of the activities within the Programme, clarifying the milestones and objectives and defining the purpose and outcomes. This is to ensure that 'scope creep' does not derail any of the work agreed by Cabinet and supports our approach to benefits realisation. It also allows, from the very start, a clearly defined communication plan to be developed, targeting all stakeholders, and detailing the information and engagement needed, as well as the impact for each one.

The aim of the Programme is to create and sustain long term cultural and behavioural change, which takes time. This is finely balanced with the need to evidence progress in achieving agreed outcomes and demonstrate the impact of the Programme. The tangible outcomes and measures detailed in our Benefits Realisation plan (see Appendix E) show the more longer-term outcomes from the Programme. However, there are some small but vital things that have been quick and easy to do, for example, re-writing a letter and sharing email addresses more quickly. It's important to ensure a balance between the longer term and short-term outcomes and measures.

- **Programme products**

The Programme management documentation that has been introduced has been tailored to ensure the balance between good governance and assurance to Board without being overly administrative. Given the size and range of activities within the Programme it was quickly realised that the management tools and products needed to help and not hinder progress in achieving the Programme outcomes.

A decision log was implemented within the management of the Programme at the start to ensure that accurate records of what has been agreed, by whom and when, can be tracked and monitored. The Programme management team have also been able to effectively manage actions in a similar way, using logs, which has supported the completion of tasks assigned to individuals and gives a clear evidence trail.

9. Phase 3 Plan

The Customer Service Programme Board agreed the Phase Three plan and change activities on 8 August 2022, as part of the review for end of Phase Two.

The Board agreed that 23 change activities for Phase Three - 20 existing activities from Phase Two, and 3 new change activities based on customer feedback.

The Board also agreed that further exploratory work would be undertaken in relation to 4 potential new change activities which have arisen from customer feedback.

A full list of the change activities agreed for Phase Three can be found in Appendix G and Appendix H.

9.1 Phase Three Priorities

Below are the agreed priorities for each of the 4 workstreams in Phase Three.

1. Programme Objective - improved customer service standards across all Authority services (Customer Promise).

Phase Three Priorities for this Objective

- Our customer service standards, set out in the Customer Promise, will continue to be embedded within teams, supported by the delivery of a dedicated training Programme.

- A customer service improvement framework will assess how the customer service standards are delivered within services.

- The Senior Leadership Team (SLT) and Tier 3 managers will spend time in teams understanding how they deliver the Customer Promise.

2. Programme Objective - improved clarity, quality and consistency of the small but vital impressions the Authority makes, in communication and branding (Brilliant Basics).

Phase Three Priorities for this Objective

- Ensuring our buildings, vehicles, corporate workwear, and the way we communicate with customers are consistent and of a good standard. A focus on how our branding can improve the way customers see us, interact with us, and understand the services available to them.

- Digital solutions to support our teams to get connected and stay connected with each other will be rolled out further and tools to improve the way we work together to support customers will be developed, with a focus on how they pay for things and find the information they need.

3. Programme Objective - improved services which are designed and delivered around the needs of our customers (Customer First).

Phase Three Priorities for this Objective

- Responding to what our customers are telling us, making significant improvements to our online offer and providing increased and easier routes for reporting issues.

- A proactive and collaborative approach to addressing digital inclusion with the NHS and community and voluntary sector, ensuring no one is 'left behind' or excluded.

- Continuing to listen and respond to customer views and needs, through a 'best in class' Elected Member enquiry service.

4. Programme Objective - an increased culture of continuous improvement (Better Never Stops).

Phase Three Priorities for this Objective

- A clear ambition for Community Hubs, focussing on how we make best use of our main customer facing buildings and how we work with partners to address local need.

- Large and significant IT systems focussed on how we manage our housing and environmental services to improve customer experience and value for money.

- Feedback from customers and colleagues will support us to make improvements to how we work with customers; identifying things we need to fix and improve.

- Enhancing the use of Modern.gov to give Elected Members the best tools to support them in their role.

9.2 Phase Three Activities to Explore

Alongside the agreed Phase Three priorities, 4 areas were identified for further exploration:

- With tens of thousands of calls coming into the Authority each year, the information held in the telephony systems is full of customer insight. Further work will be carried out in this Phase to understand what this information tells us and how it can be used to improve services for our customers.

- Linking in with the way in which we communicate with our customers, Phase Three will explore how this should change the way in which we communicate with employees as an organisation. This will be informed by branding work underway to develop 'tone of voice' for customers.

- How we make best use of our assets and work smarter will also be explored particularly in relation to tagging assets like bins, benches, etc to make it easier to identify and report issues.

- Feedback from our residents tells us that customers are less satisfied when they contact us by email. Further investigation will take place during this Phase to understand the issues and potential improvements.

9.3 Programme Team

There will be no fundamental changes to the management of the Programme in Phase Three. A senior manager lead and 2 full time Programme support officers – known as the Programme team – will continue to manage the Programme. The purpose of the Programme team is also unchanged.

The Programme Board is co-chaired by the senior manager lead and Deputy Mayor. Appendix I details all Phase Programme Board member roles.

Each workstream has between 4 to 8 change activities or projects that it manages, which all contribute to at least one of the Programme's 4 objectives.

9.4 Programme Products

There will be no change to the Programme products for Phase Three. Change control or change activity closure, is managed by the Programme Board, with other Programme management products, used to track, monitor, and report progress, detailed in Appendix D.

9.5 Programme Benefits

During Phase Two a benefits framework was established. The framework was used to identify Programme wide benefits and their measures. A high-level summary of this can be seen in Appendix E. Through Phase Three, the measures will be monitored and progress against a schedule recorded and reported on a regular basis, to the Programme Board.

The framework will also be used to manage benefits for large scale change activities in Phase Three, where the Programme Board request this.

10. Risks

The Customer Service Programme risks were initially reported to the Customer Service Programme Board in November 2021. At this time there were eight risks held on the risk register, categorised as three high risks, four medium risks and one low risk. Risks are reviewed, assessed, and agreed at every Programme Board meeting.

- one new risk has been raised,
- one risk has closed,
- one risk has been transferred to the relevant service area for management in line with the Authority's risk management process, and
- two high risks have reduced in score.

Following these reviews there are now six risks held on the risk register categorised as 4 medium risks and 2 low risks. The table below shows a summary of these risks, (can be requested from the Programme team as in Appendix G).

10.1 Phase 3 Current Risks

Risk No	Risk Detail	Previous Score	Current Risk Score	Target Risk Score
003	**Effective Sharing of Progress with Key Stakeholders:** There is a risk that the Programme Board may not effectively share progress with key stakeholders.	D1 (R) à	E1 (B) â	E1 (B)
007	**Programme Stalling / Failing due to External Events**: There is a risk that external events (e.g., COVID) may result in the Programme stalling or failing to be completed.	C3 (B à)	C3 (B) à	C3 (B)
002	**Programme Management Support Unable to fill Commitments:** There is a risk that Programme management support may be unable to fulfil commitments.	D2 (B) à	D2 (B) à	E4 (G)
005	**Benefits not Realised:** There is a risk that assumed benefit on customer service may not be realised.	E2 (B) à	E2 (B) à	F2 (G)
001	**Workstream Leads Unable to Fulfil Commitments:** There is a risk that workstream leads may be unable to fulfil commitments.	D3 (G) à	D3 (G) à	E4 (G)
004	**Activities Altered Without Due Process:** There is a risk that the activities within the Programme may be altered without due process.	C2 (R) à	E3 (G) à	E3 (G)

11. Finance

The Programme in and of itself does not have a budget, however many of the change activities within the Programme do. The budgets for each change activity, if present, are monitored and controlled by the change activity work group and any financial implications arising from the activities in the customer service Programme will be met from existing service budgets.

There is appropriate financial oversight for the Programme through the Board with a senior member of financial services on the Board.

12. Assessment and Recommendations

- Section 6 of the report details the progress made towards the Programme's four objectives. A benefit's realisation framework has been developed in Phase Two which will track long term impact of the Programme on customer satisfaction, efficiency, and cost.

- The End of Phase review process has captured both Programme activity and Programme management learning – lessons learned have been built into arrangements for Phase Three.

- Customer feedback has informed Phase Three of the Programme.

- The Programme Board reviewed the End of Phase Two process, content, recommendations and Phase Three plan on 8 August 2022. The Board assessed that the review had successfully completed its goals and agreed to proceed to Phase Three of the Programme, subject to approval by Cabinet on 17 October 2022.

13. Next Review

The End of Phase Three review will be completed in the early 2024 and presented to Cabinet no later than May 2024.

Appendices

Appendix A – Programme Governance

Phase Two Governance
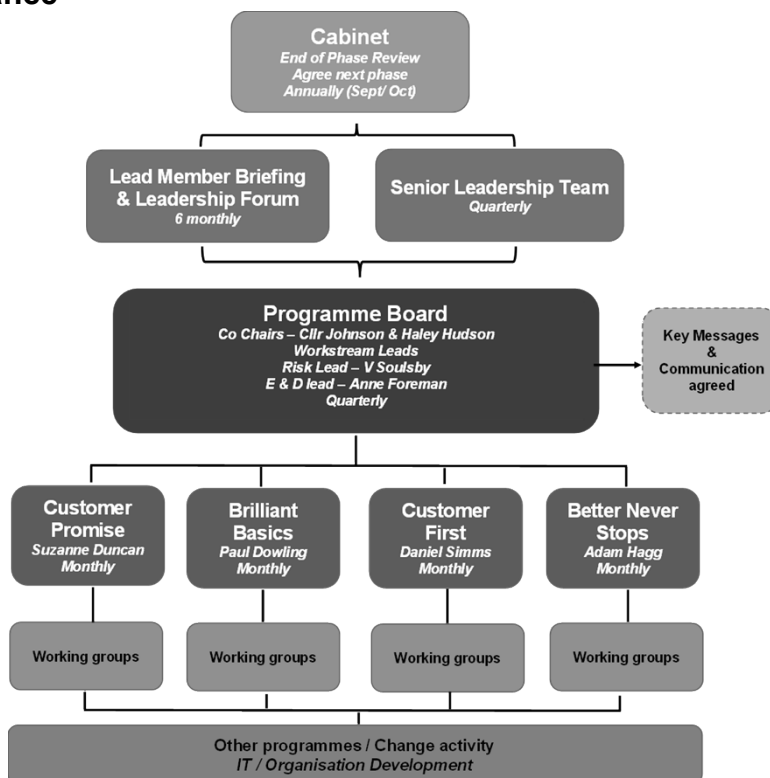
Phase Three Governance
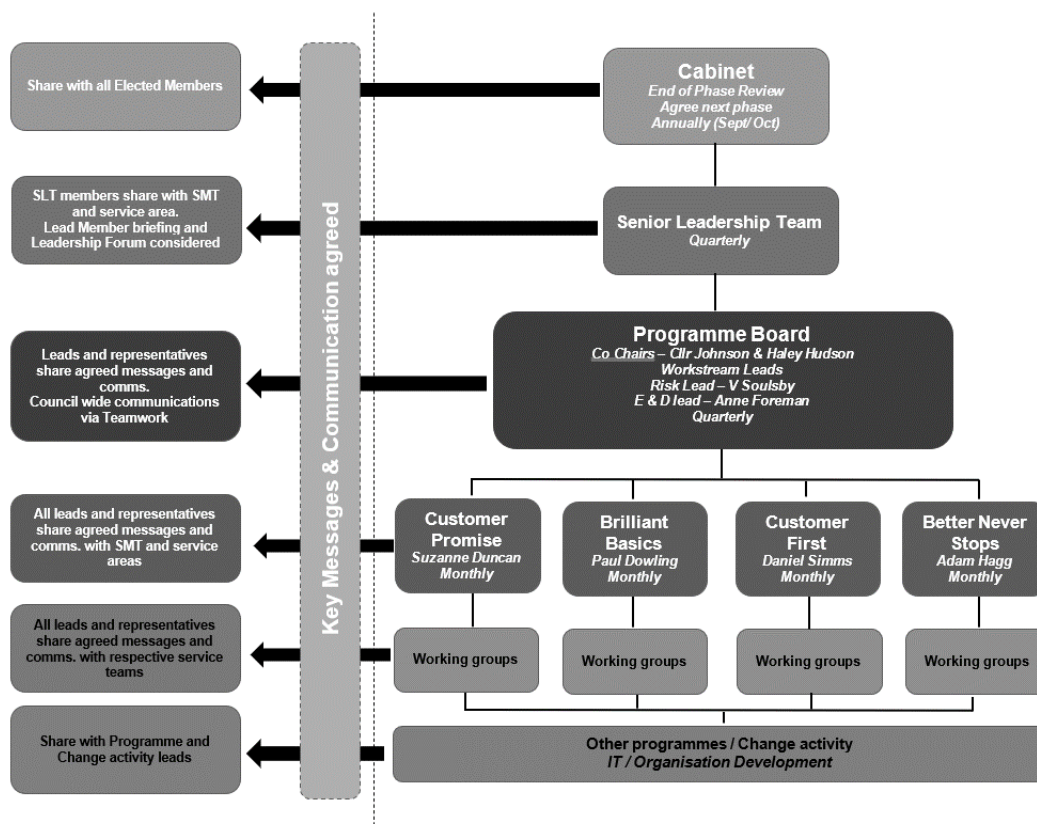
Appendix B – Phase Two Programme Board Membership

Name	Service Area	Role
Cllr Carl Johnson	Deputy Mayor / Lead Cabinet Member Corporate Strategy	Co-Chair
Haley Hudson	Customer Service and Digital Strategy Manager	Co-Chair
Jacqueline Laughton	Deputy Chief Executive	Director Customer Services (Assistant Chief Executive)
Adam Hagg (BNS)	Customer Interface and Service Improvement Manager	Better Never Stops Workstream lead
Suzanne Duncan (CP)	Senior Manager (HR)	Customer Promise Workstream lead
Daniel Simms (CF)	Senior ICT Manager (Chief Information Officer)	Customer First Workstream lead
Paul Dowling (BB)	Head of Service, Regeneration and Transport	Brilliant Basics Workstream lead
Victoria Soulsby	Senior Risk Advisor	Risk lead
Claire Emmerson	Senior Manager Financial Planning & Strategy	Finance lead
Stephen Rigden	Customer Improvement Manager	Programme Team
Ruth Barfoot	Customer Improvement Manager	Programme Team
Anne Foreman	Policy & Performance Manager	Equality and Diversity lead

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Appendix C – Phase Two Change Activities

The 33 change activities from Phase Two of the Programme are listed below. The description and scope are included for each including the status at the end of Phase Two. Those shaded have been closed and completed in Phase Two and the change is now part of 'Business As Usual' within the relevant services.

Change Activity	Priority Description	Scope	Status
Integrate the Customer Promise into key processes	Embedding the Customer Promise to permanently shift the culture of the organisation and the way in which we deliver services.	Agreement of the Customer Promise standards and communicating them Developing and launching an organisation wide customer service training Programme Embedding the standards into core processes for recruitment, induction, and retention.	Complete Ongoing Complete
Community Hubs Strategy	Establishing the Authority's 4 Customer First Centres as Community Hubs	A strategy, agreed by Cabinet, setting out a shared vision for Community Hubs in North Tyneside and an action plan for next steps.	Ongoing
Customer Service Improvement Framework	Services reviews to drive continuous customer service improvement	Targeted service reviews, to ensure we deliver services in line with the customer promise and are maximising digital innovation and undertaking appropriate workforce planning	Ongoing
Caring and Resilient Workforce	How Trauma Informed Practice can be applied across the organisation	Our approach to wellbeing will increase its focus towards a "we care" model incorporating compassionate leadership and trauma informed practice	Ongoing
Digital Skills Plan	Improving the digital skills of our workforce to deliver customer focused services	Creation of a digital skill training plan and the resources to deliver it	Complete
Manager's Customer Promise Days	Senior leaders working with teams, to see how the Customer Promise is delivered	Agreed approach and schedule for full day sessions for SLT and Tier 3 managers to spend time with 'different' teams and customers	Ongoing
Corporate Branding	A consistent brand for the Council, both internally and externally	To provide consistency to all internal templates, digital communication, and any printed material the Council produces and to assess signage at the 4 customer service centres to put a proposal together to provide a uniform offering.	Ongoing

Better Letters	Improving the quality, consistency of customer letters, to show we listen, and we care	Establishing a framework which will help to improve the quality of letters sent to our customers • Agreed tone of voice guide • Training • Letter consultancy service • Support and guidance for mass communications • Tailored support for current letters	Ongoing
Spirit of North Tyneside 2022	The Elected Mayor's annual Programme to celebrate great customer and community service	Annual award scheme to celebrate great team and community service. Celebration of national customer service's week Review the previous year's approach and use it to inform the next years	Complete
Remote Worker communication	Ensuring all employees have access to organisational information and communication	Provide a safe accessible social media presence that people can access from their own device Provide an accessible area for people to access key policies and procedures that is accessible from their own device Physical PCs available to people across our estates for training and development For those that want to, provide a council log in and email that can be used on their own device	Complete Complete Ongoing Ongoing
Digital Direct Debits	Introducing digital direct debits to deliver a swift, paper-free service.	To attain AUDDIS accreditation and digitise the processing of direct debits between NTC and banks, with a second Phase to digitise the process for customers	Ongoing
Cashless Payments for schools	A system for families to pay for school meals, including by debit and credit card.	Replace the current school meals IT system for receiving payments from families with a new IT system that will ensure that all payments are cashless	Complete
Contact Directory	Online, internal directory cataloguing staff contact details.	Amalgamating a number of internal contact directories to create a single solution	Ongoing

SEND Information, Advice and Support Service (SENDIASS) website	Create content and agree plan for ongoing updates to SENDIASS website.	Launch a SENDIASS website, independent of NTC's website	Ongoing
Digital Inclusion	A full assessment of what we know about needs and barriers and an ambition and action plan across partners to deliver solutions	A full assessment of what we know about needs and barriers and an ambition and action plan across partners to deliver solutions Consider Phase Two People's Network	Ongoing
Customer Relationship Management	Establish a unified IT system for capturing key customer information AND improve the way we manage corporate customer and Elected Member enquiries and feedback	Establish the Customer First Office Procure and implement new CRM IT system foundations Agree Phase One roll out of CRM IT	Complete Ongoing Ongoing
Appointment Booking System	Enable services to offer appointments	Assess options and provide a tested Authority wide solution and guidance, to set up customer appointments within a service	Ongoing
Real time Customer feedback	Developing mechanisms to capture feedback from customers of their experience of council services.	Assess options and provide a tested Authority wide solution and guidance, to set up real-time customer feedback within a service	Ongoing
Family Information Directory	Deliver an improved website providing information about childcare services in North Tyneside.	Deliver an improved website providing information about childcare services in North Tyneside.	Closed
People's Network refresh	Review and replacement of the People's Network computers in CFC's and Libraries.	Review and replacement of the People's Network computers in CFC's and Libraries.	Closed
SIGN Directory	Partnership approach to a new online community resource, Living Well North Tyneside, for residents.	Launch Living Well and transfer to VODA	Closed
Leisure Service Kiosks	Improving member services and income	Install replacement kiosks in leisure centres	Closed

	management within leisure services.		
Leisure Service Bookings	Improving member services and income management within leisure services.	Upgrade to Leisure Hub. Improved functionality for online booking of Leisure services, spaces, and swimming lessons. It will also enable customers to set up direct debits for membership and pay for classes, etc.	Ongoing
Review of NTC website	Review useability of website and life span of Content Management System.	Assessment of current web offering and agree scope of re-platform Re-platform website Prioritised list of enhancements formulated	Complete Ongoing Ongoing
SEND Local Offer website	Improving the content and useability of the SEND Local Offer website through co-production and redesign.	Engagement with children and families on content and useability Development of updated content with children and families Information owners defined to maintain content and accuracy	Closed
Unified System for Housing	Deliver a system to ensure transfer of data and information between all Housing, Construction, Asset, Property services and Strategic Investment services to improve customer service and service delivery	Implement the Unified Housing system	Ongoing
Feedback Culture	Assessing and communicating the way the organisation encourages and acts on employee feedback.	Mapping current feedback analysis Gap analysis Articulate and communicate the current feedback mechanisms Agree ongoing ownership	Complete Complete Complete Ongoing
Staff Eyes and Ears Tool	Developing a mechanism for staff to report local issues quickly and easily into services.	Scope and carry out a proof of concept Feedback to Programme Board and SLT for agreement on next steps	Closed
Environmental Services Allocation and Monitoring system	Deliver a system to support receipt, scheduling and allocation of requests from customers, including in-cab technology.	Digitising the scheduling, allocation, and monitoring of works, for street cleansing grounds maintenance and waste management	Ongoing

Enhancement of Modern.gov	Working with Elected Members to maximise the use and benefits of the Modern.gov application.	Working with Elected Members to maximise the use and benefits of the Modern.gov application Initial Phase is to agree the scope of this change activity	Not started
Expectations of our customers	Our approach to supporting customer and staff when customers display challenging behaviour.	Producing guidance that builds on our Customer Promise and supports our teams and customers when faced with challenging behaviour Develop and deliver bespoke training for library teams and evaluate and agree continued offering	Closed

Appendix D – Programme Documentation

Change control or change activity closure, is managed by the Programme Board, with other Programme management products, used to track, monitor and report progress. These are described below:

Document(s)	Description	Frequency of update	Audience
Scope	Defined and agreed scope for each change activity, including owner and timescale	On change	Board Workstream Change activity
Benefit framework	Detailed plan and approach for how benefits will be measured and tracked for Programme and specific change activities	On change	Board Workstream
Product table	Programme and change activity products are documented – what the Programme and each change activity will / has produced.	Quarterly and/ or on change activity closure	Board Workstream
Change control documents	Three reports proposing a new change activity, a change to a change activity or the closure of a change activity to Board.	As required	Board Workstream Change activity
Reporting dashboards	Workstream and change activity dashboards track progress and provide assurance	Monthly/ quarterly	Board Workstream Change activity
Benefit schedule	Schedule for when benefits will be realised	Monitored quarterly	Board Workstream
Risk documents	Risk log and highlight report to identify and risks and mitigating actions for workstream and Board	Monthly/ quarterly	Board Workstream
Action and decision log	Record of all actions and decisions made	Monthly/ quarterly	Board Workstream
End of Phase review documents	Scheduled review of activities within the Programme and sign off by Cabinet	Aligned to MTFP (annually)	Board Workstream

Appendix E – High Level Programme Benefits

Programme Enablers (Since start of Phase 2 of Programme)	Programme Benefits	Benefit ID	Benefit Category	Benefit Priority	End Benefit	Organisational Objective
Change activities; projects, new capabilities	*A gain or improvement*		*Cost, Satisfaction, Efficiency*	*1 - Lower impact 5 - Higher impact*	*Strategic Programme Benefit*	
1) Customer Promise 2) Community Hub strategy 3) A capable and resilient workforce development Programme 4) A workforce digital skills Programme 5) Manager Customer Promise days 6) Customer service improvement framework reviews 7) Training and support for managing challenging customer behaviour	Increase in customer satisfaction	CP01	Satisfaction	5	Improved customer service standards across all Authority services, (CP)	**Build A Thriving North Tyneside**
	Increase in employee satisfaction	CP02	Satisfaction	4		
	Increase in employee digital capability	CP04	Efficiency	3		
	Decrease in operating costs of delivering services	CP06	Cost	3		
	Improved use of organisational assets	CP08	Efficiency	3		
	Increase in digital customer transactions	CP07	Efficiency	5		
8) Consistent internal and external branding 9) Better customer letters 10 Remote worker access 11) The Elected Mayor's SNT Programme celebrating great customer and community service 12) Cashless school meal payments 13) Enhanced direct debit offer 14) Contact directory	Increase in customer satisfaction	CP01	Satisfaction	5	Improved clarity, quality, and consistency of the hundreds of small, but vital, impressions the Authority makes, in communication and branding (BB)	**Create A Caring North Tyneside**
	Increase in digital customer transactions	CP07	Efficiency	5		
	Increase in employee satisfaction	CP02	Satisfaction	4		

Programme Enablers (Since start of Phase 2 of Programme)	Programme Benefits	Benefit ID	Benefit Category	Benefit Priority	End Benefit	Organisational Objective
15) An online family information directory for childcare services 16) An online independent SENDIASS website 17) A co-produced SEND local offer website 18) An digital inclusion action plan to address needs identified in Equally Well 19) The People's Network computers in libraries are reviewed and replaced 20) New kiosks for leisure services 21) New membership and payment systems for leisure services 22) Customer First Team and new CRM System 23) An appointment booking system for customers 24) A digital system for real-time customer feedback 25) A council website that meet the needs of users and encourages more customers to self-serve 26) Implementation of Living Well North Tyneside	Increase in customer satisfaction	CP01	Satisfaction	5	Improved services which are designed and delivered around the needs of our customers (CF)	**Ensure A Family Friendly North Tyneside**
	Increased Elected Member satisfaction with the support and services they receive	CP03	Satisfaction	4		
	More residents have essential digital skills and access to digital services	CP05	Efficiency	4		
	Increase in digital customer transactions	CP07	Efficiency	3		
27) An integrated system for housing repairs/assets 28) Employee feedback mechanisms to support improvements in customer service 29) An 'eyes and ear' reporting system for colleagues to report Borough issues which require council action 30) Improvements to Modern.gov 31) A new work's management system for Environmental Services	Increase in customer satisfaction	CP01	Satisfaction	5	An increased culture of continuous improvement (BNS)	**Create A Thriving North Tyneside**
	Increase in employee satisfaction	CP02	Satisfaction	4		
	Increased Elected Member satisfaction with the support and services they receive	CP03	Satisfaction	4		
	Increase in employee digital capability	CP04	Efficiency	3		
	Decrease in operating costs of delivering services	CP06	Cost	3		
	Increase in digital customer transactions	CP07	Efficiency	5		

Appendix F – Deliverable's log

Those shaded have been closed and completed in Phase Two.

ID (Deliverable Product #)	Workstream	Change Activity	Product Deliverables	ONT Theme	Lead Officer	Timescale	Status and comment
DPD01	Customer Promise	Caring and Resilient Workforce	Document that assesses the learning from the pilot in childrens social care	Caring	Louise Robson	31-Mar-23	In progress
DPD02	Customer Promise	Caring and Resilient Workforce	Ways of working development group	Caring	Louise Robson	31-Mar-24	In progress
DPD03	Customer Promise	Community Hubs Approach	Produce a needs assessment for each locality	Thriving	Haley Hudson	30-Sep-22	Complete
DPD04	Customer Promise	Community Hubs Approach	Strategy for future hubs established	Thriving	Haley Hudson	31-Dec-22	In progress
DPD05	Customer Promise	Customer Service Improvement Framework	Documented process for completing a service review	Thriving	Steve Rigden	31-Mar-22	Complete
DPD06	Customer Promise	Customer Service Improvement Framework	Schedule of reviews to be completed	Thriving	Steve Rigden	01-Dec-22	In progress
DPD07	Customer Promise	Customer Service Improvement Framework	Completed reviews with feedback for each service	Thriving	Steve Rigden	31-Mar-24	In progress
DPD08	Customer Promise	Digital Skills Plan	New staff recruited to help with digital skills across the authority	Thriving	Helen McMahon	30-Nov-21	Complete
DPD09	Customer Promise	Digital Skills Plan	A new training offering around digital skills	Thriving	Helen McMahon	31-Mar-22	Complete
DPD10	Customer Promise	Digital Skills Plan	Digital support offering from all staff to resident in the community	Thriving	Helen McMahon	30-Jun-22	Complete

ID (Deliverable Product #)	Workstream	Change Activity	Product Deliverables	ONT Theme	Lead Officer	Timescale	Status and comment
DPD11	Customer Promise	Integrate the Customer Promise into Key Processes	Customer Promise posters	Caring	Louise Robson	30-Sep-21	Complete
DPD12	Customer Promise	Integrate the Customer Promise into Key Processes	Customer Promise I postcards	Caring	Louise Robson	30-Sep-21	Complete
DPD13	Customer Promise	Integrate the Customer Promise into Key Processes	Production of a training and induction session to introduce new and existing colleagues to the promise	Caring	Ruth Barfoot	30-Oct-21	Complete
DPD14	Customer Promise	Integrate the Customer Promise into Key Processes	Updating recruitment and selection process	Caring	Louise Robson	30-Oct-21	Complete
DPD15	Customer Promise	Integrate the Customer Promise into Key Processes	Training programme for staff	Caring	Ruth Barfoot	31-Mar-23	In progress
DPD16	Customer Promise	Manager Customer Promise Days	Schedule of visits for SLT and Tier 3 managers to visit teams	Caring	Stacey Watts	30-Jun-22	Complete
DPD17	Customer Promise	Manager Customer Promise Days	Feedback report from the Managers CP days	Caring	Stacey Watts	31-Dec-22	Not started
DPD18	Brilliant Basics	Better Letters	Training course for communication and letter writing in line with the principles employed by the CFO	Caring	Steve Rigden	30-Jun-22	Complete

ID (Deliverable Product #)	Workstream	Change Activity	Product Deliverables	ONT Theme	Lead Officer	Timescale	Status and comment
DPD19	Brilliant Basics	Better Letters	Process established for high profile and mass coverage letters	Caring	Steve Rigden	30-Jul-22	Complete
DPD20	Brilliant Basics	Better Letters	Letter consultancy service established	Caring	Steve Rigden	30-Jul-22	In progress Consultation has already taken place on several letters with a view to make this service a fixed offering.
DPD21	Brilliant Basics	Better Letters	Amended letters returned to services	Caring	Steve Rigden	30-Nov-22	In progress Consulted with 7 service areas to date with more planned for Phase Three
DPD22	Brilliant Basics	Cashless Payments for Schools	ParentPay system in place	Family-Friendly	Karon Bell	30-Sep-21	Complete
DPD23	Brilliant Basics	Cashless Payments for Schools	Communications plan	Family-Friendly	Karon Bell	30-Sep-21	Complete
DPD24	Brilliant Basics	Cashless Payments for Schools	New equipment rolled out	Family-Friendly	Karon Bell	31-Jan-22	Complete
DPD25	Brilliant Basics	Contact Directory	New centralised contact directory for staff and customers	Thriving	Craig Wilson	30-Sep-22	Complete
DPD26	Brilliant Basics	Contact Directory	Comms plan to promote the new directory internally (possibly externally too)	Thriving	Craig Wilson	30-Sep-22	Complete

ID (Deliverable Product #)	Workstream	Change Activity	Product Deliverables	ONT Theme	Lead Officer	Timescale	Status and comment
DPD27	Brilliant Basics	Contact Directory	Document and map starters, leavers and movers process	Thriving	Craig Wilson	30-Dec-22	In progress
DPD28	Brilliant Basics	Corporate Branding	Corporate branding guidelines document	Thriving	Harry Wearing	31-Dec-20	Complete
DPD29	Brilliant Basics	Corporate Branding	Focus group testing and material amnesty	Thriving	Harry Wearing	30-Jun-22	In progress Awaiting products from external supplier
DPD30	Brilliant Basics	Corporate Branding	Suite of template tools to encourage corporate branding	Thriving	Harry Wearing	30-Jul-22	In progress Awaiting products from external supplier
DPD31	Brilliant Basics	Corporate Branding	Develop guidance for construction, works and road signage	Thriving	Harry Wearing	30-Sep-22	In progress
DPD32	Brilliant Basics	Corporate Branding	Develop guidance for buildings, such as décor, floor covering, noticeboards, wall colours, etc	Thriving	Harry Wearing	30-Sep-22	In progress
DPD33	Brilliant Basics	Corporate Branding	Publish and embed the finished branding guidelines	Thriving	Harry Wearing	31-Mar-23	In progress
DPD34	Brilliant Basics	Corporate Branding	Building audit findings report	Thriving	Harry Wearing	TBC	In progress
DPD35	Brilliant Basics	Digital Direct Debit Application	New module implemented for ASH debtors	Secure	Colin Strutt	30-Sep-22	In progress Complications with contracts means this timescale is at risk.

ID (Deliverable Product #)	Workstream	Change Activity	Product Deliverables	ONT Theme	Lead Officer	Timescale	Status and comment
DPD36	Brilliant Basics	Digital Direct Debit Application	AUDDIS accreditation	Secure	Colin Strutt	28-Feb-22	Complete
DPD37	Brilliant Basics	Remote Worker Communication	PC rollout at specific sites for front line staff	Thriving	Helen McMahon	30-Sep-22	In progress Pilot sites will be up and running by the deadline
DPD38	Brilliant Basics	Remote Worker Communication	Routes of access to corporate communications via Facebook and learning pool in place	Thriving	Helen McMahon	31-Mar-22	Complete
DPD39	Customer First	Remote Worker Communication	Further routes of access to corporate communications via email and teams	Thriving	Helen McMahon	01-Nov-22	In progress
DPD40	Brilliant Basics	Spirit of North Tyneside Award Scheme	Review of celebration events during 2021	Caring	Stacey Watts	30-Nov-21	Complete
DPD41	Brilliant Basics	Spirit of North Tyneside Award Scheme	Delivery plan for celebrations	Caring	Stacey Watts	30-Nov-21	Complete
DPD42	Brilliant Basics	Spirit of North Tyneside Award Scheme	Proposal and approach for celebration activities and events 2022 onwards	Caring	Stacey Watts	31-Jan-22	Complete
DPD43	Customer First	Appointment Booking system	Appointment booking software available for services that need it	Thriving	Steve Rigden	31-Jan-22	Complete
DPD44	Customer First	Appointment Booking system	Processes standardised for setting up new booking services	Thriving	Steve Rigden	30-Jun-22	Complete
DPD45	Customer First	Appointment Booking system	Video guides available on the IT knowledge hub	Thriving	Steve Rigden	31-Aug-22	Complete
DPD46	Customer First	Appointment Booking system	Link to adult social care online booking page available	Thriving	Steve Rigden	30-Sep-22	In progress On track to be completed

ID (Deliverable Product #)	Workstream	Change Activity	Product Deliverables	ONT Theme	Lead Officer	Timescale	Status and comment
DPD47	Customer First	Childcare Information Directory	New database of services available in the borough	Family-Friendly	Karon Bell	31-Mar-21	Complete
DPD48	Customer First	Childcare Information Directory	Comms plan to promote the new directory	Family-Friendly	Karon Bell	31-Mar-21	Complete
DPD49	Customer First	Customer Relationship Management	Customer First Office established	Thriving	Haley Hudson	31-May-22	Complete
DPD50	Customer First	Customer Relationship Management	New system live	Thriving	Haley Hudson	31-Oct-23	In progress
DPD51	Customer First	Digital Inclusion	Standalone section in the health and wellbeing strategy	Thriving	Ruth Barfoot	31-Jan-22	Complete
DPD52	Customer First	Digital Inclusion	Evaluation of current digital offering locally	Thriving	Ruth Barfoot	31-Aug-22	Complete
DPD53	Customer First	Digital Inclusion	Local data analysis of current need	Thriving	Ruth Barfoot	30-Oct-22	Delayed due to high response rates
DPD54	Customer First	Digital Inclusion	Framework for digital inclusion created and engagement undertaken	Thriving	Ruth Barfoot	30-Nov-22	In progress
DPD55	Customer First	Digital Inclusion	Strategy and Action plan to tackle digital inclusion	Thriving	Ruth Barfoot	31-Mar-23	Not started
DPD56	Customer First	Leisure Services Bookings and Kiosks	Updated kiosks to support self-serve for members	Thriving	Bev Smith	28-Feb-21	Complete
DPD57	Customer First	Leisure Services Bookings and Kiosks	Upgraded leisure bookings software	Thriving	Bev Smith	30-Aug-23	Not started
DPD58	Customer First	People's Network Refresh	New PCs across all sites	Family-Friendly	Louanne Mullarkey	31-Jan-22	Complete

ID (Deliverable Product #)	Workstream	Change Activity	Product Deliverables	ONT Theme	Lead Officer	Timescale	Status and comment
DPD59	Customer First	People's Network Refresh	Comms plan to promote new devices	Thriving	Louanne Mullarkey	31-Jan-22	Complete
DPD60	Customer First	Real-Time Customer Feedback	Implement system across services	Caring	Steve Rigden	30-Sep-22	In progress and on track
DPD61	Customer First	Real-Time Customer Feedback	Service dashboard	Caring	Steve Rigden	31-Dec-22	In progress
DPD62	Customer First	Review of NTC Website	Review of current content on the website	Thriving	Craig Wilson	30-Nov-22	In progress
DPD63	Customer First	Review of NTC Website	Refreshed website	Thriving	Craig Wilson	30-Nov-22	In progress
DPD64	Customer First	SEND Local Offer	Plan and schedule for content owners and updates	Family-Friendly	Toni McMullan	31-Jul-21	Complete
DPD65	Customer First	SEND Local Offer	Updated website/ Improved content on website	Family-Friendly	Toni McMullan	31-Mar-22	Complete
DPD66	Customer First	SENDIASS website	Plan for content creation	Family-Friendly	Amanda Durrant	28-Feb-22	Complete
DPD67	Customer First	SENDIASS website	Communication plan for customers	Family-Friendly	Amanda Durrant	30-Sep-22	Delayed due to team capacity
DPD68	Customer First	SENDIASS website	Website offering SENDIASS advice and information	Family-Friendly	Amanda Durrant	30-Sep-22	Delayed due to team capacity
DPD69	Customer First	SIGN Directory	Communication and Marketing plan for customers	Thriving	Ruth Barfoot	31-Jul-21	Complete
DPD70	Customer First	SIGN Directory	New website featuring service directory	Thriving	Ruth Barfoot	31-Oct-21	Complete
DPD71	Better Never Stops	Enhancement of Modern.gov	Modern.gov system enhancements go live	Secure	Alison Mitchell	TBC	Not started

ID (Deliverable Product #)	Workstream	Change Activity	Product Deliverables	ONT Theme	Lead Officer	Timescale	Status and comment
DPD72	Better Never Stops	Enhancement of Modern.gov	Training support for Members	Secure	Alison Mitchell	TBC	Not started
DPD73	Better Never Stops	Environmental Services Allocation and Monitoring System	Scoping document produced to show what is needed	Green	Neil Hodgson	30-Nov-22	Complete
DPD74	Better Never Stops	Environmental Services Allocation and Monitoring System	System purchased and successfully implemented	Green	Neil Hodgson	30-Mar-23	In progress
DPD75	Better Never Stops	Expectations of Our Customers	Unacceptable behaviour poster(s)	Family-Friendly	Ruth Barfoot	31-Dec-21	Complete
DPD76	Better Never Stops	Expectations of Our Customers	Unacceptable behaviour guide	Family-Friendly	Ruth Barfoot	28-Feb-22	Complete
DPD77	Better Never Stops	Expectations of Our Customers	Staff training/ development workshop	Family-Friendly	Ruth Barfoot	30-Apr-22	Complete
DPD78	Better Never Stops	Feedback culture	Mapping current mechanisms to give and receive feedback	Thriving	Ruth Barfoot	31-Mar-22	Complete
DPD79	Better Never Stops	Feedback culture	GAP analysis to identify whats missing	Thriving	Ruth Barfoot	30-Apr-22	Complete
DPD80	Better Never Stops	Feedback culture	Developing a consistent way for colleagues to give and receive feedback in relation to our customer promise	Thriving	Ruth Barfoot	30-Sep-22	Change activity to be merged with Eyes and Ears Part Two, within Phase Three
DPD81	Better Never Stops	Integrated system for Housing Repairs/Assets	New Housing system(s) implemented	Green	Ian Walton	31-Dec-23	In progress

ID (Deliverable Product #)	Workstream	Change Activity	Product Deliverables	ONT Theme	Lead Officer	Timescale	Status and comment
DPD82	Better Never Stops	Integrated system for Housing Repairs/Assets	Customer portal successfully implemented	Green	Ian Walton	31-Dec-23	In progress
DPD83	Better Never Stops	Staff Eyes and Ears Tool	Pilot (Business) case and scope	Thriving	Toby Hartigan-Brown	31-Mar-22	Complete
DPD84	Better Never Stops	Staff Eyes and Ears Tool	Review of pilot findings	Thriving	Toby Hartigan-Brown	30-Apr-22	Complete
DPD85	Better Never Stops	Staff Eyes and Ears Tool	Specification for system to capture reporting	Thriving	Toby Hartigan-Brown	30-Apr-22	Complete
DPD86	Better Never Stops	Staff Eyes and Ears Tool	Scope for wider deployment internal/ external	Thriving	Toby Hartigan-Brown	30-Apr-22	Complete

Appendix G – Phase Three Change Activities

The 23 change activities for Phase Three of the Programme are listed below. The description, scope, and timescale are included for each for Phase Three.

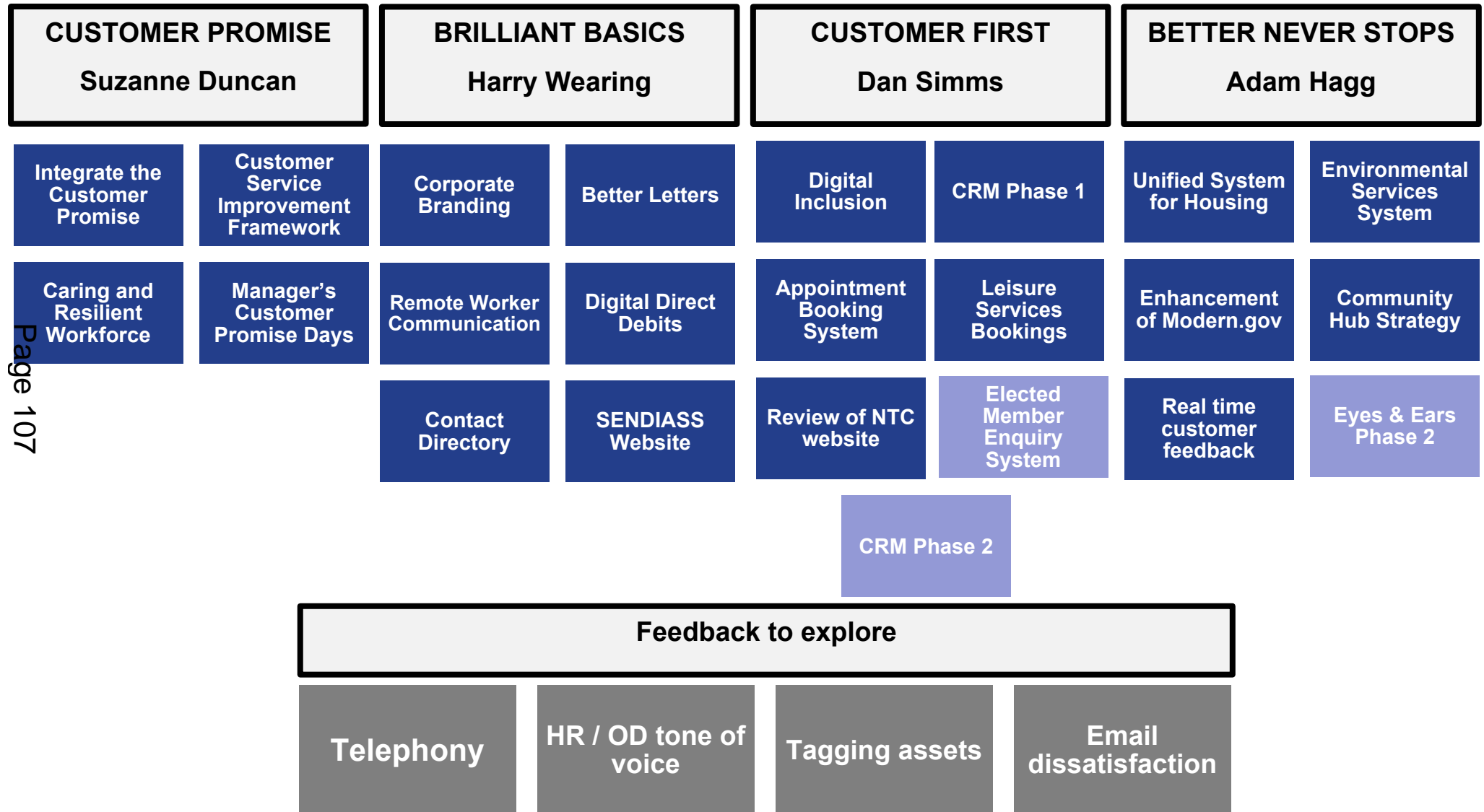| Priority Description	Change Activity	Current Change Activity Description	Planned End Date of Change Activity
Our customer service standards, set out in the Customer Promise, will continue to be embedded within teams, supported by the delivery of a dedicated training Programme.	Integrate the Customer Promise into key processes	Developing and launching an organisation wide customer service training programme. Ensuring teams and services recognise how they deliver our Customer Promise	Mar-23 Mar-24
A customer service improvement framework will assess how the customer service standards are delivered within services.	Customer Service Improvement Framework	Targeted service reviews, to ensure we deliver services in line with the customer promise and are maximising digital innovation and undertaking appropriate workforce planning	Mar-24
	Caring and Resilient Workforce	Our approach to wellbeing will increase its focus towards a "we care" model incorporating compassionate leadership	Mar-24
The Senior Leadership Team (SLT) and Tier 3 managers will spend time in teams understanding how they deliver the Customer Promise.	Manager's Customer Promise Days	Review of full day sessions undertaken by SLT and Tier 3 managers Agreement for future approach	Dec-22
Ensuring our buildings, vehicles, corporate workwear, and the way we communicate with customers are consistent and of a good standard. A focus on how our branding can improve the way customers see us, interact with us and understand the services available to them.	Corporate Branding	To provide consistency to all internal templates, digital communication and any printed material the council produces and to assess signage at the 4 CFCs to put a proposal together to provide a uniform offering.	Mar-24
	Better Letters	Establishing a framework which will help to improve the quality of letters sent to our customers · Tone of voice guide · Training · Letter consultancy service · Support and guidance for mass communications · Tailored support for current letters	Mar-24
Digital solutions to support our teams to get connected and stay connected with each other will be rolled out further and tools to improve the way we work together to support customers will	Remote Worker communication	Physical PCs available to people across our estates for training and development For those that want to, provide a council log in and email that can be used on their own device	Oct-22

Priority Description	Change Activity	Current Change Activity Description	Planned End Date of Change Activity
be developed, with a focus on how they pay for things and find the information they need.	Digital Direct Debits	To attain AUDDIS accreditation and digitise the processing of direct debits between NTC and banks, with a second phase to digitise the process for customers	TBC
	Contact Directory	Amalgamating a number of internal contact directories to create a single solution	Mar-23
	SENDIASS website	Launch a SENDIASS website, independent of NTC's website	TBC
A proactive and collaborative approach to addressing digital inclusion, with the NHS and community and voluntary sector, ensuring no one is 'left behind' or excluded.	Digital Inclusion	A Digital Inclusion Framework supports a borough wide Strategy and Action Plan and is based on robust localised data and engagement.	Mar-23
Responding to what our customers are telling us, making significant improvements to our online offer and providing increased and easier routes for reporting issues.	Customer Relationship Management Phase 1	Development of the Customer First Office	Mar-23
	Customer Relationship Management Phase 2	Implement new CRM IT system across the Authority Agree phase 2 roll out of CRM IT	Oct-22 Mar-23
	Appointment Booking System: Enable services to offer appointments	Assess options and provide a tested Authority wide solution and guidance, to set up customer appointments within a service	Dec-22
	Leisure Service Bookings: Improving member services and income management within leisure services.	Upgrade to Leisure Hub. Improved functionality for online booking of Leisure services, spaces and swimming lessons. It will also enable Customers to set up direct debits for membership and pay for classes, etc.	Aug-23
	Review of NTC website	Re-platform website Prioritised list of enhancements formulated	Mar-23
Continuing to listen and respond to customer views and needs, through a 'best in class' Elected Member enquiry service.	Member Enquiry system	A system to support Elected Members to raise their enquiries, the CFO and other teams to administrate and reply to the enquiries and making sure the information is available for each Member to support their work.	Mar-23

Priority Description	Change Activity	Current Change Activity Description	Planned End Date of Change Activity
Enhancing the use of Modern.gov to give Elected Members the best tools to support them in their role.	Enhancement of Modern.gov	Working with Elected Members to maximise the use and benefits of the Modern.gov application to help them in their democratic role	TBC
A clear ambition for Community Hubs, focussing on how we make best use of our main customer facing buildings and how we work with partners to address local need.	Community Hubs Strategy	A strategy, agreed by Cabinet, setting out a shared vision for Community Hubs in North Tyneside and an action plan for next steps.	Dec-22
Large and significant IT systems focussed on how we manage our housing and environmental services to improve customer experience and value for money.	Implement the unified housing system.	Deliver a system to ensure transfer of data and information between all Housing, Construction, Asset, Property services and Strategic Investment services.	Apr-24
	Environmental Services Allocation and Monitoring system	Digitising the scheduling, allocation and monitoring of works, for street cleansing grounds maintenance and waste management. A system to support receipt, scheduling and allocation of requests from customers, including in-cab technology.	Mar-24
Feedback from customers and colleagues will support us to make improvements to how we work with customers; identifying things we need to fix and improve.	Eyes and Ears Phase Two	Creating a mechanism for teams to report things that are not up to the standards in our customer promise and have a way of getting involved in their improvement.	Mar-23
	Real time Customer feedback	Assess options and provide a tested Authority wide solution and guidance, to set up real-time customer feedback within a service	Dec-22

Appendix H – Phase Three Change Activity summary

The 23 change activities for Phase Three of the Programme are shown below, arranged in their respective workstreams.

CUSTOMER PROMISE Suzanne Duncan		BRILLIANT BASICS Harry Wearing		CUSTOMER FIRST Dan Simms		BETTER NEVER STOPS Adam Hagg	
Integrate the Customer Promise	Customer Service Improvement Framework	Corporate Branding	Better Letters	Digital Inclusion	CRM Phase 1	Unified System for Housing	Environmental Services System
Caring and Resilient Workforce	Manager's Customer Promise Days	Remote Worker Communication	Digital Direct Debits	Appointment Booking System	Leisure Services Bookings	Enhancement of Modern.gov	Community Hub Strategy
		Contact Directory	SENDIASS Website	Review of NTC website	Elected Member Enquiry System	Real time customer feedback	Eyes & Ears Phase 2

CRM Phase 2

Feedback to explore

Telephony	HR / OD tone of voice	Tagging assets	Email dissatisfaction

Appendix I – Phase Three Programme Board Membership

Name	Service Area	Role
Cllr Carl Johnson	Deputy Mayor / Lead Cabinet Member Corporate Strategy	Co-Chair
Haley Hudson	Customer Service and Digital Strategy Manager	Co-Chair
Jacqueline Laughton	Deputy Chief Executive	Director Customer Services (Assistant Chief Executive)
To be confirmed	Elected Member	Elected Member lead
Adam Hagg (BNS)	Customer Interface and Service Improvement Manager	Better Never Stops Workstream lead
Suzanne Duncan (CP)	Senior Manager (HR)	Customer Promise Workstream lead
Daniel Simms (CF)	Senior ICT Manager (Chief Information Officer)	Customer First Workstream lead
Harry Wearing (BB)	Senior Manager Communications and Marketing	Brilliant Basics Workstream lead
To be confirmed	Tier 3 Manager	Environmental Services
To be confirmed	Tier 3 Manager	Health, Education, Care and Safeguarding Management
Victoria Soulsby	Senior Risk Advisor	Risk lead
Claire Emmerson	Senior Manager Financial Planning & Strategy	Finance lead
Rachel Hegarty	Head of People and Organisational Development	Human Resource and Organisational Development lead
Stephen Rigden	Customer Improvement Manager	Programme Team
Ruth Barfoot	Customer Improvement Manager	Programme Team
Anne Foreman	Policy & Performance Manager	Equality and Diversity lead

North Tyneside Council
Report to Cabinet
Date: 17 October 2022

Title: Procurement Plan 2022/2023

Portfolio:	Finance and Resources	Cabinet Member:	Councillor Martin Rankin

Report from Service Area:	Commissioning and Asset Management	
Responsible Officer:	Mark Longstaff Director of Commissioning and Asset Management	Tel: (0191) 6438089
Wards affected:	All wards	

PART 1

1.1 **Executive Summary:**

The Authority undertakes a wide variety of duties and delivers a vast range of services to the people of North Tyneside via third parties. In turn this means that the Authority continues to spend a significant proportion of its budget on goods and services. Following approval of the Procurement Strategy this report also provides an update on social value created through the Authority's supply chain.

In accordance with Contract Standing Order 8(5), as the procurements identified in appendix 1 will exceed individually £500,000, this report seeks approval to proceed with relevant procurement exercises throughout the financial year and award contracts in accordance with UK public procurement legislation to the most advantageous tenders. This will ensure contracts are procured efficiently and ensure value for money is achieved.

1.2 **Recommendations:**

It is recommended that Cabinet:

1) approve the procurement of the goods and services as detailed in Appendix 1 of this report;
2) note the social value created for the borough as set out at Appendix 2;
3) delegate authority to the relevant Director in consultation with the relevant Cabinet Member, Director of Resources and the Assistant Chief Executive to commence the procurements identified and award contracts to those bidders who submit the most advantageous tenders in accordance with UK public procurement legislation.

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 9 September 2022.

1.4   Council Plan and Policy Framework

This report relates to the following priorities in the 2021 - 2025 Our North Tyneside Plan. The plan features five themes that reflect priorities aimed at creating a North Tyneside that is thriving, family-friendly, caring, secure and green. The thriving policy priority includes:

- We will review how the Council purchases and contracts for goods and services to maximise value for money, social value and environmental sustainability.

1.5   Information:

1.5.1   Background

The Authority continues to spend a considerable sum on third party goods and services. The Authority's Constitution requires that prior to any procurement commencing which exceeds £500,000 Cabinet approval must be obtained. Once the budget is approved by Council the third-party requirements are known. The procurement exercises which will commence in the remainder of financial year 2022/2023 have been identified and are set out at appendix 1, the contract start date may be in the subsequent year due to the procurement lead in time. This approach will ensure timely procurements whilst continuing to maintain value for money.

The Authority has sought Social Value within its contracts since the implementation of the Social Value Act 2012, however following the adoption of the Procurement and Commercial Strategy we have strengthened how we work with our suppliers to jointly deliver this key aspect. Through Environment, Social and Governance (ESG) suppliers are already obliged to deliver social value to minimise the impact they have on the environment and maximise benefits to local economy. Through our Procurement and Commercial Strategy this will align to ensure that the Authority align with the private sector and work together to deliver Social Value within the Borough.

1.5.2   Procurement Process

The Authority adopted its Procurement Strategy in March 2022. Utilising the social value principles within the Procurement Strategy, the Authority will continue to gain commitments of local employment and apprenticeships whenever applicable. The Authority's tendering process will be streamlined, and better information will be provided to the market. Where appropriate, lower value tenders will be issued. The Authority is seeing an increase in the number of Small and Medium Enterprise's (SME's) and local suppliers that it procures with. The procurement exercises due to commence in 2022/23 will 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 will be developed to support SME's. The principles set out in the Authority's Responsible Procurement Charter will be embedded in the tender requirements.

The relevant service area will develop tender packages and robust specifications to ensure that the Authority is protected in terms of financial and commercial risk. The duration of the contract will be considered to help shape new and emerging markets;

lessons learned from any previous contracts will be considered when developing the tender package. Relevant existing frameworks will be explored if appropriate to the contract. Collaborative regional working will be explored if appropriate to the contract. The contract award criteria will be developed considering social value as appropriate.

1.5.3   Consultation

Consultation prior to commencing a procurement with the relevant Cabinet Members is key, this will ensure that the Authority's priorities are achieved through its contracting arrangements. The Authority's finance team will be engaged to identify any budgetary risks associated with the delivery of the service and any potential mitigations. Its legal team will review the terms and conditions for each procurement to ensure the Authority mitigates any commercial risk. Consultation and engagement with the market and any relevant associations will take place to ensure that the offer to the market is attractive and that a market exists to deliver the goods and services.

1.5.4   Award of contracts

An evaluation team consisting of subject matter experts and the procurement team will 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 will be provided to the Director of Service to approve the award together with financial assurance that the contract value will remain within existing budgets.

1.5.5   Social Value

The Authority updated its Social Value priorities in April 2022, a pilot exercise is currently being undertaken to help develop a fully managed process as part of the procurement and contract management activity. The Authorities 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 have been an important aspect of the procurement process since The Public Services (Social Value) Act 2012 and this has directly resulted in benefits for communities across the borough. It has proven a challenging task however, to ensure that the commitments made through the procurement process are upheld throughout the contract period. The pilot exercise currently being undertaken aims to ensure that social value is monitored and measured effectively through the Authority's contract management toolkit. The Authority's contracted suppliers will each have their own corporate social responsibility approaches therefore; through contract management we will work to shape their social value objectives towards policy priorities of the Mayor and Cabinet.

Since April 2022, the new Social Value matrix has been piloted across 7 procurement projects across different service areas to ensure the measures are appropriate and enable to engage with the supply chain and review feedback on our procurement process. The projects are listed below:

- Framework for the Supply of Rigid Kitchen Units
- Solar PV Installations to North Tyneside Council Housing Stock
- Supply of Energy Performance Certificates to Domestic Dwellings
- Remodelling Programmed Works
- Residents & Staff Survey Research Framework
- Senior Leadership Training

- Bedding Plants Supply

As detailed in the Procurement Strategy this has focused on the 'greener' and 'caring' priorities of the Council Plan. Social Value gained for the Borough will be monitored and reported to Cabinet as a minimum on an annual basis.

1.5.6   Retrospective Social Value

Retrospective social value commitments have been closely reviewed this year. This has resulted in several positive social value achievements for projects across the borough including £500 being donated to the charity 'Out of Sight' who are based in Dudley and work to support children with visual impairments.
Out of Sight said: *"The funds were used to provide a treat for families by contributing to a day trip to Blackpool. The donation helped to pay for entry fees into Blackpool Tower, Blackpool Zoo, and Sea Life where I can say the families had just the best weekend. We have never seen so many smiles, this was such a treat for them".*
Full details are set out at Appendix 2 of the report.

1.6   Decision options:

The following decision options are available for consideration by Cabinet:

Option 1

Cabinet may approve the recommendations set out in paragraph 1.2 to carry out the necessary procurement exercises during the 2022/2023 financial year.

Option 2

Cabinet may not approve the recommendations and continue to consider individual reports for each package of works and/or services. This may delay implementation of essential services and works being carried out.

Option 1 is the recommended option.

1.7   Reasons for recommended option:

Option 1 is recommended for the following reasons:

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 Our North Tyneside Plan.

1.8   Appendices:

Appendix 1: Procurement Plan October 2022-2023
Appendix 2: Social Value Updates October 2022

1.9   Contact officers:

Mark Longstaff– Director of Commissioning and Asset Management. Tel 0191 6438089
Sarah Heslop – Strategic Commercial and Procurement Manager. Tel 0191 6435456
David Dunford – Senior Finance Business Partner. Tel 0191 6437027
Rosie Duerdin – Commercial Assistant. Tel 0191 643 7717

1.10   Background information:

There are no background papers.

PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

2.1   Finance and other resources

The procurement of suppliers and contractors to complement the Authority's delivery needs is a critical part of the process to enable the successful delivery of key services.

The budgets to pay for the costs of suppliers of goods and services are provided for either via the Housing Revenue Account, the General Fund or the Capital Investment Plan.

2.2   Legal

The procurements shall be carried out in compliance with the Authority's Contract Standing Orders and Public Procurement Regulations 2015 and all other procurement legislation that may be enacted or in force from time to time.

2.3   Consultation/community engagement

2.3.1   Internal Consultation

Consultation has been carried out with Cabinet Members.

2.3.2   External Consultation/Engagement

Consultation will take place with relevant business associations regarding the tender opportunities. Where appropriate market engagement events will be undertaken prior to the tender process commencing.

2.4   Human rights

There are no human rights issues directly arising from this report. Any potential implications will be considered before a decision is taken.

2.5   Equalities and diversity

There are no equality and diversity issues which arise directly from this report. Equality and diversity issues will be assessed when developing the individual service specifications and before and decision to award individual contract is taken.

2.6   Risk management

Any risk management issues are included within the Authority's risk register and will be managed by this process.

2.7   Crime and disorder

There are no crime and disorder issues directly arising from this report.

2.8   Environment and sustainability

Where appropriate tenderers will be obliged to commit to social value outcomes including, for example, carbon reduction and recycling to support the Carbon Net-Zero 2030 Action Plan.

PART 3 - SIGN OFF

- Chief Executive | X |

- Director of Service | X |

- Mayor/Cabinet Member(s) | X |

- Chief Finance Officer | X |

- Monitoring Officer | X |

- Assistant Chief Executive | X |

Title	Description of Service	Service Area	Contract Start Date
Data Analytics tool	Contract(s) to purchase hardware across the Authority	Assistant Chief Executice	01/11/2022
School Accommodation	Contract(s) for School Site Accomodation	Commissioning & Asset Management	01/01/2023
NEPO508 – Agency Staff	The solution offers a compliant route to market for the provision of temporary agency staff. The Solution is currently managed by a neutral vendor	Cross Cutting	01/11/2023
Unaccompanied Asylum Seekers Children 16-18 year olds	Accommodation for unaccompanied Asylum Seekers Children 16-18 year olds under the Home Office dispersal scheme	Health, Education and Safeguarding	01/02/2023
Provision of a Specialist Short Break Service for Children and Young People with Life Shortening Conditions	Contract(s) for Specialist Short Break Service for Children and Young People with Life Shortening Conditions	Health, Education and Safeguarding	01/04/2023
Bespoke Alternative Educational (for children and young people who have special educational needs and/or are chronically disengaged from education)	A Flexible Framework which will provide a variety of bespoke/personalised education options to support the re-engagement of students who have special educational needs and/or are chronically disengaged from education.	Health, Education and Safeguarding	01/04/2023
Short breaks framework for children and young people 0-25 years	A framework for Short Breaks for children and Young People 0-25 yeasrs	Health, Education and Safeguarding	01/07/2023
Site Accommodation and Storage Containers 23 – 27	Supply of temporary welfare accommodation and storage containers to various sites in the Borough	Housing Property Services	01/04/2023
Housing Programmed Works Frameworks	Contract(s) to provide a range of services to support the housing and repairs team including (but not limted to) heating upgrades and roofing	Housing Property Services	01/04/2023
Housing Specialist Works Frameworks	Contract(s) to provide specialist goods and services to support the Housing and Repairs team incuding drainage, asbestos and provision of fire doors for tenanted properties	Housing Property Services	01/04/2023
Commercial, Schools & Public Buildings Repairs & Maintenance, Planned Works and Preventative Maintenance Franeworks	Contract(s) to provide a range of services to support the asset management team	Housing Property Services	01/04/2023
St Peter's Pavillion	Contract(s) to build a multi-use sports pavilion in association with the Football Foundation.	Housing Property Services	01/04/2023
Segedunum Refurbishment	Contract(s) to refurbish the museum to include the heating, ventilation and cooling system upgrade, emergency lighting and general building repairs	Housing Property Services	01/04/2023
Stairs and Balconies Replacements	Contract(s) to replace wooden stairs and balconies to properties in the borough	Housing Property Services	01/04/2023
Mobile Voice & Data	Contract(s) for mobile voice and data across the Authority	Resources	01/11/2022
Hardware Procurement	Contract(s) to purchase hardware across the Authority	Resources	01/11/2022

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Social Value Outcomes

April – October 2022

Over £12,000 offered to community projects within North Tyneside.

Help provided to renovate Shiremoor Community Garden including, scaffolding, paint, recyclable waste bins and water buts.

Hundreds of pounds worth of paint donated to update community spaces including a training room for Walking With based in Wallsend.

Sports equipment donated to Whitley bay Islamic and Cultural Centre.

£1000 donated to charities within the borough working to support children with visual impairments and mental health issues.

Over £1000 worth of prizes donated to North Tyneside Council's stall at the Northern Pride Festival 2022. Including £300 worth of Halfords Vouchers.

Training in CV writing and career advice provided for local community groups and schools.

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North Tyneside Council
Report to Cabinet
Date: 17 October 2022

Title: Transport and Highways Supplementary Planning Document

Portfolio: Environment	**Cabinet Member:** Councillor Sandra Graham

Report from Service Areas: Regeneration and Economic Development

Responsible Officer: John Sparkes, Director of Regeneration and Economic Development Tel: (0191) 643 6091

Wards affected: All

PART 1

1.1 Executive Summary:

Cabinet in March 2022 approved a process of stakeholder engagement on an updated version of the Supplementary Planning Document on Transport and Highways ("the SPD"). Revisions have been made to the document to reflect the responses received as part of this process and this report invites Cabinet to give its approval for the revised SPD.

The SPD, which was last updated in 2017, forms part of the suite of supporting documents for the North Tyneside Local Plan. It is an important document that provides guidance for prospective developers on the policies and procedures adopted by the Authority to ensure that the transport implications of new developments are rigorously, and consistently, assessed and appropriate mitigation measures secured.

The national, regional, and local policy context has substantially developed since 2017, resulting in the requirement to revise the existing guidance. This context includes the Authority's strengthened objectives for working towards carbon net zero, as set out in the Our North Tyneside Plan 2021 to 2025; the North Tyneside Transport Strategy, updated in 2021; and the North East Transport Plan, adopted at regional level in 2021.

Responses to the engagement process were received from a number of relevant stakeholders including statutory consultees; other public and voluntary sector bodies; and private sector stakeholders.

Revisions have been made to aspects of the draft SPD to reflect the feedback received, such as clarifying the links to specific Local Plan policies; citing the updated Building Regulations with regard to charging provision for electric vehicles; and using less

prescriptive wording on aspects of developers' Travel Plans while continuing to focus on supporting sustainable travel.

The revised draft SPD is attached in Appendix 1. It sets out updated guidance on the Authority's planning policies relating to transport and highways considerations, specifically in relation to sustainable transport; the assessment of transport for new developments; design and quality; Sustainable Urban Drainage Systems (SUDS); and parking. A summary of the responses received and revisions proposed is attached in Appendix 2.

Cabinet is therefore invited to approve the revised SPD.

1.2 Recommendation:

It is recommended that Cabinet:

1. approves the revised Supplementary Planning Document on Transport and Highways attached as Appendix 1 to this report; and

2. authorises the Director of Regeneration and Economic Development, in consultation with the Deputy Mayor and the Cabinet Member for Environment, to make amendments to the Supplementary Planning Document on Transport and Highways from time to time to reflect national and local circumstances.

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 5 August 2022.

1.4 Council Plan and Policy Framework

The proposals in this report support the following priority in 'Our North Tyneside', the Council Plan 2021 to 2025:

- A green North Tyneside
  - We will increase opportunities for safe walking and cycling, including providing a segregated cycleway at the coast
  - We will publish an action plan of the steps we will take and the national investment we will seek to make North Tyneside carbon net-zero by 2030

The proposals also relate to part of the suite of Supplementary Planning Documents which support the North Tyneside Local Plan.

1.5 Information:

1.5.1 <u>Background</u>

Supplementary Planning Documents build upon and provide more detailed advice and guidance on the policies contained in the Local Plan. The purpose of the Supplementary Planning Document on Transport and Highways ("the SPD") is to provide direction and guidance for prospective developers so as to ensure that the transport implications of new developments are rigorously, and consistently, assessed and appropriate mitigation measures secured.

The current SPD, previously also referred to as Local Development Document LDD12, was last revised in 2017. Since then, the national, regional and local policy context has substantially developed, with greater emphasis, for example, on provision for electric vehicles (EVs) and on carbon net zero objectives.

A report to Cabinet of 28 March 2022 set out how an updated draft SPD had been prepared to reflect this changing context: for example, details of car parking and cycle parking standards had been reviewed and realigned to the Use Classes Order which was updated at national level in 2020. Focus was given to sustainable transport requirements and additional detail was provided on the provision of infrastructure for EVs. The updates to the document sought to ensure that the draft SPD supported development that is sustainable, makes efficient use of land and resources and demonstrates good design, in accordance with relevant policy at national, regional and local level.

Cabinet in March agreed that a process of stakeholder engagement should take place on the draft SPD. It was noted in the report that, owing to the technical nature of the document, the engagement process would particularly seek to involve relevant stakeholders such as developers, local and national voluntary and public sector organisations, as well as neighbouring local authorities.

1.5.2 Stakeholder engagement

The engagement process was carried out over a six-week period between 31 May and 15 July 2022.

Nine responses were submitted by or on behalf of relevant external stakeholders. These included Historic England, Natural England and National Highways, which are statutory consultees for planning applications. Responses were also received from further public and voluntary sector stakeholders such as the Energy Saving Trust, Nexus and Northumberland County Council, and from private sector stakeholders including the consortium of developers for the Killingworth strategic site identified in the Local Plan.

Revisions have been made to specific aspects of the draft SPD where appropriate to reflect feedback received as part of the stakeholder engagement process. These have included clarifying the links to specific policies in the North Tyneside Local Plan; referring to recent updates to the Building Regulations regarding charging provision for electric vehicles; and making the wording less prescriptive on specific measures expected as part of a developer's Travel Plan, while continuing to emphasise the importance of supporting the use of more sustainable modes of transport.

A summary of the responses received, and revisions to the document proposed as a consequence, is attached as Appendix 2 to the report.

1.5.3 Scope of the revised draft SPD

The revised draft SPD first covers sustainable transport, setting out specific requirements in relation to walking, wheeling, cycling, Public Rights of Way and public transport provision.

It then sets out the Authority's requirements for the assessment of transport provision for new developments. This includes details of a Travel Plan, which developers may be required to prepare to support accessibility by more sustainable modes; Transport Assessments and Transport Statements, which serve to demonstrate that the transport

impacts of new developments have been appropriately assessed; and parking control measures as they relate to new developments.

The document proceeds to set out the Authority's specifications with regard to design quality, including links to its approach to tree planting and management, as well as Sustainable Urban Drainage Systems (SUDS) in new developments. This includes requirements on developers to carry out a Flood Risk Assessment (FRA).

Finally the document then sets out requirements in relation to parking provision at both residential and non-residential developments. This includes enhanced detail of required arrangements regarding the provision of EV charging equipment and/or cable routes which facilitate the future installation of such equipment.

It is intended that the revised SPD, once finalised, will continue to offer effective direction and guidance to prospective developers and applicants in the borough, in accordance with the North Tyneside Local Plan 2017 and the North Tyneside Transport Strategy, and will make a valuable contribution to meeting the Authority's aim of taking steps and seeking investment to be carbon net zero by 2030.

1.6   Decision options:

The following decision options are available for consideration by Cabinet:

Option 1

To approve the recommendations as set out in paragraph 1.2 above.

Option 2

Not to approve the recommendations as 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:

Approving the revised Transport and Highways SPD will reflect how the national, regional, and local policy context has developed since the SPD was last revised in 2017 and will enable the Authority's direction and guidance for prospective developers to ensure that the transport implications of new developments are rigorously, and consistently, assessed and appropriate mitigation measures secured.

1.8   Appendices:

Appendix 1   North Tyneside Transport and Highways Supplementary Planning
              Document (draft for approval)
Appendix 2   Summary of responses to stakeholder consultation

1.9   Contact officers:

Paul Dowling, Head of Regeneration and Transport, 0191 643 1441
Andrew Flynn, Integrated Transport Manager, 0191 643 6083
John Cram, Integrated Transport Officer, 0191 643 6122

David McCall, Team Leader – New Developments, Capita, 0191 643 6107
Amar Hassan, Principal Accountant, Investment (Capital) and Revenue, 0191 643 5747

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)   North Tyneside Transport Strategy

(2)   North Tyneside Local Plan

(3)   North East Transport Plan

(4)   North Tyneside Transport and Highways Supplementary Planning Document (existing document approved in 2017)

(5)   Cabinet report 28 March 2022 – Transport and Highways Supplementary Planning Document

(6)   North Tyneside Zero Emission Vehicles Strategy

(7)   National Planning Policy Framework (NPPF)

(8)   The Town and Country Planning (Use Classes) (Amendment) (England) Regulations 2020

(9)   HM Government policy paper 'The ten point plan for a green industrial revolution – building back better, supporting green jobs, and accelerating our path to net zero'

(10)   Department for Transport Consultation Response – EV [Electric Vehicle] Charge points in Residential and Non-residential Buildings, November 2021

PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

2.1   Finance and other resources

There are no financial and resource implications directly arising from this report. Any expenditure which cannot be contained within existing budgets will be reported to Council / Cabinet, as appropriate for a decision before any expenditure is incurred or committed.

2.2   Legal

Under the Town and Country Planning (Local Planning) (England) Regulations 2012 (the Regulations), the Authority may adopt Supplementary Planning Documents (SPDs). SPDs build upon and provide more detailed advice or guidance on the policies in the Local Plan.

Regulation 8 of the Regulations requires the SPD to contain a date on which the document is adopted by the Authority and a reasoned justification of the policies contained in it. Any SPD must not conflict with the Local Development Document. Other requirements in the Regulations must be met in relation to the publication of the SPD.

As the Supplementary Planning Document on Transport and Highways is not specified in the Authority's Local Development Scheme as a Development Plan document this is a matter for Cabinet.

2.3   Consultation/community engagement

2.3.1   Internal Consultation

Internal consultation has involved the Cabinet Member for Environment, the Deputy Mayor, the Director of Regeneration and Economic Development and officers in relevant service areas.

2.3.2   External Engagement

A process of stakeholder engagement took place between 31 May and 15 July 2022 as described in section 1.5.2.

2.4   Human rights

There are no human rights implications directly arising from this report.

2.5   Equalities and diversity

The draft SPD has been formulated having regard to the public sector equality duty imposed on the Authority by section 149 of the Equality Act 2010. The highway designs for new developments are reviewed as part of the planning application and the highway adoption process. When approving detailed highway designs consideration is given to the needs of all road users and their protected characteristics as evidenced by an equality impact assessment.

2.6   Risk management

There are no risk management implications arising directly from this report. Strategic and operational risks associated with transport matters are assessed via the established corporate process.

2.7   Crime and disorder

There are no crime and disorder implications arising directly from this report.

2.8   Environment and sustainability

Aspects of the draft SPD aim to improve environmental sustainability, e.g. through securing measures which facilitate cycling, walking and wheeling in preference to car use and facilitating the shift to zero-emission vehicles in place of petrol or diesel vehicles.

PART 3 - SIGN OFF

- Chief Executive
  [X]

- Director of Service
  [X]

- Mayor/Cabinet Member(s)
  [X]

- Chief Finance Officer
  [X]

- Monitoring Officer
  [X]

- Assistant Chief Executive
  [X]

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Transport and Highways

Supplementary Planning Document

(Draft for approval)

North Tyneside Council

Supplementary Planning Document

Transport and Highways – Supplementary Planning Document

CONTENTS

Appendices

1.   Introduction

1.1   This Supplementary Planning Document (SPD) has been prepared to support the implementation of North Tyneside Local Plan policies S7.3 Transport and DM7.4 New Development and Transport. It also enables delivery of the Transport Strategy for North Tyneside, this Supplementary Planning Document (SPD) Transport and Highways sets out in detail the procedures adopted by North Tyneside Council with regard to the traffic and transport impact of new development.

1.2   The Transport Strategy for North Tyneside sets out the Council's aspirations for transport in the borough. The vision for the Strategy is; **"Moving to a green, healthy, dynamic and thriving North Tyneside."** It sets out five principles which are key to achieving this:

i.   **Reduce carbon emissions from transport;** commitment to publish an action plan of the steps it will take and the national investment it will seek to make North Tyneside carbon net-zero by 2030.

ii.   **Improve health outcomes;** this relates to people, communities and the local environment.

iii.   **Support inclusive economic growth;** through effective movement for people, businesses and goods and to support the regional aim of "more and better jobs"

iv.   **Improve connectivity;** with all parts of the borough, the region, the rest of the country and the world.

v.   **Manage demand and enable smart choices for all;** help people, businesses and visitors find out how to get to where they need to on transport networks, assets and address current and future transport challenges.

1.3   In July 2019 North Tyneside Council declared a Climate Emergency. The Our North Tyneside Council Plan 2021-25 has the stated ambition that "We will publish an action plan of the steps we will take and the national investment we will seek to make North Tyneside carbon net-zero by 2030."

1.4   This document is consistent with the adopted North Tyneside Local Plan and the Planning Obligations SPD 2018, and is written with regard to current and emerging national and strategic guidance as set out in Appendix A.

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1.6   This document provides direction and guidance for prospective applicants for planning permission to ensure that the transport implications of new developments are rigorously and consistently assessed and appropriate mitigation measures secured. It covers the following topics:

- Active transport, other sustainable transport, and journeys combining the two

- Assessment of transport for new developments

- Links with the Strategic Road Network (SRN)

- Design guidance, standards and quality

- Sustainable Drainage Systems (SuDS).

1.7   Notwithstanding the direction and guidance provided, prospective applicants are advised that it is in their interest to enter into pre-application discussions with the Council. This approach will minimise delay during the application process.

2.   Sustainable Transport

2.1   Context

2.1.1   The planning process plays a vital role in making sustainable travel an attractive and convenient option by ensuring that high standard sustainable transport infrastructure and facilities are provided as an integral part of new development.

2.1.2   This section sets out a framework which will help to reduce the need for motorised travel within the borough and create a connected, safe, attractive and convenient network for movement by non-motorised users including pedestrians, cyclists and equestrians.

2.1.3   The development of a comprehensive strategic network for non-motorised users will provide sustainable access to employment and other destinations, support the health and wellbeing of residents and visitors as well as improve air quality and build stronger communities. This is essential to achieve the Council's ambition of all new development achieving a high level of sustainable transport use in line with best practice examples in the region.

2.1.4   This supplementary planning document sets out how the Council will look to achieve the Local Plan policy outcomes, establishing an approach that will:

- Optimise the use of existing infrastructure and facilitate the development of new infrastructure

- Reduce single occupancy car journeys

- Enable the integration of transport modes

- Provide safe and convenient opportunities for walking and cycling for both active travel and recreation, and facilitate travel by public transport

- Recognise a 'hierarchy of road users' based on vulnerability

2.1.5   Connectivity into proposed development sites for pedestrians and cyclists should feel direct and logical. Achieving this could mean multiple foot paths and cycle ways are needed, linking to the surrounding highway network. These links may not always be immediately adjacent to the carriageway. Connections are expected to be suitably wide, clear and illuminated to provide a feeling of safety for users. Examples of the types of provision expected can be found in the North Tyneside Cycling Design Guide.

2.2   Walking and wheeling

2.2.1   Making walking journeys easier contributes to improved health and plays a vital role in reducing motorised travel for short journeys. The borough's walking network is under constant development with the aim to provide direct links of a high standard, that are convenient and safe.

2.2.2   The Council will expect proposals for development to provide appropriate connections and enhancements to the walking network including links to public transport, where appropriate. Walking connections should be direct, well-lit, safe, include priority crossings at internal junctions where appropriate and for larger developments, to provide extensions to, or enhancement of, the existing walking network.

2.2.3   Wheeling is defined as an equivalent alternative to pedestrian-based mobility and covers the use of wheelchairs, mobility scooters etc. Where consideration is given to walking accessibility, equivalent consideration should be given to wheeling accessibility. References to walking elsewhere in the document should be treated as referring to both walking and wheeling.

2.3   Cycling

2.3.1   Appendices B and C should be read in conjunction with Section 2.3 (Cycling).

2.3.2   Cycle use in North Tyneside has been rising for several years. The Council is committed to continuing this sustained growth and to establishing cycling as a viable choice for everyday travel.

2.3.3   Alongside the Council's Cycling Design Guide, the government's 'Gear Change' vision and Local Transport Note LTN 1/20 make clear the expectation for quality infrastructure for cycling. Developers would be expected to consider Figure 4.1 of LTN1/20 when proposing cycle infrastructure within their development.

2.3.4   The North Tyneside cycle network incorporates provision both within the street environment and routes away from traffic, allowing a choice of cycling journeys. In summary these routes need to be simple, safe, direct and attractive.

2.3.5   North Tyneside identified a strategic cycling network known as the 'tube map' within the North Tyneside Cycling Strategy. The Council will make reference to the 'tube map' to assist and guide applicants, to ensure cycle provision actively contributes to the expansion and quality of the cycling network. Applicants should provide direct, well-lit and safe connectivity to the cycling network including priority crossings at internal intersections to create a strategic network of cycle routes. In larger developments, unless suitable separate corridors can be justified, these routes will be included as high quality, dedicated cycling

provision within the street environment and designed to serve surrounding, existing and new users. Should the development be located on the 'tube map' then they may be required to fund or deliver that element of cycling provision. This may be through a S106 or 278 Agreement.

2.3.6   All developments will need to provide appropriately positioned, well signed, direct and convenient access to secure cycle parking facilities. Cycle parking will be in accordance with the requirements detailed in Appendix B, including any requirements to demonstrate arrangements for the ongoing maintenance of cycle parking provision.

2.3.7   Appropriate quality of cycle parking will be provided in accordance with the Department for Transport's Local Transport Note 1/20. This is reflected in Appendix C.

2.3.8   Appropriate end user facilities, such as showers, lockers, drying cupboards etc will be expected at non-residential sites. The number and quality of facilities will vary based on number of employees and visitors.

2.4   Public Rights of Way

2.4.1   North Tyneside has an extensive Public Rights of Way network that offers walking, cycling and equestrian routes, providing connectivity to hubs throughout the borough and opportunities to travel sustainably. Early engagement with the Council's Public Rights of Way Officer should be carried out to establish any existing routes impacted by development and the requirements of a development to retain and improve them as necessary.

2.4.2   New developments would be expected to provide appropriate connections to existing recorded Public Rights of Way in the vicinity of a site and enhance any routes that run through the site. There may also be unrecorded routes through a site which could potentially be upgraded to formal routes and recorded on the Definitive Map. These routes will need to include appropriate surfacing, lighting, drainage and signage. The new routes will be maintained by the developer or their appointed management company thereafter and this will include regular cutting back of any encroaching vegetation. The design of the development should minimise the likelihood of vegetation encroaching on the path.

2.4.3   Where possible, existing routes should be retained throughout the construction period, however if a temporary closure is required, this will need to be agreed with the Public Rights of Way Officer prior to commencement, including appropriate timescales for the closure and suitable surface reinstatement by the developer.

2.4.4   Existing rights of way should be incorporated into the overall site layout. Permanent closures or diversions should be avoided wherever possible. However if a closure or diversion is unavoidable, early engagement with the Council's Public Rights of Way Officer should take place. Developers should be aware that the legal processes associated with Public Rights of Way can be both lengthy and costly with no guarantee of success.

2.4.5   A joint inspection between the developer and the Council's Public Rights of Way Officer of all routes likely to be impacted by development will be required prior to work commencing on site to establish the condition of the network and then another joint inspection post-completion of the development, to determine reinstatement work which the developer will be required to carry out.

2.5   Public Transport

2.5.1   For major applications which include a Transport Assessment or Transport Statement, early engagement with Nexus (Tyne and Wear Passenger Transport Executive) is essential to ensure adequate public transport accessibility and to identify any necessary improvements to infrastructure and services.

2.5.2   There will need to be a public transport service operating a minimum frequency of once every 30 minutes Monday to Saturday daytime and hourly during evenings and Sundays within 400m actual walking distance of the entire development site.

2.5.3   Public transport provision will need to connect to town or other district or local centres and major employment sites as agreed with the Council. If this is not achievable, the applicant will provide the Council with acceptable evidence of the reasons and agree proportionate mitigation measures. The assessment of public transport accessibility will also include detailed consideration of suitable road crossings, gradients of walking and cycling routes, bus stop locations and the frequency of public transport services.

2.5.4   To enable new or existing services to be diverted to run through the site, all larger sites should be designed to allow bus permeability by the most direct route together with the provision of service infrastructure.

2.5.5   To encourage take up of sustainable transport modes, Travel Plans for residential developments should normally include measures which offer residents an incentive for public transport use, such as the provision of public transport season tickets.

3. Assessment of Transport for New Developments

3.1 Travel Plans

3.1.1 Appendices F and G should be read in conjunction with Section 3.1 (Travel Plans).

3.1.2 The National Planning Policy Framework (NPPF) (2021) advises that: "All developments which generate significant amounts of movement should be required to provide a Travel Plan." This ties into the Department for Transport Circular 02/2013 which states the 'implementation of a robust travel plan that promotes use of sustainable transport modes such as walking, cycling and public transport is an effective means of managing the impact of development on the road network, and reducing the need for major transport infrastructure.'

3.1.3 A Travel Plan is required whenever a Transport Assessment is provided. Where a Transport Statement is provided a Full Travel Plan must also be included. Please refer to Appendix F.

3.1.4 The NPPF and the corresponding National Planning Practice Guidance (NPPG) provides advice on the overarching principles of Travel Plans including advice on preparation, content and monitoring. This guidance should be considered when preparing a Travel Plan for a development in the borough. The approach to these matters will need to be agreed with the Council prior to submission of the planning application.

3.1.5 A Travel Plan is a strategy and action plan to minimise single occupancy car travel and improve accessibility to a development by a range of modes. It must set out time bound targets and clearly defined measures for achieving those targets. Regular monitoring and updates must be provided to the Council to confirm that measures have been implemented and whether agreed targets have been met.

3.1.6 A Travel Plan Bond will be required, and the size of the bond will depend on the scale of development, site accessibility, provision of infrastructure and robustness of targets. In summary, the greater accessibility of the site, provision of infrastructure, enhancements to public transport, cycle and walking links the greater the likelihood that a reduced bond can be agreed. When targets have not been achieved the Travel Plan Bond will be used by North Tyneside Council to implement additional sustainable transport measures, such as installing new cycle links or funding public transport services.

3.1.7 A Travel Plan is specific to a site or development and will consider all travel to and from the site, including, for example, residents, staff, visitors, students, clients, deliveries and fleet movements. Early engagement with the Council is required to ensure that appropriate measures are addressed and included.

3.1.8   There are several types of Travel Plans which will be accepted by the Council subject to the type of development. Typically, Full Travel Plans are to be submitted where the proposed use and accessibility needs are known. In some circumstances Framework or Interim Travel Plan's will be accepted where the future occupants of the development may not be known. However, the Interim Framework or Travel Plan would be expected to cover the outcome targets for the maximum levels of trip. It would also be expected to state when the Full Travel Plan will be completed.

3.1.9   Applicants are required to identify a Travel Plan Coordinator who will remain responsible for the delivery, monitoring and reporting of the Travel Plan. In the absence of a Travel Plan Coordinator being identified at the planning stage, the application may not be validated. This will ensure all new developments are delivering effective Travel Plans, reducing car-borne trips and encouraging sustainable travel. The applicant would be required to provide a monitoring fee for the officer time spent reviewing travel plans and agreeing future measures with the Travel Plan Coordinator. The monitoring fee would be agreed on an individual basis per development.

3.1.10 When developments impact the Strategic Road Network (SRN), the nature of the Travel Plan measures need to be specifically developed in conjunction with National Highways.

3.1.11 The Council will provide a scoping document to the applicant at the pre-application stage. The scoping document should be used as a guide to the requirements of the Travel Plan.

3.1.12 Applicants will be required to enter into a legal agreement for an annual Travel Plan monitoring fee from first occupation to 5 years post-final occupation. The annual monitoring fee costs will vary based on size and type of development and will be agreed during the application process.

3.2   Transport Assessments and Transport Statements

3.2.1   Appendix F should be read in conjunction with Section 3.2 (Transport Assessments and Transport Statements).

3.2.2   Paragraph 113 of the latest National Planning Policy Framework (NPPF) (2021) outlines that all developments that will generate significant amounts of movement should be required to provide a Travel Plan, and the application should be supported by a Transport Statement or Transport Assessment so that the likely impacts of the proposal can be assessed.

3.2.3   All significant developments seeking planning approval in North Tyneside will be required to submit a Transport Assessment or Transport Statement. Early

engagement with the Council is required to ensure that an appropriate document is submitted.

3.2.4   A Transport Assessment must provide a detailed examination of the demand for travel generated by a development and how this can be accommodated in a safe and sustainable way on the local highway network in the year of opening and the agreed future year scenario. Any detrimental impacts the development may have on the surrounding transport network, local community and the environment should be mitigated whilst also maximising the positive impacts of the development. The Transport Assessment will be accompanied by a robust Travel Plan and a Travel Plan Bond.

3.2.5   A Transport Statement is a less detailed evaluation of the transport impacts of a development and will be submitted when a development is anticipated to generate limited new transport movements.

3.2.6   The thresholds above which a Transport Assessment or Transport Statement is required and the Council's requirements for the completion of these documents are set out in Appendix F. The Council reserves the right to require a Transport Assessment or Transport Statement at lower levels where considered appropriate.

3.2.7   Failure to submit a satisfactory Transport Assessment or Transport Statement where appropriate to assess the overall motorised traffic impact of the development may render the application invalid and could result in refusal of planning approval.

3.2.8   In accordance with the requirements of the Department for Transport's Circular 02/2013 - Strategic Road Network (SRN) and the delivery of sustainable development; consultation at pre-application stage with National Highways is required for any development that has a material impact on the SRN. The coverage and detail of the Transport Assessment or Transport Statement would need to be agreed with National Highways.

3.2.9   Developers should be mindful of the National Highways Document 'The strategic road network: Planning for the future' stating:

"You will ensure that the transport assessment you prepare is appropriately scoped and is based on the most relevant and up-to-date data. It will also ensure that you are made aware of, and can take account of, any SRN issues that might have a bearing on the way in which the development is planned and/or delivered." (Paragraph 94)

3.3   Legal Agreements to Secure Highway Infrastructure

3.3.1   There are three legal mechanisms to secure necessary highway infrastructure. Section 38 Agreements cover the construction and adoption of new highways infrastructure within a development. Off-site mitigation measures required as a result of development can be delivered via Section 106 of the Town and Country Planning Act 1990 or Section 278 of the Highways Act 1980. The necessary contributions will be determined in accordance with the Council's Planning Obligations Supplementary Planning Document.

3.4   Section 38 Agreements

3.4.1   Section 38 of the Highways Act 1980 allows the Local Highway Authority to adopt highway infrastructure constructed as part of the development. Prior to entering into the agreement, the developer must have obtained planning permission. These new roads and footpaths will be constructed by the developer and inspected by the Local Highway Authority to ensure that they are of a suitable standard for adoption by the Authority.

3.4.2   The Local Highway Authority can reserve the right to refuse to enter into a Section 38 agreement to adopt any infrastructure if it does not meet the required construction and layout standards. Applicants and developers can identify routes that they do not intend to offer up for adoption by the Local Highway Authority. They would be responsible for the maintenance of that development thereafter. The developer will be required to make the non-adopted highway status clear to all end users.

3.5   Section 278 Agreements

3.5.1   Section 278 of the Highways Act 1980 allows developments to provide improvements to the existing highway such as the provision of a light controlled crossing, upgrade of existing traffic signals etc. to mitigate the impact of the development. The associated costs will be met by the developer and the work will be carried out by the either the Council or the developer.

3.5.2   Developers are required to deposit a Bond of Surety with the Council to cover the cost of the works, inspection fees, charges and commuted sums. This Bond ensures that the Council does not incur any costs if the highway works are stalled, changed or aborted by the developer. If the developer fails to perform or observe any of the agreement conditions, the Council can use the Bond to complete the highway works, recover fees, charges and retain the commuted sums to cover future maintenance costs.

3.5.3   As the Local Highway Authority, the Council retains the right to design and construct any works on the publicly maintained highway.

3.5.4   Where appropriate, the Council will seek payment for future maintenance of the new or improved highway infrastructure from the developer, acquiring funding through commuted sums where necessary. Commuted sums allow greater flexibility to adopt non-standard materials as well as ensuring future maintenance of infrastructure such as traffic signals, bus stops and shelters when development increases future maintenance liability and where considered appropriate and agreed with the Council.

3.6   Section 106 Agreements

3.6.1   Section 106 of the Town and Country Planning Act 1990 allows applicants to enter into a planning obligation for provision or funding of infrastructure, subject to compliance with the Community Infrastructure Levy (CIL) Regulations 2010 (as amended) tests. Applicants may need to agree a range of planning obligations to mitigate the impact of development. This could include capital contributions to highway infrastructure such as the provision of a light controlled crossing, upgrade of existing traffic signals etc. or a financial contribution for sustainable measures such as provision of new or diverted bus services.

3.6.2   As the Local Highway Authority, the Council retains the right to design and construct any works on the publicly maintained highway.

3.6.3   Applications for development that may lead to traffic growth and impact the highway network will be required to provide an assessment of the proposal's impacts. Where proposals may have an impact on strategic transport corridors that would require mitigation to ensure the proposals are acceptable, a financial contribution to highway infrastructure improvements is likely to be required. The Council will discuss and agree these potential requirements with the Application as part of the planning process.

3.7   New Developments and Parking Control Measures

3.7.1   The impact of some new developments may require the introduction of a permit parking scheme on adjacent streets.

3.7.2   For development proposals situated close to established uses that have the potential to generate intrusive parking issues in the new development, such as areas of retail, commerce or metro stations it may be necessary for the developer to introduce parking control measures in the new development prior to the area being adopted by the Council. This would be targeted at managing potential issues with measures such as waiting restrictions or residents permit schemes.

3.7.3   In developments where new schools are provided, it will be necessary for the developer to include a scheme to prevent drop off and pick up parking in the vicinity of the school such as 'School Keep Clear' markings and measures to

prevent parked vehicles impacting on residents, such as waiting restrictions or residents permit schemes prior to the area being adopted by the Council.

3.7.4   In all cases where resident permit parking or other parking control measures are required as a result of development, the developer will meet all the associated costs.

3.7.5   Where a new development is proposed in or adjacent to an existing resident parking permit area, parking permits will not be issued to residents of the new development.

3.7.6   Where a development is proposed adjacent to the Strategic Road Network, the network must not be impacted by parking associated with that development.

4.   Design and Quality

4.1   Patterns of movement for people are integral to well-designed places. They include walking and cycling, access to facilities, employment and servicing, parking and the convenience of public transport. They contribute to making high quality places for people to enjoy. New developments should contribute towards well designed movement networks that make connections to destinations, places and communities, both within the site and beyond its boundaries.

4.2   New developments should be designed with a clear layout and hierarchy of streets and other routes to assist people in finding find their way around so that journeys, particularly by foot or bicycle, are easy to make. It is expected that the design will need to meet the Council's adoption standards. Early engagement with the Local Highway Authority to agree the extent of the highways being offered for adoption is recommended.

4.3   Manual for Streets 1 and 2 provides guidance for the planning, design, provision and approval of new streets, and modifications to existing ones. The documents aim to increase quality of life through good design which creates more people-oriented streets. Developers should consult with the New Developments team to establish whether Manual for Streets 1 and 2 are appropriate for a particular site. Where it is deemed that advice in Manual for Streets 1 and 2 is not appropriate, schemes must be designed in accordance with the Design Manual for Roads and Bridges (DMRB) 2020 as well as the Local Highway Authority adoption standards. Similar consideration should apply to the emerging updated Manual for Streets which is anticipated in due course to replace Manual for Streets 1 and 2.

4.4   Cycle Infrastructure Design LTN 1/20 supports the delivery of high-quality cycle infrastructure, and reflects current good practice, standards and legal requirements. The Council has also developed the North Tyneside Cycling Design Guide. Proposed infrastructure must satisfy the requirements of these documents.

4.5   High quality links with protected space for cycling would be expected on all routes within the development unless they conform to Quiet Street requirements. Cycle networks should provide a grid of routes across the site, with the aim of a mesh width of 250m. Refer to Section 14 of LTN1/20 for further information. The layout and provision of cycle infrastructure would be agreed on an individual basis to serve the needs of that development.

4.6   The transport network offers great opportunities for increasing tree planting and the Council Tree Planting Strategy 2021-2024 seeks the design of schemes to increase tree planting. This could be, but not limited to, highway renewal schemes, new highway schemes, major development and redevelopment that could provide additional tree planting. This approach is in accordance with the

latest guidance from The National Planning Policy Framework (NPPF) (2021) that supports all new streets to be tree lined.

4.7   The design of developments should seek to incorporate access suitable for buses, which allows existing bus services to divert through the site. On any routes identified as necessary to achieve bus access within 400m actual walking distance of residents, any traffic calming design features should be suitable for bus use. Refer to LTN 1/07 and NTC adoption requirements.

4.8   Where land is available on larger developments, the provision of an emergency access to the adjacent highway network should be considered. This will typically consist of a permanent pedestrian & cycle link to the site from the wider highway network with collapsible bollards that can be used by emergency vehicles if the main access becomes blocked.

4.9   A Construction Management Plan will be required to minimise disruption on the highway network for the duration of build out. The Construction Management Plan will need to include details of routes to and from the site; sites access; loading, unloading, and turning areas; compounds and site accommodation; material storage, parking areas for site operatives; control of mud and dust; wheel wash and measures to control mud on the highway such as the use of mechanical sweepers. Whilst it is recommended that a construction management plan is submitted with the planning application to avoid delays on commencement of works on site, this can be covered by planning condition.

5. Sustainable Drainage Systems (SuDS)

5.1   The Local Highway Authority considers the possibility of flood risk with all applications. Developers may be required to provide a site-specific flood risk assessment. Paragraph 167 of The National Planning Policy Framework (NPPF) (2021) provides further detail on information that would be expected within the flood risk assessment.

5.2   The design of any Sustainable Drainage Systems (SuDS) in new developments should be carried out in accordance with government guidance as set out in the Sustainable Drainage Technical Standards and follow the guidance set out in the North East Regional standards; please refer to: https://my.northtyneside.gov.uk/category/1135/flooding

5.3   Site layouts must be designed to minimise flood risk and developers are encouraged to integrate SuDS features through a development as amenity features. SuDS also provide a variety of additional benefits with regard to biodiversity, landscape, townscape character, visual amenity and recreation. Careful design, green landscaping and planting can reduce the impacts of climate change, flooding, and reflection and urban heat issues.

5.4   Developers must consult North Tyneside Council's Local Flood Risk Management Strategy when preparing a planning application and particularly in areas of known flood risk.

5.5   For all planning applications where the application site is over 0.5 hectares within critical drainage areas a Flood Risk Assessment will be carried out by the developer. All major planning applications will also be required to submit a Flood Risk Assessment.

6.   Parking

6.1   Introduction

6.1.1   Appendices D and E should be read in conjunction with Section 6 (Parking).

6.1.2   Car parking requirements for all forms of development are set out in Appendix D. The requirements set out are the expected levels of parking provision, however in areas with good accessibility, appropriate parking management and robust Travel Plan measures in place, a reduction in these requirements may be considered. Developers will need to demonstrate that this will not have a detrimental impact on highway safety or exacerbate existing parking problems.

6.2   Residential Developments

6.2.1   Resident and visitor parking should provide sufficient space and be well integrated so that it does not dominate the street. Developers should consider a range of approaches regarding car parking to minimise its impact and will need to satisfy the Council that they have proposed the most appropriate scheme.

6.2.2   Car parking should be located where it is safe, secure, accessible and likely to be well used. A key consideration for parking design will be the potential impact on the appearance, function and overall character of the street or public realm. Generally, the Council will give priority to the street environment when assessing parking provision for residential developments. Driveways are likely to be appropriate for most house types where they are acceptable in terms of design and highway impact. In developments consisting of flats and apartments courtyard provision is usually considered to be more appropriate. Further design advice about different options for parking solutions are outlined in the Design Quality Supplementary Planning Document (SPD).

6.2.3   A garage will only be considered as a parking space if accompanied by a suitable area of hard standing to the front or side and it must have minimum internal dimensions sufficient to allow for both car parking and storage. Cycle storage is expected to be provided separately in the form of a suitable shed where space allows within the boundary of the property. If it is not possible to provide a shed within the boundaries of a property owing to size constraints, residential garages will be expected to comfortably accommodate cycles as well as cars. Minimum dimensions for garages to allow storage for two cycles, and parking areas, are set out in Appendix E.

6.2.4   Where the Council agrees that designated on-site parking is the most appropriate option, the driveway should meet or exceed the Council's minimum dimensions and consideration will need to be taken on the type of garage door installed, as this has an impact on the required drive length, as set out in

Appendix E. A vehicle access footway crossing will also need to be constructed as well as suitable access for pedestrians.

6.2.5   Where dwellings do not have their own driveways, communal or courtyard parking areas may be included as part of the development. Further design advice for the provision of parking areas in development are provided in the Council's Design Quality SPD.

6.2.6   Well designed visitor parking should be evenly distributed in small clusters. This should take the form of one or two-bay lay-by parking, adopted parking bays or private bays in shared surface and courtyard areas. Visitor car parking should be enhanced in a suitable adoptable material, such as an alternative finish than the main carriageway to improve the street scene. This is expected on all new developments.

6.3   Non-Residential Developments

6.3.1   Appendix D should be read in conjunction with Section 6.3 (Non-Residential Developments).

6.3.2   Where the level of parking provision does not comply with the Council's parking requirements, this must be justified and supported by robust supporting information to prove that the amount of parking will be sufficient. This will need to be complemented by the inclusion of a robust Travel Plan and a parking management strategy.

6.3.3   There may be potential for shared use parking, particularly (though not exclusively) for developments in town centres. The Council will consider shared use parking for mixed use sites where the different forms of development have substantially different peaks in terms of traffic flow and parking demand and when the site has a good level of accessibility by alternative modes of transport to the car.

6.3.4   Commercial proposals will be expected, regardless of size, to provide disabled parking spaces in accordance with the requirements set out in Appendix D, which must take priority over other car parking needs.

6.3.5   Disabled parking spaces serving a development must always be located as close to the main building entrance and staff entrances as possible and include standard 1.2m hatched areas to allow suitable access for users.

6.3.6   In larger retail developments such as supermarkets, parent and child provision will need to be agreed on an individual basis to serve the needs of that development.

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6.3.7   Parking provision for two-wheeled motorised transport, i.e., motorcycles, motor scooters and mopeds will need to be agreed on an individual basis to serve the needs of that development.

6.3.8   In mixed use developments, the overall parking requirement will be determined by breaking down the various elements of the development by use class and applying the relevant parking allowances for each of the use classes.

6.4   Electric Vehicle (EV) Charging Infrastructure

6.4.1   Appendix D should be read in conjunction with Section 6.4 (Electric Vehicle charging infrastructure).

6.4.2   Local Plan policy DM7.4 establishes that EV charging points would be required as part of development. Provision of EV charging points should, as a minimum, meet the standard set out in Building Regulations.

6.4.3   Where relevant, e.g. when EV charging points are provided in publicly accessible locations, the charging points should be well positioned and accessible – including consideration of collision barriers, removal of trip hazards, and signage – and a management and maintenance plan should be provided.

7.   Digital Advertising

7.1   Digital adverts are becoming more widespread as technology advances and can include both existing sites where traditional 48 and 96 sheet adverts have been long established or new sites seeking to introduce a digital advert.

7.2   Sites close to signalised junctions; roundabouts, signalised crossings and merges onto classified roads should be avoided.

7.3   As part of a planning application for the upgrade of an existing advert site or for the installation of an advert at a new site a Road Safety Audit will be required and will need to include a detailed assessment of the site, accident data for 5 years in the vicinity of the site, identification of any hazards specific to the location and proposed mitigation measures to deal with issues identified.

7.4   The proposed display must not contain moving images, will need to operate with low levels of luminance, contain a light sensor designed to adjust the brightness to changes in ambient light, include a feature that will turn off the screen if the display experiences a malfunction or error, and operate with smooth uninterrupted transition from one image to another.

7.5   If planning permission is granted, it will be for an initial period of 5 years. A review of accident data in the vicinity of the site will need to be carried out by the applicant after 12 months of first use and a report will be submitted to the Local Planning Authority prior to 18 months of first use; a further report will need to be carried out after 36 months of use and submitted prior to 42 months of use and an updated report will be required covering the life of the advert if permission is sought for renewal covering, as near as reasonably possible, the period up to the date of the new application.

7.6   The site shall cease use with immediate effect if either this report has not been received within 18 months, there is an increase in traffic incidents within the vicinity of the site or there have been any traffic incidents where driver distraction was established as a direct cause or contributing to an incident.

APPENDICES

Appendix A

Policy Background

This Supplementary Planning Document was drafted with reference to the following documents:

- North Tyneside Local Plan (2017)

- North Tyneside Council Planning Obligations SPD (2018)

- North Tyneside Council Design Quality SPD (2018)

- North Tyneside Council Tree Planting Strategy (2021)

- North Tyneside Council Tree Management Policy (2016)

- The Transport Strategy for North Tyneside, 2017-32 (Revised 2021)

- Highway tree management: operation note 51 (2019)

- North East Transport Plan (2021)

- North Tyneside Network Management Plan

- North Tyneside Parking Strategy

- North Tyneside Travel Safety Strategy

- North Tyneside Cycling Strategy

- North Tyneside Local Cycling and Walking Infrastructure Plan (in preparation: to form an appendix to the Cycling Strategy)

- Tyne and Wear Rights of Way Improvement Plan (RoWIP)

- The Tyne and Wear Public Rights of Way and Development Document (2008)

- The Environment Act (2021)

- National Planning Policy Framework (NPPF) (2021)

- National Planning Practice Guidance (NPPG) (as amended)

- Department for Transport – Gear change: a bold vision for cycling and walking (the Cycling and Walking Plan for England) (2020)

- Department for Transport – Local Transport Note LTN 1/20 Cycle Infrastructure Design (2020)

- Department for Transport – Local Transport Note 1/07 Traffic Calming (2007)

- Department for Transport – Local Transport Note 3/08 Mixed priority routes: practitioners' guide (2008)

- The North East Bus Service Improvement Plan

- North East Bus Enhanced Partnership Plan and Scheme (in development)

- Nexus Planning Liaison Policy (2019)

Appendix B

Cycle Parking Requirements   *(Referenced section 2.3)*

Cycle parking will be suitable for the anticipated use. Separate parking facilities would likely be required for long and short stay use. Accessible cycle parking should normally be placed close to accessible car parking spaces. The parking provision should be conveniently located near main and staff entrances; secure, overlooked and provided in accordance with LTN1/20, North Tyneside's cycle design guidance and the cycle parking allowances below. For residential properties parking spaces should be secure and ideally covered.

Cycle parking requirements			
The standards below are determined on Gross Floor Area (GFA) unless otherwise stated. In areas with good accessibility, appropriate parking management and robust Travel Plan measures in place, a reduction in these standards may be considered acceptable.			
Current Use Class (2020)	**Former Use Class (1987)**	**Type of development**	**Cycle parking allocation**
B **B2 Industrial**	**No change**	• General Industrial Premises • Vehicle Repair Garages	1 stand per 50m^2
B8 Storage or Distribution	**No change**	• Storage and Distribution Warehouses	1 stand per 300m^2
C **C1 Hotels**	**No change**	• Hotels, Boarding Houses and Guest Houses	1 stand per 2 bedrooms
C2 Residential Institutions	**No change**	• Residential care homes & nursing homes	1 stand per 5 bedrooms
		• Hospitals	1 stand per 5 beds 1 stand per 10 consulting rooms for outpatients
		• Boarding schools, residential colleges and training Centres	1 stand per bedroom
C2A Secure Residential Institutions	**C2 Residential Institutions**	• Secure residential accommodation including use as a prison, young offender's institution, detention centre, secure training centre, custody centre, short term holding centre, secure hospital, secure local authority accommodation or use as a military barracks	Assessed on an individual basis
C3 Dwelling Houses	**No change**	• Dwelling Houses • Flats (New Build and Conversions)	2 spaces per dwelling
		• Accommodation for over 55's	1 space per 2 dwellings
		• Sheltered or Warden Accommodation for the Elderly etc. • Extra care accommodation	1 stand per 5 bedrooms
C4 Houses in Multiple Occupation	**No change**	• Small shared houses occupied by between three and six unrelated individuals, as their only or main residence, who share basic amenities such as a kitchen or bathroom • Student Accommodation	1 stand per bedroom

Cycle parking requirements			
The standards below are determined on Gross Floor Area (GFA) unless otherwise stated. In areas with good accessibility, appropriate parking management and robust Travel Plan measures in place, a reduction in these standards may be considered acceptable.			
Current Use Class (2020)		**Former Use Class (1987)**	**Type of development**	**Cycle parking allocation**

		Former Use Class (1987)	**Type of development**	**Cycle parking allocation**
E - Commercial Business and Service	**E (a) Display or retail sale of food, other than hot food**	**A1 shops**	• Small Shops (less than 1,000m^2) • Food Retail (1,000m^2 - 2,500m^2) • Food Superstores (over 2,500m^2) • Non-Food Retail (1,000m^2 - 2,500m^2) • Non-Food Retail (over 2,500m^2)	1 stand per 50m^2
	E (b) Sale of food and drink for consumption (mostly) on the premises	**A3 Restaurants and Cafés**	• Restaurants, Snack Bars and Cafés	1 stand per 25m^2 of public floor area 1 stand per 50m2 GFA if public floor area unknown at time of submission
	E (c) (i) Financial Services **E (c) (ii) Professional Services (other than health or medical services** **E (c) (iii) Other appropriate services in a commercial, business or service locality**	**A2 Financial and Professional Services**	• Banks, Building Societies, Offices etc.	1 stand per 50m^2
	E (d) Indoor sport, recreation or fitness	**D2 Assembly and Leisure**	• Sports Halls	Assessed on an individual basis
	E (e) Provision of medical or health services	**D1 Non-Residential Institutions**	• Health Centres, Local Clinics, Doctors Surgeries, Dentists Surgeries, Veterinary Surgeries etc.	1 stand per consulting room
	E (f) Creche, day nursery or day centre	**D1 Non-Residential Institutions**	• Crèches, Day Nurseries and Day Centres	1 stand per 10 pupils 1 stand per 50 pupils for visitors

Cycle parking requirements

The standards below are determined on Gross Floor Area (GFA) unless otherwise stated. In areas with good accessibility, appropriate parking management and robust Travel Plan measures in place, a reduction in these standards may be considered acceptable.

Current Use Class (2020)		Former Use Class (1987)	Type of development	Cycle parking allocation
E - Commercial Business and Service	E (g) Uses which can be carried out in a residential area without detriment to its amenity E (g) (i) Offices to carry out any operational or administrative functions E (g) (ii) Research and development of products or processes E (g) (iii) Industrial processes	B1 Business		1 stand per 50m^2
F - Local Community and Learning; F1 - Learning and non-residential institutions	F1 (a) Provision of Education	D1 Non-Residential Institutions	• Provision of education - Primary Schools	1 stand per 10 pupils 1 stand per 1 classroom, hall, gym, sports hall, multi-use games area and sports pitch for staff 1 stand per 50 pupils for visitors
			• Provision of education - Secondary Schools • Provision of education - Sixth Form Colleges, Further Education Colleges and Higher Education Establishments	1 stand per 5 students 1 stand per classroom, hall, gym, sports hall, multi-use games area and sports pitch for staff 1 stand per 50 students for visitors
	F1 (b) Display of works of art F1 (c) Museums F1 (d) Public libraries or public reading rooms F1 (e) Public halls or exhibition halls F1 (f) Public worship or religious instruction F1 (g) Law courts	D1 Non-Residential Institutions		1 stand per 50m^2

Cycle parking requirements			
The standards below are determined on Gross Floor Area (GFA) unless otherwise stated. In areas with good accessibility, appropriate parking management and robust Travel Plan measures in place, a reduction in these standards may be considered acceptable.			
Current Use Class (2020)		Former Use Class (1987)	Type of development	Cycle parking allocation
F - Local Community and Learning; F2 - Local Community	F2 (a) Shops (mostly) selling essential goods, including food, where the shop's premises do not exceed 280 square metres and there is no other such facility within 1000 metres	A1 shops		1 stand per 50m^2
	F2(b) Halls or meeting places for the principal use of the local community	D2 Assembly and Leisure		
	F2 (c) Areas or meeting places for outdoor sport or recreation (not involving motorised vehicles or firearms)	D2 Assembly and Leisure		Assessed on an individual basis
	F2 (d) Indoor or outdoor swimming pools or skating rinks	D2 Assembly and Leisure		

Cycle parking requirements			
The standards below are determined on Gross Floor Area (GFA) unless otherwise stated. In areas with good accessibility, appropriate parking management and robust Travel Plan measures in place, a reduction in these standards may be considered acceptable.			
Current Use Class (2020)	**Former Use Class (1987)**	**Type of development**	**Cycle parking allocation**
Sui Generis		• Theatres • Amusement arcades, centres or funfairs • Laundrettes • Fuel Stations • Hiring, selling or displaying motor vehicles • Taxis businesses • Scrap yards or a yard for the storage or distribution of mineral or the breaking of motor vehicles • Alkali work • Waste disposal installations for the incineration, chemical treatment or landfill of hazardous waste • Nightclubs • Casinos • Betting offices & shops • Pay day loan shops • Venues for live music • Cinemas • Concert Halls • Bingo Halls • Dance Halls • All other uses	Assessed on an individual basis
		• Hostels	1 stand per bedroom
		• Retail warehouse clubs	1 stand per 300m^2
	A4 Drinking Establish-ments	• Public Houses, wine bars or drinking establishments • Drinking establishments with expanded food provision	1 stand per 25m^2 of public floor area 1 stand per 50m^2 GFA if public floor area unknown at time of submission
	A5 Hot Food Takeaways	• Hot food takeaways	1 stand per 50m^2

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Appendix C

Cycle Parking Provision Quality Standards   *(Referenced section 2.3)*

The type of cycle parking provided must comply with section 11 of the Department for Transport's Cycle Infrastructure Design – Local Transport Note 1/20 (LTN 1/20):

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/951074/cycle-infrastructure-design-ltn-1-20.pdf

This document specifies the type of cycle parking that should be provided for different locations and usage types, such as:

- Short and long stay parking
- Residential and workplace locations
- Secure cycle storage facilities for all types of cycles

For residential properties, where there are no garages, dedicated secure ground floor secure parking is necessary. LTN1/20 provides examples such as on-street cycle parking 'hangars' which are typically available to registered key-holders.

Appendix D

Car Parking Requirements   *(Referenced section 6.1, 6.3, 6.4)*

Parking requirements					
The standards below are determined on Gross Floor Area (GFA) unless otherwise stated. In areas with good accessibility, appropriate parking management and robust Travel Plan measures in place, a reduction in these allocations may be considered acceptable.					
Current Use Class (2020)		Former Use Class (1987)	Type of development	Car parking allocation	Disabled parking	Electric vehicle
B	B2 Industrial	No change	• General Industrial Premises	1 space per 50m^2	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	In accordance with Building Regulations
			• Vehicle Repair Garages	4 spaces per MOT, repair, service or valet bay Staff and customer parking to be clearly identified on site with associated signage Parking for care sales to be provided in accordance with standard for sui generis (Hiring, selling or displaying motor vehicles) use A suitable area to allow a recovery vehicle to turn within the site will be required	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	
	B8 Storage or Distribution	No change	• Storage and Distribution Warehouses	1 space per 200m^2 Parking for vehicles other than cars, such as vans and lorries to be agreed on an individual basis	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	
			• Wholesale Cash and Carry Warehouses (over 2,500m^2)	1 space per 25m^2 Parking for vehicles other than cars, such as vans and lorries to be agreed on an individual basis		
C	C1 Hotels	No change	• Hotels, Boarding Houses and Guest Houses	1 space per bedroom for guests 1 space per 5 bedrooms for staff Additional parking for bars, restaurants, conference areas etc. to be provided in accordance with the relevant parking standard	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	
	C2 Residential Institutions	No change	• Residential care homes & nursing homes	1 space per 5 bedrooms Drop off and pick up area close to the main entrance for ambulances and other vehicles to be agreed	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	
			• Hospitals • Boarding schools, residential colleges and training Centres	To be determined on an individual basis Adequate measures will need to be demonstrated to avoid the creation of parking and traffic management problems in adjacent streets as a result of cars associated with the business	To be determined on an individual basis	
	C2A Secure Residential Institutions	C2 Residential Institutions	• Secure residential accommodation including use as a prison, young offender's institution, detention centre, secure training centre, custody centre, short term holding centre, secure hospital, secure local authority accommodation or use as a military barracks	To be determined on an individual basis Adequate measures will need to be demonstrated to avoid the creation of parking and traffic management problems in adjacent streets as a result of cars associated with the business	To be determined on an individual basis	

Parking requirements					
The standards below are determined on Gross Floor Area (GFA) unless otherwise stated. In areas with good accessibility, appropriate parking management and robust Travel Plan measures in place, a reduction in these allocations may be considered acceptable.					
Current Use Class (2020)	Former Use Class (1987)	Type of development	Car parking allocation	Disabled parking	Electric vehicle
C	C3 Dwelling Houses	No change	• Dwelling Houses • Flats (New Build and Conversions)	1 space per dwelling for properties up to 2 bedrooms, 1 additional space per additional bedroom thereafter 1 space per 3 dwellings for visitors	To be determined on an individual basis	In accordance with Building Regulations
			• Accommodation for over 55's • Extra care accommodation	1 space per 2 dwellings 1 space per 5 dwellings for visitors	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	
			• Sheltered or Warden Accommodation for the Elderly etc.	1 space per 5 bedrooms Drop off and pick up area close to the main entrance for ambulances and other vehicles to be agreed	Minimum 2 disabled spaces & 1 disabled space per 20 bedrooms spaces thereafter	
	C4 Houses in Multiple Occupation	No change	• Small shared houses occupied by between three and six unrelated individuals, as their only or main residence, who share basic amenities such as a kitchen or bathroom. • Student Accommodation	To be determined on an individual basis Adequate measures will need to be demonstrated to avoid the creation of parking and traffic management problems in adjacent streets as a result of cars associated with the business	To be determined on an individual basis	
E - Commercial Business and Service	E (a) Display or retail sale of food, other than hot food	A1 shops	• Small Shops (less than 1,000m^2)	1 space per 50m^2	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	
			• Food Retail (1,000m^2 - 2,500m^2)	1 space per 14m^2 Parent and child spaces to suit the needs of the development Click and collect spaces to suit the needs of the development	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	
			• Food Superstores (over 2,500m^2)	1 space per 20m^2 Parent and child spaces to suit the needs of the development Click and collect spaces to suit the needs of the development	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	
			• Non-Food Retail (1,000m^2 - 2,500m^2) • Non-Food Retail (over 2,500m^2)	1 space per 20m^2 Parent and child spaces to suit the needs of the development Click and collect spaces to suit the needs of the development Floor area used to determine parking provision must include outdoor sales or display areas	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	

Parking requirements					
The standards below are determined on Gross Floor Area (GFA) unless otherwise stated. In areas with good accessibility, appropriate parking management and robust Travel Plan measures in place, a reduction in these allocations may be considered acceptable.					
Current Use Class (2020)	Former Use Class (1987)	Type of development	Car parking allocation	Disabled parking	Electric vehicle
E (b) sale of food and drink for consumption (mostly) on the premises	A3 Restaurants and Cafés	• Restaurants, Snack Bars and Cafés	1 space per 10m^2 of public floor area, includes outdoor seating areas In outline applications or at the pre-planning stage where the public floor area is not known a parking standard of 1 space per 20m2 GFA will be applied	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	In accordance with Building Regulations
E (c) (i) Financial Services E (c) (ii) Professional Services (other than health or medical services E (c) (iii) Other appropriate services in a commercial, business or service locality	A2 Financial and Professional Services	• Banks, Building Societies, Offices etc.	1 space per 50m^2	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	
E (d) Indoor sport, recreation or fitness	D2 Assembly and Leisure	• Sports Halls	1 space per 25m^2	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	
E (e) Provision of medical or health services	D1 Non-Residential Institutions	• Health Centres, Local Clinics, Doctors Surgeries, Dentists Surgeries, Veterinary Surgeries etc.	5 spaces per consulting room Drop off and pick up area close to the main entrance for ambulances and other vehicles to be agreed	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	
E (f) Creche, day nursery or day centre	D1 Non-Residential Institutions	• Crèches, Day Nurseries and Day Centres	2 spaces per classroom or activity room for staff Visitor provision and drop off and pick up area to be agreed Parking for associated offices to be provided in accordance with parking standard for B1 Office use	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	

E - Commercial Business and Service

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Parking requirements					
The standards below are determined on Gross Floor Area (GFA) unless otherwise stated. In areas with good accessibility, appropriate parking management and robust Travel Plan measures in place, a reduction in these allocations may be considered acceptable.					
Current Use Class (2020)	Former Use Class (1987)	Type of development	Car parking allocation	Disabled parking	Electric vehicle
E - Commercial Business and Service	**E (g) Uses which can be carried out in a residential area without detriment to its amenity** **E (g) (i) Offices to carry out any operational or administrative functions** **E (g) (ii) Research and development of products or processes** **E (g) (iii) Industrial processes**	B1 Business		1 space per 30m^2	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	In accordance with Building Regulations
F1 - Learning and non-residential institutions	**F1(a) Provision of education**	D1 Non-Residential Institutions	• Provision of education - Primary Schools • Provision of education -Secondary Schools	2 spaces per classroom, hall, gym, sports hall, multi-use games area and sports pitch for staff Parking for associated offices to be provided in accordance with parking standard for B1 Office use	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	
			• Provision of education - Sixth Form Colleges, Further Education Colleges and Higher Education Establishments	2 spaces per classroom, hall, gym, sports hall, multi-use games area and sports pitch for staff Parking for students by negotiation Visitor provision and drop off and pick up area to be agreed Parking for associated offices to be provided in accordance with parking standard for B1 Office use	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	

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Parking requirements					
The standards below are determined on Gross Floor Area (GFA) unless otherwise stated. In areas with good accessibility, appropriate parking management and robust Travel Plan measures in place, a reduction in these allocations may be considered acceptable.					
Current Use Class (2020)		Former Use Class (1987)	Type of development	Car parking allocation	Disabled parking	Electric vehicle
F1 - Learning and non-residential institutions	**F1 (b) Display of works of art** **F1 (c) Museums** **F1 (d) Public libraries or public reading rooms** **F1 (e) Public halls or exhibition halls** **F1 (f) Public worship or religious instruction** **F1 (g) Law courts**	D1 Non-Residential Institutions		1 space per 30m^2	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	In accordance with Building Regulations
F2 - Local Community	**F2 (a) Shops (mostly) selling essential goods, including food, where the shop's premises do not exceed 280 square metres and there is no other such facility within 1000 metres**	A1 shops		1 space per 50m^2	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	
	F2(b) Halls or meeting places for the principal use of the local community **F2 (c) Areas or meeting places for outdoor sport or recreation (not involving motorised vehicles or firearms)** **F2 (d) Indoor or outdoor swimming pools or skating rinks**	D2 Assembly and Leisure		1 space per 25m^2	Minimum 2 disabled spaces & 1 disabled space per	

Parking requirements					
The standards below are determined on Gross Floor Area (GFA) unless otherwise stated. In areas with good accessibility, appropriate parking management and robust Travel Plan measures in place, a reduction in these allocations may be considered acceptable.					
Current Use Class (2020)	**Former Use Class (1987)**	**Type of development**	**Car parking allocation**	**Disabled parking**	**Electric vehicle**
Sui Generis		• Fuel Stations	1 space per 50m^2 of retail floor area (kiosk) A suitable area to allow a petrol tanker to turn within the site required Sites to be considered on an individual basis, the development must not allow backing up onto the adjacent highway	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	In accordance with Building Regulations
		• Hiring, selling or displaying motor vehicles	1 space per 5 sales vehicles Staff and customer parking to be clearly identified on site with associated signage Parking for vehicle repairs, MOT & valet to be in accordance with use class B2 (Vehicle repair garages) A suitable area to allow a car transporter to turn within the site required	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	
		• Retail warehouse clubs	1 space per 25m^2 Parking for vehicles other than cars, such as vans and lorries to be agreed on an individual basis	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	
	A5 Hot Food Takeaways	• Hot food takeaways	1 space per 25m^2 Adequate measures will need to be demonstrated to avoid the creation of parking and traffic management problems in adjacent streets as a result of cars associated with the business	To be determined on an individual basis	
	A4 Drinking Establish-ments	• Public Houses, wine bars or drinking establishments • Drinking establishments with expanded food provision	1 space per 10m^2 of public floor area, includes outdoor seating areas In outline applications or at the pre-planning stage where the public floor area is not known a parking standard of 1 space per 20m2 GFA will be applied	Minimum 2 disabled spaces & 1 disabled space per 20 spaces thereafter	

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			Parking requirements		
			The standards below are determined on Gross Floor Area (GFA) unless otherwise stated. In areas with good accessibility, appropriate parking management and robust Travel Plan measures in place, a reduction in these allocations may be considered acceptable.		
Current Use Class (2020)	**Former Use Class (1987)**	**Type of development**	**Car parking allocation**	**Disabled parking**	**Electric vehicle**
Sui Generis (cont)		• Theatres • Amusement arcades, centres or funfairs • Laundrettes • Taxis businesses • Scrap yards or a yard for the storage or distribution of mineral or the breaking of motor vehicles • Alkali work • Hostels • Waste disposal installations for the incineration, chemical treatment or landfill of hazardous waste • Nightclubs • Casinos • Betting offices & shops • Pay day loan shops • Venues for live music • Cinemas • Concert Halls • Bingo calls • Dance Halls • All other uses	To be determined on an individual basis Adequate measures will need to be demonstrated to avoid the creation of parking and traffic management problems in adjacent streets as a result of cars associated with the business	To be determined on an individual basis	In accordance with Building Regulations

These requirements will be kept under review in accordance with the Authority's sustainability and climate agenda.

Two-wheeled motorised transport (motorcycles, mopeds)
To be provided by negotiation and at a minimum rate of 5% of the overall total number of spaces on developments with 20 or more car parking spaces. A higher level of provision may be appropriate at some sites, for example. colleges and higher education establishments. See also Appendix E.

Appendix E

Car Parking Dimensions   *(Referenced section 6.1)*

Minimum Parking Dimensions	
Single drive (garage with roller shutter door)	3.0m x 5.0m with 6.0m reversing distance
Double drive (garage with roller shutter door)	6.0m x 5.0m with 6.0m reversing distance
Single drive (garage with up and over door)	3.0m x 5.5m with 6.0m reversing distance
Double drive (garage with up and over door)	6.0m x 5.5m with 6.0m reversing distance
Single drive (garage with side-opening door)	3.0m by 6.0m with 6.0m reversing distance
Double drive (garage with side-opening door)	6.0m by 6.0m with 6.0m reversing distance
Single garage (includes cycle storage)	6.0m x 3.0m (internal dimensions)
Double garage (includes cycle storage)	6.0m x 6.0m (internal dimensions)
Parking bay (90° to carriageway)	5.0m x 2.5m with 6.0m reversing distance
Single lay-by	5.5m x 2.5m with 45° splays
Double lay-by	11.0m x 2.5m with 45° splays
Motorcycle bay	1.0m x 2.0m

Two-wheeled motorised transport (motorcycles, mopeds)
Minimum parking dimensions - 1.0 x 2.0 metres per vehicle.
Should preferably be under cover and provide a secure anchor point at 600-750mm from ground level onto which a wheel can be chained. See also Appendix D.

Appendix F

Travel Plans, Transport Assessments and Transport Statements
(Referenced section 3.1, 3.2)

Transport Assessments and Transport Statements			
The standards below are determined on Gross Floor Area (GFA) unless otherwise stated			
Current Use Class (2020)	Former Use Class (1987)	Transport Statement and Full Travel Plan 50	Transport Assessment and Full Travel Plan
B2 Industrial	No change	2,500m^2 - 4,000m^2	Over 4,000m^2
B8 Storage or Distribution	No change	3,000m^2 - 5,000m^2	Over 5,000m^2
C1 Hotels	No change	75 - 100 bedrooms	Over 100 bedrooms
C2 Residential Institutions	No change	Assessed on an individual basis	Assessed on an individual basis
C2A Secure Residential Institutions	C2 Residential Institutions	Assessed on an individual basis	Assessed on an individual basis
C3 Dwelling Houses	No change	50 - 80 dwellings	Over 80 dwellings
C4 Houses in Multiple Occupation	No change	50 - 80 bedrooms	Over 80 bedrooms
E (a) Display or retail sale of food, other than hot food	A1 shops	250m^2 - 800m^2	Over 800m^2
E (b) Sale of food and drink for consumption (mostly) on the premises	A3 Restaurants and Cafés	300m^2 - 2,500m^2	Over 2,500m^2
E (c) (i) Financial Services E (c) (ii) Professional Services (other than health or medical services E (c) (iii) Other appropriate services in a commercial, business or service locality	A2 Financial and Professional Services	1,000m^2 - 2,500m^2	Over 2,500m^2
E (d) Indoor sport, recreation or fitness	D2 Assembly and Leisure	500m^2 - 1,500m^2	Over 1,500m^2
E (e) Provision of medical or health services	D1 Non-Residential Institutions	500m^2 - 1,000m^2	Over 1,000m^2
E (f) Creche, day nursery or day centre	D1 Non-Residential Institutions	500m^2 - 1,000m^2	Over 1,000m^2
E (g) Uses which can be carried out in a residential area without detriment to its amenity E (g) (i) Offices to carry out any operational or administrative functions E (g) (ii) Research and development of products or processes E (g) (iii) Industrial processes	B1 Business	1,500m^2 - 2,500m^2	Over 2,500m^2
F1 Learning and non-residential institutions	D1 Non-Residential Institutions	500m^2 - 1,000m^2	Over 1,000m^2
F2 (a) Shops	A1 shops	800m^2 - 1,500m^2	Over 1,500m^2
F2 (b) Halls or meeting places F2 (c) Places for outdoor sport or recreation F2 (d) Swimming opools or skating rinks	D2 Assembly and Leisure	500m^2 - 1,500m^2	Over 1,500m^2
Sui Generis		Assessed on an individual basis	

Appendix G

Travel Plan Incentives   *(Referenced section 3.1)*

Residential Travel Plan Incentives

For residential developments of 50 or more dwellings, as part of the Travel Plan measures the developer would normally be expected to offer public transport season tickets as an incentive for public transport use by residents in accordance with the Travel Plan objectives. These would normally be offered to residents as part of the welcome pack or equivalent. What form the tickets take and the process of providing them to residents must be agreed with Nexus and the Authority as part of the discharge of conditions process.

In addition, as part of the Travel Plan measures the developer would normally be expected to offer residents a voucher or similar incentive for cycling, walking or wheeling use. This would normally be offered to residents as part of the welcome pack or equivalent. What form such an incentive takes and the process of providing it to residents must be agreed with the Authority as part of the discharge of conditions process.

Workplace Travel Plan Incentives

For larger employment or commercial developments, as part of the Travel Plan measures the developer would normally be expected to offer public transport season tickets as an incentive for public transport use by employees in accordance with the Travel Plan objectives, or an appropriate equivalent measure. What form the tickets, or appropriate equivalent measure, take must be agreed with Nexus and the Authority as part of the discharge of conditions process.

Zero Emission Vehicle (ZEV) car clubs

As part of a Travel Plan, and alongside other incentives relating to public transport and active travel, it may be appropriate for developers to propose the provision of a ZEV 'car club': these allow residents or employees convenient access to zero-emission vehicles on a similar basis to a hire car or pool car. Details would be agreed with the Authority as part of the discharge of conditions process.

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North Tyneside Council, Quadrant, The Silverlink North
Cobalt Business Park, North Tyneside, NE27 0BY
my.northtyneside.gov.uk

Appendix 2 – Summary of responses to stakeholder consultation

Organisation	Brief summary of comments	Action taken
Nexus	Overall, Nexus welcomes the ambitions and vision set out within the SPD and is committed to working in partnership to ensure that sustainable travel can be utilised to its best potential within North Tyneside, and throughout the development planning process.	No amendments
Energy Saving Trust	Comprehensive response received, requesting that further technical information be provided within the SPD. Also requested additional text regarding the benefits of EVs for local air quality; ensuring that EV charging infrastructure is well-positioned and accessible; ensuring that details are provided by the developer re how these will be managed and maintained; and making reference to the recently approved guidance within Building Regulations (Part S).	Document updated to refer to the Building Regulations and the requirement for developers to ensure that, where relevant, EV charging infrastructure is well-positioned and accessible, with details provided of how it will be managed and maintained. With regard to the request for additional technical information, it is felt that this level of detail would not be appropriate for an SPD.
Historic England	Acknowledged the SPD, outlined their statutory duties in terms of the planning process, and confirmed that they have no further comments to make.	No amendments
Natural England	Acknowledged the SPD, outlined their statutory duties in terms of the planning process, and confirmed that they have no comments to make on the document. Noted that if an SPD requires a Strategic Environmental Assessment or Habitats Regulation Assessment, there is a requirement to consult Natural England at certain stages as set out in the Planning Practice Guidance.	Production of the SPD has involved a scoping assessment which indicated that an SEA/HRA is not required for this SPD.
National Highways	Comprehensive response received. Requested strengthening of wording re: a. How developers may be expected to develop and fund sections of the 'tube map' of Strategic Cycling Routes b. Providing a link to 'Decarbonising Transport: A Better, Greener Britain' (July 2021) c. Making specific reference to Department for Transport Circular 02/2013 and 'The strategic road network: Planning for the future' documents d. Requesting that the SPD reference the need for measures in Travel Plans to link to the Core Strategy policies e. Given the growth of weekend leisure travel and its impacts on the Strategic Road Network as well as the climate emergency, questioning whether the minimum standard public transport frequency of one service every 30 minutes during the daytime should be extended to Sundays for residential development and any other land use expected to operate on Sundays f. Query re requirements for a Travel Plan Bond g. Requesting parking control measures where parking associated with a development could impact on the Strategic Road Network (SRN)	Document updated where appropriate to: i. improve linkages to Department for Transport guidance documents and documents related to Travel Plans; ii. retain the requirement for a Travel Plan Bond and remove some associated detail; iii. ensure that appropriate measures are in place to prevent parking associated with a development from impacting on the SRN. Regarding public transport frequency, no amendments are proposed to the SPD, however this will be considered as part of wider discussions with bus operators and Nexus.
Northumberland County Council – Planning Policy	Comprehensive response received, expressing support for some statements in the SPD and highlighting where Northumberland County Council takes a different approach as the local authority for a largely rural area.	No amendments
Barton Wilmore on behalf of Taylor Wimpey	Comprehensive response received. Main points included: a. clarification of the relevant links to the North Tyneside Local Plan b. concerns around viability in the context of requests from the Authority for measures which were not specifically named in the Local Plan or the earlier SPD, e.g. public transport season tickets for residents of new developments, and a suggestion that insufficient supporting evidence had been provided to support these requests c. concerns around car parking space dimensions and standards	a. Wording updated in section 2.1.4 to clarify relevant links to the North Tyneside Local Plan b. Wording updated to remove reference to the value, however the provision of public transport season tickets remains one of the measures available as part of the Travel Plan. This, with other initiatives, will be considered when the Travel Plan is developed c. No amendments have been made to car parking space dimensions. It was necessary to update car parking standards to align with the national amendments to the Use Classes Order introduced in 2020. An updated car parking standard for extra care and over 55's accommodation has been included following surveys of relevant sites, copies of which can be provided on request. Disabled parking provision requirements were amended to include a consistent level of provision, including at sites with fewer overall parking spaces, in line with existing usual practice

Appendix 2 – Summary of responses to stakeholder consultation

Pegasus Group on behalf of The Killingworth Consortium	Comprehensive response received. Main points included: a. clarification of the relevant links to the North Tyneside Local Plan b. wording regarding sustainable transport provision, specifically around compliance with current Government guidance Local Transport Note LTN 1/20 'Cycling Infrastructure Design' and links to development viability c. seeking pragmatism in terms of how the SPD will be applied such that it would not pose an unnecessary financial burden for the development d. clarification around domestic garage dimensions in terms of cycle parking requirements e. expressing the view that the public transport walking distance threshold of 400m was too onerous and that this should instead be set at between 600m and 800m f. concerns around the detail of the requirement for developers to provide pre-loaded public transport smartcards as a Travel Plan incentive g. concerns regarding requirements for Travel Plans, the setting of the Travel Plan Bond and potential for impact on viability h. expressing the view that the cost of Travel Plan monitoring should be met from the Authority's own budgets i. asking for reference to be made to the emerging new Manual for Streets j. suggesting that parking standards should specify whether standards are minimum or maximum k. query re distribution of visitor parking bays within site layouts l. Electric Vehicle (EV) provision – suggesting that the text should make reference to Building Regulations and to the changing nature of technology	a. The text has been updated to clarify the links to specific policies in the North Tyneside Local Plan b. The text has been updated to reflect the latest Government guidance, LTN 1/20. As with all sites, viability will be taken into consideration c. see b) d. Wording updated to clarify that the specified dimensions for a garage can accommodate provision for two cycles e. No changes have been made to the public transport threshold of 400m: this is a recognised standard which has the support of Nexus. In cases where this is not achievable, the document includes provision for the developer to provide the Authority with acceptable evidence of the reasons and agree proportionate mitigation measures f. Wording updated to remove reference to the value, however the provision of public transport season tickets remains one of the measures available as part of the Travel Plan. This, with other initiatives, will be considered when the Travel Plan is developed g. Document updated where appropriate to retain the requirement for a Travel Plan Bond and remove some associated detail h. No amendment is proposed. Any additional monitoring work associated with a new development would appropriately be funded by the developer i. Wording updated to refer to make appropriate reference to the emerging new Manual for Streets j. No amendment is proposed. The parking standards set out are expected standards k. No amendment is proposed. To maximise usage by visitors of visitor parking, it is appropriate for there to be a distribution of bays throughout the site l. Wording updated to make reference to Building Regulations. The regulations may be updated to reflect technological developments
SAJ Transport Consultants	Comprehensive response received. Main points included: a. Comments regarding Travel Plan monitoring – rather than a timescale of 5 years, suggests using a threshold of 90% occupancy b. Travel Plan Bond – suggests there is a lack of detail on how the value of the bond will be calculated c. Travel Plan Bond – queries the means of demonstrating that it is reasonable and relevant to make use of the bond when targets have not been achieved d. Travel Plan Bond – queries what is the mechanism for returning the bond if the target is achieved e. Seeks clarification on specific aspects regarding proposed Travel Plan incentives, e.g. cycling vouchers of £150 and pre-loaded public transport smartcards, suggesting there is a lack of evidence for how the Authority derived these figures and that an approach based on a single value may not achieve optimum outcome	A number of amendments have been made to align to specific points. a. No amendment is proposed. The five-year post-completion monitoring period reflects expected standards and allows for the effects of measures implemented to be monitored b. Document updated where appropriate to retain the requirement for a Travel Plan Bond and remove some associated detail c. No amendment is proposed. The Travel Plan Bond is proposed to be used only in the event that Travel Plan targets are not achieved and then for the implementation of additional sustainable transport measures d. The mechanism for returning a Travel Plan Bond would be set in the appropriate legal agreement e. Wording updated to remove reference to the value, however the provision of public transport season tickets remains one of the measures available as part of the Travel Plan. This, with other initiatives, will be considered when the Travel Plan is developed

North Tyneside Council
Report to Cabinet
Date: 17 October 2022

Title: North Tyneside Cycling Strategy

Portfolio: Environment	**Cabinet Member:** Councillor Sandra Graham

Report from Service Areas:	Regeneration and Economic Development
Responsible Officer:	John Sparkes, Director of Regeneration and Economic Development Tel: (0191) 643 6091
Wards affected:	All

<u>PART 1</u>

1.1 Executive Summary:

In October 2021, Cabinet approved the revised and updated North Tyneside Transport Strategy. Its key principles include reducing carbon emissions from transport and improving health outcomes. The Transport Strategy contained a commitment to update, where appropriate, the specific strategies and plans which fit within the context of the Transport Strategy. One of these is the North Tyneside Cycling Strategy.

Since the current Cycling Strategy was adopted in 2018, cycling in the borough has grown by more than 60%. During this time the Authority has increased its delivery of cycling training, put in place new cycling routes in the borough, and made cycling, walking and wheeling improvements as part of its regeneration activity. It has therefore provided a robust policy framework to promote cycling as a travel mode for both commuting and leisure purposes.

This report seeks Cabinet's approval to commence engagement on an updated North Tyneside Cycling Strategy and an updated version of the associated North Tyneside Cycling Design Guide, which sets out design standards for cycling provision.

The updated draft strategy sets out how the Authority will continue to support cycling as a healthy and sustainable way to travel, both by developing routes and infrastructure suitable for everyday cycling and by seeking to expand cycling training and support. It will also include a detailed assessment of strategic cycle routes across the borough and walking links in town centres, known as the Local Cycling and Walking Infrastructure Plan (LCWIP). In line with Government guidance, this will help to ensure the borough is best placed to secure external funding for further sustainable transport improvements.

It is intended that, following the proposed public consultation, the strategy will be further updated as necessary and brought to a future meeting of Cabinet for approval.

1.2   Recommendation:

It is recommended that Cabinet agrees that a process of public engagement should be carried out on the updated draft North Tyneside Cycling Strategy, attached as Appendix 1 and incorporating the Local Cycling and Walking Infrastructure Plan (LCWIP), and the updated draft North Tyneside Cycling Design Guide attached as Appendix 2.

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 5 August 2022.

1.4   Council Plan and Policy Framework

The proposals in this report relate to a number of priorities in Our North Tyneside, the Council Plan 2021 to 2025, in particular:

- A thriving North Tyneside
  - We will regenerate the high streets of North Shields and Wallsend, and in addition to the Master Plan for North Shields, we will bring forward Master Plans for Wallsend and Whitley Bay town centre areas. We will also bring investment and improvements to the North West area of the borough and ensure that regeneration delivers ambition, opportunity and benefits for all of our residents

- A family friendly North Tyneside
  - We will support local schools, making sure all children have access to a high-quality education with opportunities to catch up where needed after the pandemic
  - We will provide outstanding children's services, events and facilities so North Tyneside is a great place for family life.

- A secure North Tyneside
  - We will continue to invest £2m per year in fixing our roads and pavements

- A green North Tyneside:
  - We will increase opportunities for safe walking and cycling, including providing a segregated cycleway at the coast
  - We will publish an action plan of the steps we will take and the national investment we will seek to make North Tyneside carbon net-zero by 2030

1.5   Information:

1.5.1 Background

In October 2021, Cabinet approved the revised and updated North Tyneside Transport Strategy. Its vision is "Moving to a green, healthy, dynamic and thriving North Tyneside". Its key principles include reducing carbon emissions from transport and improving health outcomes.

This links to 'Equally Well', the Joint Health and Wellbeing Strategy, and its strategic ambitions of supporting equal life chances for all, thriving places and communities and

maintaining independence. It also complements the regional North East Transport Plan developed by Transport North East and its aims of supporting the decarbonisation of transport and encouraging active travel.

The North Tyneside Transport Strategy contained a commitment to update, where appropriate, the specific strategies and plans which fit within the context of the Transport Strategy. One of these is the North Tyneside Cycling Strategy, adopted in 2018.

Everyday cycling is a healthy, sustainable and affordable way to get to work, school or the shops, for people of all ages. Cycling in the borough continues to grow, having increased by more than 60% in the four years since the current Cycling Strategy was adopted.

In that time the Authority has expanded the delivery of Bikeability cycling training in schools, while the annual Summer of Cycling campaign has seen a rise in popularity and attendance. The Authority has delivered new cycling routes, such as a cycleway alongside A189 Salters Lane in Longbenton, and put in place improvements for cycling and walking provision as part of its regeneration activity, such as at Howard Street in North Shields.

Cabinet's approval is sought to commence consultation on an updated North Tyneside Cycling Strategy and an updated version of the associated North Tyneside Cycling Design Guide, which sets out design standards for cycling provision.

Updating the strategy will ensure that it continues to support the commitments in the Our North Tyneside Plan 2021 to 2025 to increase opportunities for safe walking and cycling. This includes providing a segregated cycleway at the coast, and publication of an action plan of the steps the Authority will take, and the national investment it will seek, to make North Tyneside carbon net-zero by 2030.

It will also reflect the Authority's declaration of a climate emergency, made in July 2019, and the aims of the North Tyneside Local Plan, which commits to provide infrastructure and facilities which increase the opportunities for, and attractiveness of, cycling; give greater priority to people cycling, walking and wheeling; and incorporate improvements for these modes of transport as part of other transport schemes.

1.5.2 <u>The updated draft Cycling Strategy and Design Guide</u>

Cycling Strategy

The updated draft Cycling Strategy sets out the outcomes which it seeks to achieve, which fit with the aims of our Transport Strategy:

 i. helping more people to cycle;
 ii. helping to improve cycling safety;
 iii. designing cycling into our highways, infrastructure and regeneration investment;
 iv. delivering a continuous network of strategic and local cycle routes; and
 v. helping more residents to be physically active, and businesses to adopt sustainable modes of transport such as cargo bikes.

It sets out the following actions which are intended to be delivered over the period of the strategy:

- Action 1 – Support a change in culture which prompts a switch to cycling as a healthy and sustainable way to travel, delivering initiatives such as cycling training

- Action 2 – Develop a network of routes suitable for everyday cycling, designed in line with good practice
- Action 3 – Make our town centres and destinations accessible for everyone cycling, including e.g. visitors to the borough; people using adapted cycles; and businesses using cargo bikes
- Action 4 – Improve connectivity between cycling and other forms of transport, making it easier to cycle as part of a longer journey
- Action 5 – Design everyday cycling into our infrastructure and regeneration plans and use digital information so that the highway network better serves people cycling

The updated draft strategy sets a target for an annual increase in cycling trips of 10%, increased from 7% in the existing strategy, to reflect progress achieved to date and the scale of the Authority's ambitions. The revised list of indicators of success is as follows:

i.   more cycling trips are being made in the borough – the strategy aims for an increase in cycling trips of 10% per year;

ii.   there is greater participation in cycle training and in the Go Smarter in North Tyneside and Active North Tyneside programmes;

iii. more workplaces in the borough have the facilities and initiatives to encourage cycling to work and as part of their day-to-day operations (e.g. cargo bikes); and

iv.   the borough's cycling infrastructure is improved in line with good practice to create a continuous network.

Assessment of cycling and walking routes

The national Cycling and Walking Investment Strategy, and the Department for Transport's cycling and walking plan 'Gear Change', encourage local authorities to carry out an assessment of strategic cycling routes and town centre walking routes. This is known as a Local Cycling and Walking Infrastructure Plan (LCWIP). This approach demonstrates that a strategic approach has been taken to identifying cycling and walking infrastructure improvements. LCWIPs refer specifically to infrastructure, and hence do not cover other types of initiatives such as cycling training or promotional measures.

North Tyneside's network of strategic cycling routes has already been defined by the Authority, and these are shown in the form of a 'tube map' in the existing Cycling Strategy. In addition, supporting walking, wheeling and cycling improvements in the borough's town centres already forms part of the aims of the Local Plan and the Authority's regeneration plans set out in the Our North Tyneside Plan and 'An Ambition for North Tyneside', the Regeneration Strategy.

As such, by using the existing 'tube map' and plans for town centres as the basis to develop an LCWIP in accordance with Government guidance, the Authority can ensure it is well placed to make the case for future investment in cycling, walking and wheeling provision, from both Government grant funding and developer funding secured through the planning process.

The proposed LCWIP forms an appendix to the Cycling Strategy. In line with Government guidance, it first sets out how the supporting information was gathered. For the cycling routes, it describes how a Government-endorsed software tool was used to assign a prioritisation score and notional cost range to sections of each route. The next section then describes how a similar process was undertaken for walking routes in town centres.

The document concludes by briefly setting out how this work will be used to support applications for external funding and the delivery of the Authority's investment plans.

Cycling Design Guide

The North Tyneside Cycling Design Guide sets out the design standards which the Authority will require, both for its own infrastructure works and for those delivered by developers. The design guide, which was adopted in 2018, has been updated to reflect more recent developments in good practice, including the publication in 2020 of relevant national guidance, Local Transport Note LTN 1/20 'Cycling Infrastructure Design'.

The updated draft Design Guide sets out detailed standards for the design of cycling provision on the highway network; in areas of residential streets; and on off-road routes away from motor traffic. It then sets standards for various other aspects of design including junctions and crossings, cycle parking, signage, and construction and maintenance.

1.5.3   Public engagement

It is anticipated that, subject to approval of the recommendation, public engagement on the updated draft Cycling Strategy (including the LCWIP) and Cycling Design Guide will be carried out over a period of c.6 weeks in October-December 2022.

Details of the engagement process will be communicated by means such as a news release and messaging via the Authority's social media accounts; local groups involved in sustainable and active travel will also be advised of the engagement process and encouraged to share details with their supporters.

1.6   **Decision options:**

The following decision options are available for consideration by Cabinet:

Option 1

To approve the recommendations as set out in paragraph 1.2 above.

Option 2

Not to approve the recommendations as 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:

Approval for the process of public engagement will allow the views of residents, local groups and other stakeholders to be considered as the updated draft Cycling Strategy and Cycling Design Guide are finalised.

1.8   **Appendices:**

Appendix 1   North Tyneside Cycling Strategy, incorporating the Local Cycling and Walking Infrastructure Plan (draft for approval)

Appendix 2   North Tyneside Cycling Design Guide (draft for approval)
Appendix 3   Equality Impact Assessment – North Tyneside Cycling Strategy and Design Guide

1.9   Contact officers:

Paul Dowling, Head of Regeneration and Transport, 0191 643 1441
Andrew Flynn, Integrated Transport Manager, 0191 643 6083
John Cram, Integrated Transport Officer, 0191 643 6122
Gary Walker, Sustainable Transport Team Leader, Capita, 0191 643 6219
Amar Hassan, Principal Accountant, Investment (Capital) and Revenue, 0191 643 5747

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)   North Tyneside Transport Strategy

(2)   Cabinet report 1 August 2022 – North Tyneside Transport Strategy Annual Report

(3)   North Tyneside Local Plan

(4)   North East Transport Plan

(5)   North Tyneside Highway Asset Management Plan (HAMP)

(6)   North Tyneside Joint Health and Wellbeing Strategy 2021-2025

(7)   North Tyneside Home to School/College Transport Policy

(8)   Tyneside Walking and Cycling Index

(9)   Department for Transport – Gear change: a bold vision for cycling and walking (the Cycling and Walking Plan for England)

(10)   Department for Transport – the second Cycling and Walking Investment Strategy (CWIS2)

(11)   Department for Transport – Local Cycling and Walking Infrastructure Plans: technical guidance

(12)   Department for Transport – Local Transport Note LTN 1/20 Cycling Infrastructure Design

PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

2.1   Finance and other resources

There are no financial and resource implications directly arising from this report. Any expenditure which cannot be contained within existing budgets will be reported to Council / Cabinet, as appropriate for a decision before any expenditure is incurred or committed.

2.2   Legal

The Authority is responsible for undertaking a number of transport-related functions and statutory duties under relevant pieces of legislation and those obligations are discharged via specific policies, plans and programmes which are approved by the relevant decision-making forum.

Some of the Authority's transport functions must be discharged through the North East Joint Transport Committee which is a joint committee established by the Newcastle Upon Tyne, North Tyneside and Northumberland Combined Authority (Establishment and Functions) Order 2018 or the Joint Transport Committee Tyne and Wear Sub-Committee. The Authority works with the Joint Transport Committee and its Tyne and Wear Sub-Committee on a range of transport-related matters.

By virtue of section 9D of the Local Government Act 2000 any function of the Authority is the responsibility of the Executive unless there is a contrary intention expressed in legislation. There is nothing in the Acts referred to in this section or the Local Authorities (Functions and Responsibilities) (England) Regulations 2000 that indicate that the Cycling Strategy and Cycling Design Guide are not to be a matter for Cabinet.

2.3   Consultation/community engagement

2.3.1   Internal Consultation

Internal consultation has involved the Cabinet Member for Environment, the Director of Regeneration and Economic Development and officers in relevant service areas.

2.3.2   External Engagement

It is proposed to carry out a process of public engagement as set out in section 1.5.3.

2.4   Human rights

There are no human rights implications directly arising from this report.

2.5   Equalities and diversity

The Strategy has been formulated having regard to the public sector equality duty imposed on the Authority by section 149 of the Equality Act 2010. An Equality Impact Assessment has been undertaken and is appended to this report at Appendix 3. This identified potential positive impacts in that activities such as cycling promotion and construction of protected cycling infrastructure, and associated provision such as crossing facilities, may facilitate greater and more equal participation in cycling. This has potential to enable the health benefits of cycling to apply more widely.

2.6   Risk management

There are no risk management implications arising directly from this report. Strategic and operational risks associated with transport matters are assessed via the established corporate process.

2.7   Crime and disorder

There are no crime and disorder implications arising directly from this report.

2.8   Environment and sustainability

There are environment and sustainability benefits associated with the proposed public engagement on the updated draft Cycling Strategy, including the LCWIP, and proposed stakeholder engagement on the updated draft Cycling Design Guide. The documents aim to improve environmental sustainability by supporting a shift to more sustainable modes of transport in preference to car or van use.

PART 3 - SIGN OFF

- Chief Executive

$\boxed{X}$

- Director of Service

$\boxed{X}$

- Mayor/Cabinet Member(s)

$\boxed{X}$

- Chief Finance Officer

$\boxed{X}$

- Monitoring Officer

$\boxed{X}$

- Assistant Chief Executive

$\boxed{X}$

North Tyneside Cycling Strategy 2018-32

everyday cycling

(Updated draft strategy for consultation)

North Tyneside Council

North Tyneside

Cycling Strategy 2018-32

Contents

1. Introduction

1.1 The North Tyneside Transport Strategy sets out how we will reduce carbon emissions from transport; improve health outcomes; support inclusive economic growth; improve connectivity; and manage demand and enable smart choices for all.

1.2 A key aim for both our Transport Strategy and the North Tyneside Local Plan is to encourage a better environment for everyday cycling and to continue the excellent progress being made in North Tyneside in terms of increased participation in cycling. This supports the Our North Tyneside Plan's aims to increase opportunities for safe walking and cycling, including providing a segregated cycleway at the coast; and publish an action plan of the steps we will take and the national investment we will seek to make North Tyneside carbon net-zero by 2030. It also fits well with the regional North East Transport Plan and its aims of improving the cycling network and supporting active travel.

1.3 Cycling is a healthy, affordable and sustainable way of making everyday journeys, which often replace motorised journeys. Cycling is also an inclusive way to travel, open to people of all ages and backgrounds, with a range of adapted cycles available suited to people's mobility needs – while the growing availability of e-bikes and cargo bikes mean cycling can increasingly replace car and van use as a way for businesses to operate more sustainably. Supporting the demand for increased participation in cycling can boost the local economy, people's health and quality of life, helping to make North Tyneside an even greater place to live, work and visit.

1.4 In this strategy we set out our strategic approach to supporting cycling in the borough. We have also included our Local Cycling and Walking Infrastructure Plan (LCWIP) in Appendix 4 of the strategy. The diagram below shows how the Cycling Strategy fits within the overall context of the North Tyneside Transport Strategy.
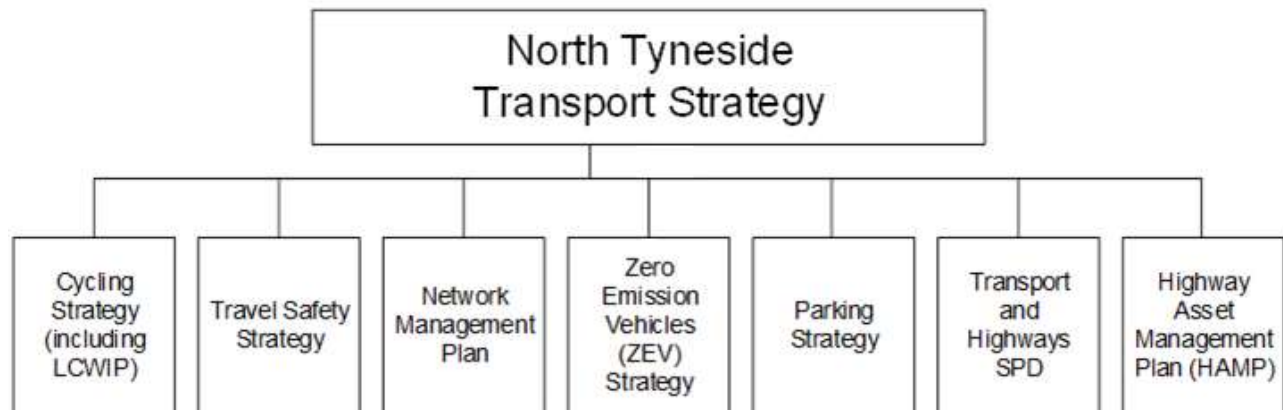
LCWIP – Local Cycling and Walking Infrastructure Plan
SPD – Supplementary Planning Document

2. Our strategic approach

2.1 To support and encourage the growth of cycling in the borough, we will focus our activity on:

    i. **securing further growth** in everyday cycling, working in partnership to deliver projects which get more people cycling of all ages and in all areas – this means that more people benefit and so does the environment;

    ii. wherever possible, improving the borough's **infrastructure and information** – delivering a programme of works which makes everyday cycling simple, safe, direct and attractive and supports the growth in everyday cycling; and

    iii. providing **design guidance** to make sure that cycling is considered as part of all highway and regeneration projects and any new infrastructure is in line with best and emerging good practice.

2.2 In summary, we wish to bring about **everyday cycling.**

3. Background

3 (i) Cycling growth

3.1 More than two million adults in the UK regularly ride a bike and the 2011 Census showed the number of people cycling to work had increased by 14%. Increasingly, people are choosing to cycle as a practical way to get to and from work, school and shops as well as a popular recreational activity.

3.2 Other European countries with a similar climate and landscape but better cycling routes show how widespread cycling could be: in Germany 19% of people cycle every day and in the Netherlands it is 43%.

3.3 The Tyneside Cycling and Walking Index[1] showed that 36% of all residents cycle, with 16% of residents cycle at least once a week. In Summer 2021, 36% of all cycling trips consisted of people cycling to work, with 28% being defined as leisure. Cycling tourism on long-distance routes such as the Coast and Castles is also a valuable contributor to the region's economy.

3.4 Cycling is growing in North Tyneside: cycling trips in the borough have increased by 61% since 2018, when the Cycling Strategy was adopted, measured by automatic counters on routes throughout the borough.

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[1] In 2021 Sustrans, working with local authorities, released the Walking and Cycling Index for 18 urban areas; one of these covers North Tyneside, Newcastle and Gateshead, referred to as 'Tyneside'. The report includes information on walking and cycling data, modelling and an independent survey of 1,264 residents aged 16 or above in the area.

3.5 Physical activity can reduce the risk of major illnesses, such as heart disease, stroke and type 2 diabetes. It can also improve symptoms of some mental health conditions such as depression and anxiety. Currently in North Tyneside 65% of adults are estimated to meet the UK Chief Medical Officers' recommendations for physical activity of 150 minutes of moderate intensity physical activity each week. The easiest way to get more of the population moving is to make activity part of everyday life, like cycling instead of using the car to get around

Getting more people cycling – the benefits

We want to make everyday cycling an aspirational form of transport for all, regardless of age, ability or background. The benefits of getting more people of all ages and backgrounds involved in everyday cycling include:

- **Convenience** – cycling is a physical activity which people can easily fit into their daily routine; it gets you to your destination quickly and in a reliable time; and it is an affordable, easy and fun way to explore and experience the borough

- **Sustainable growth** – Tackling isolation and improving social mobility helps people to access jobs and opportunities regardless of their background.

- **Improved health** – Everyday cycling can help people remain healthier for longer. People who cycle to work lower their risk of cancer and heart disease by more than 40%[2]. Together with walking, cycling is the easiest way to build activity into daily life and is good for both physical and mental health [3].

- **A better environment** – Cycling can contribute to a pleasant urban environment with reduced noise and pollution. Increasing cycling can play a vital part in the continuing improvement in local air quality, and, by replacing motorised journeys, help to reduce carbon emissions in line with the Authority's vision to be carbon net-zero by 2030.

[2] Cycling to work is linked with a 45% lower risk of developing cancer, and a 46% lower risk of cardiovascular disease (CVD), compared with commuting by car or public transport – Cycling UK Briefing 1C

[3] Everybody Active, Every Day: An evidence-based approach to physical activity, Public Health England (2014)

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3 (ii) Success so far

3.6 Recognising the increasing levels of cycling in the borough and the wish among many more people to take part in cycling, the Authority has invested to deliver cycling improvements. We have:

   i.   encouraged more people to cycle, e.g. by delivering the Go Smarter programme of initiatives to support sustainable and active travel, such as Bikeability cycling training, which we deliver to around 2,500 school pupils per year

   ii. piloted Bikeability projects within local special educational needs schools, with the aim of encouraging children with a range of mobility issues and other disabilities to cycle

   iii. worked in partnership with local organisations to promote cycling; supporting them in the development of community-based cycling projects such as North East Homeless and the Phoenix Detached Youth Project

   iv. made the area around schools safer, by working with schools to introduce 'School Streets' schemes around five primary schools in the borough

   v.   promoted cycling through our Summer of Cycling programme which includes cycle training, community guided rides and family fun days

   vi. delivered new high quality cycle links on our Strategic Cycle Routes, including at A189 Salters Lane and A191 New York Bypass-Rake Lane. We have commenced implementation of the North Shields Masterplan, creating space for cycling and walking on Howard Street

   vii. we have also secured funding to deliver local links which make it easier to cycle to four Metro stations in the borough, e.g. an improved route alongside Norham Road in North Shields, linking to Percy Main Metro station

3.7 Since the Cycling Strategy was adopted we have seen a 61% growth in cycling within the borough, and a 5% increase in cycling to schools.

3 (iii) Strategic context for cycling

3.8 Cycling in the borough is considered as part of a broader strategic context, which is made up of:

   i.   Our North Tyneside Plan 2021 - 2025;
   ii. the North Tyneside Local Plan 2017 - 2032;
   iii. 'Equally Well', the Joint Health and Wellbeing Strategy 2021 - 2025;
   iv. the North Tyneside Transport Strategy;
   v.   the North Tyneside Travel Safety Strategy;

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vi.   Transport and Highways Supplementary Planning Document (SPD);

vii.   the North Tyneside Highway Asset Management Plan (HAMP); and

viii. the North Tyneside Network Management Plan.

3.9   The North Tyneside Transport Strategy sets out aims to increase cycling, promote active forms of travel (which includes cycling, walking and wheeling) and give them greater priority in design. The Local Plan aims to ensure sustainable access throughout the borough and make walking and cycling an attractive and safe choice for all. The Our North Tyneside Plan confirms our aim to increase opportunities for safe walking and cycling, with a commitment to provide a segregated cycleway at the coast.

3.10 The Cycling Strategy also has strong links to 'Equally Well', the Joint Health and Wellbeing Strategy, and forms part of our systematic approach to reducing health inequalities.

4.   The outcomes we seek

4.1   This developing interest and growing demand to take part in cycling means we need to focus on securing the following outcomes, which fit with the aims of our Transport Strategy:

i.   helping more people to cycle;

ii.   helping to improve cycling safety;

iii. designing cycling into our highways, infrastructure and regeneration investment;

iv. delivering a continuous network of strategic and local cycle routes; and

v.   helping more residents to be physically active, and businesses to adopt sustainable modes of transport such as cargo bikes.

> Investing in cycling supports the economy, society and health. The Department for Transport found that every £1 spent on cycling projects brought £5.50 of social benefit: this is classed as 'very high' value for money. [4]

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[4] Department for Transport (2014)- Value for Money Assessment for Cycling Grants

5.   What we plan to do

5.1   Over the period of this strategy we intend to deliver the following actions:

- Action 1 – Support a **change in culture** which prompts a switch to cycling as a healthy and sustainable way to travel, delivering initiatives such as cycling training

- Action 2 – Develop a **network of routes** suitable for everyday cycling, designed in line with good practice

- Action 3 – Make our town centres and destinations **accessible for everyone cycling**, including e.g. visitors to the borough; people using adapted cycles; and businesses using cargo bikes

- Action 4 – **Improve connectivity** between cycling and other forms of transport, making it easier to cycle as part of a longer journey

- Action 5 – **Design everyday cycling** into our infrastructure and regeneration plans and use digital information so that the highway network better serves people cycling

Adults who cycle regularly typically enjoy a level of fitness equivalent to someone **10 years younger**[1]**.**

Action 1 – Support a change in culture which prompts a switch to cycling as a healthy and sustainable way to travel, delivering initiatives such as cycling training

5.2   We will continue to invest substantially in initiatives which improve cycling, walking, wheeling and public transport.

5.3   We will encourage people to take part in everyday cycling. We will build on how we engage with cycling stakeholders and delivery partners, and will develop a collaborative approach to the identification, development and implementation of cycling interventions.

5.4   Through the Go Smarter in North Tyneside programme and our general work with schools, we will work with individual schools to raise awareness among pupils, parents and staff of the impacts of short car journeys; set a target for cycling and encourage walking; and consider changes to streets near schools to encourage more sustainable and active travel.

5.5   We will build on the existing 'School Streets' schemes we currently have within the borough. The School Streets schemes have been successful in creating an environment that supports children and their parents to get to school by cycling, walking, wheeling, child's scooters, or 'park and stride' from a nearby parking location.

5.6   We will deliver cycling training to young people through schools in the borough. The national standard Bikeability training has been extended in scope and, alongside the well-established cycling training at age 9-10, now includes e.g. training for younger children to develop their confidence in riding, using small pedal-free 'balance bikes'. We will explore opportunities to expand cycle training to adults and build people's confidence in cycling independently.

5.7   As part of the Go Smarter in North Tyneside programme we will support existing developments and encourage new developments through the planning process to promote sustainable travel.

5.8   We will work with partners to promote everyday cycling more widely in the community, e.g. through the Active North Tyneside programme which promoting healthy lifestyles."

5.9   Through joint working, we will champion cycling. We will ensure that there is a corporate approach across areas of work, including Public Health, Highways, Planning and Tourism, to the promotion of everyday cycling in North Tyneside

Action 2 – Develop a **network of routes** suitable for everyday cycling, designed in line with good practice

5.10 We will design infrastructure, including within our regeneration activity, which makes cycling journeys direct, gives priority to cycling, minimises 'stop-start' conditions, and is easily understandable to navigate. On routes which carry motorised through traffic we will seek to provide separate cycling infrastructure, including more recent types of infrastructure which gives priority to cycling [5]. We will reallocate road space to provide good quality cycling infrastructure. On quieter residential roads we will seek to ensure that the design supports cycling and walking particularly.

5.11 We will develop a network of routes which supports and encourages people of all ages to cycle for everyday trips including work, school, college, local shops, town and district centres and for recreation. This will include:

i. Strategic Cycle Routes, shown on the 'tube map' (see Appendix 1) – corridors where high standard infrastructure gives priority to cycling and supports direct journeys with minimal stopping and starting;

ii. a grid of local routes, including traffic-calmed streets and traffic-free routes, with the aim that everyone is within 250m of a cycle route – consideration will be given to opportunities for filtered permeability through the introduction of Low Traffic Neighbourhoods (further information on these can be found within the North Tyneside Cycling Design Guide);

iii. links in town centres and district centres, making them welcoming places for residents and visitors arriving by bike – this will include exploring opportunities for communal cycle facilities e.g. a cycle hub with cycle storage and changing facilities; and

iv. routes such as the Waggonways, which are away from streets and roads.

5.12 Our designs will take account of the many variations to a standard two-wheeled bike, such as:

- cycles designed for carrying children;
- cycles for people with disabilities, including hand-operated cycles;
- cycles with trailers – for the family shopping or 'cargo bikes' which carry light goods; and
- folding cycles – great for trips which combine cycling with other modes of transport.

Any of these may also be an e-bike, where the rider operates the pedals as normal and an electric motor provides additional power. We will allow for the wider take-up of e-bikes in the design of infrastructure. We will design schemes so as to discourage motor

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[5] These include cycle tracks which have priority at side roads and accesses; 'parallel' crossings (a zebra crossing with adjacent cycling crossing); and bus stop bypasses, where the cycle route runs continuously around the bus stop as a continuous route. On one-way streets we will seek to provide contra-flow cycling provision.

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vehicle parking on cycling infrastructure and where appropriate we will consider introducing legal orders allowing enforcement.

5.13 In line with government guidance, we have identified a network of cycling routes (and a similar network for walking routes within town centres) with strong potential for growth and route improvements, which can then be secured as part of new developments, regeneration projects or specific grant-funded schemes. This is known as a Local Cycling and Walking Infrastructure Plan (LCWIP) and is located within Appendix 4 of this document. The LCWIP will complement our Network Management Plan, which sets out how we manage the operation of the highway network.

5.14 Our **planning guidance**, through the Transport and Highways Supplementary Planning Document (SPD), sets out the improvements which developments brought forward through the planning process are required to provide. This requires developers both to provide high quality cycling infrastructure in line with the Department for Transport's LTN1/20 guidance and secure cycle parking provision, and to adopt travel plans which include measures to promote everyday cycling.

5.15 We have adopted a **Cycling Design Guide** which specifies the design features we will require for streets in North Tyneside to support everyday cycling, and will keep it updated to reflect the latest best practice. This will apply to all transport schemes, whether or not they are specific to cycling; to the design of regeneration projects; and to new developments brought forward through the planning process.

> Switching from car to bike for a four-mile commute saves half a tonne of CO_2 in a year – reducing the average person's carbon footprint by 5% [6]

Action 3 – Make our town centres and destinations **accessible for everyone cycling**, including e.g. visitors to the borough; people using adapted cycles; and businesses using cargo bikes

5.16 We will continue to support the attractiveness of the borough's town centres and district centres as places to spend time for residents and visitors: this includes supporting accessibility by cycling, as well as walking and wheeling, and creating a sense of place. We are implementing the masterplan for North Shields and have committed in the Our North Tyneside Plan to bring forward masterplans for Wallsend and Whitley Bay town centres. We have also committed to bring investment and improvements to the North West area of the borough and ensure that our investment delivers ambition, opportunity and benefits for all residents.

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[6] Cycling UK Briefing 1B

5.17 Cycle parking provision will be considered as part of all regeneration activity and cycle route enhancements. We will look to provide cycle parking which is appropriate to the end destination. This provision could include standard 'Sheffield' cycle stands where a bike can be parked quickly; or, where appropriate, provision such as lockable cycle 'hangars' which are more secure and appropriate to overnight parking.

5.18 We will continue to work with businesses to improve the uptake of measures which support cycling and which substitute cycling for motorised trips. This will include promoting the use of cargo bikes and ensuring applications received through the planning processes provide suitable end user facilities such as cycle parking, showers and drying rooms.

> Two-thirds of all journeys made in the North East are under 5 miles – the kind of journeys which can easily be made by bike.

Action 4 – **Improve connectivity** between cycling and other forms of transport, making it easier to cycle as part of a longer journey

5.19 We will work with other local authorities in the region, Nexus, Transport North East, local bus operators and wider partners on proposals which would integrate cycling with bus, rail and Metro.

5.20 Public transport services benefit from more customers if people can easily cycle to a stop or station. We will work with partners to ensure that high-quality bike parking is provided at new or refurbished public transport stations and interchanges.

5.21 Cycle hire is a service already offered by local businesses in the borough. We will consider potential options, where there is market interest, for cycle hire or loan initiatives, which could include options for forms of public bike hire provision.

5.22 Bikes are carried on board the Shields Ferry, which provides a valuable link in the public transport network. The Tyne Pedestrian and Cyclist Tunnels, which have provided a valuable link between destinations on both sides of the Tyne since 1951, reopened in August 2019 following refurbishment work.

5.23 Folding cycles can be carried on the Metro at all times, and standard bicycles can be carried on much of the Metro network, including all stations in North Tyneside, at off-peak times on weekdays and all day at weekends.

> By providing widespread protected cycle tracks, Seville, in Spain, increased cycling journeys from 0.2% to 6.6% in six years [7].

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[7] Cycling UK Briefing 1B

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Action 5 – **Design everyday cycling** into our infrastructure and regeneration plans and use digital information so that the highway network better serves people cycling

5.24 We will seek to improve co-ordination of traffic signals and travel time monitoring, with the potential for some improvements to traffic signal phasing, which may include detecting cycles on the approach to a junction.

5.25 We will seek additional opportunities to use technology to improve the operation of the highway network and support easier journeys for everyday cycling.

5.26 We will explore the opportunities for new ways to communicate and engage with stakeholders on a regular basis.

5.27 We will continue, through our maintenance programmes, to ensure that the cycling network surface is maintained to a good standard and support associated measures such as cutting back encroaching vegetation. We will continue to identify improvements which can be implemented alongside our maintenance programme, delivered through our **Highway Asset Management Plan (HAMP)**. We will seek to ensure that temporary road closures and restrictions, e.g. for street works, include exemptions for cycling or specific diversionary routes for cycles.

> Young people aged 10-16 who regularly **cycle to school** are 30% more likely (boys) or 7 times more likely (girls) to meet recommended fitness levels [8].

6. Indicators of success

6.1 We will know we have been successful in supporting everyday cycling when we can demonstrate that:

    i. **more cycling trips** are being made in the borough – we aim for an increase in cycling trips of 10% per year [9];

    ii. there is **greater participation** in cycle training and in the Go Smarter in North Tyneside and Active North Tyneside programmes;

    iii. more workplaces in the borough have the facilities and initiatives to **encourage cycling to work and as part of their day-to-day operations (e.g. cargo bikes)**; and

    iv. our cycling infrastructure is improved in line with good practice to **create a continuous network**.

6.2 We will report progress on the delivery of this strategy within the **Annual Report** on the North Tyneside Transport Strategy, which is provided to Cabinet each year.

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8 Cycling UK – http://www.cyclinguk.org/resources/cycling-uk-cycling-statistics#How healthy is cycling?

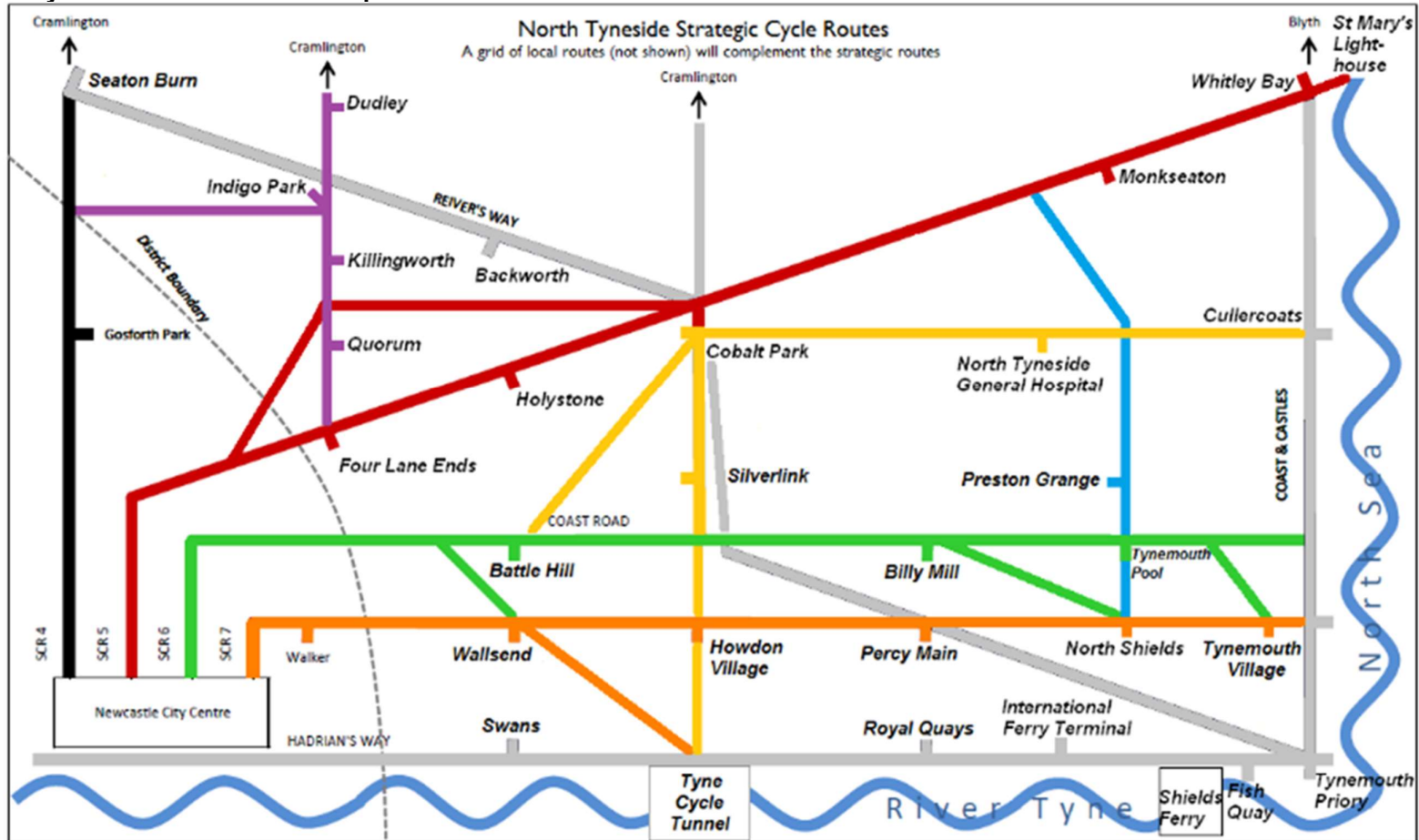9 Measured by electronic counters on routes throughout the borough

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7. Summary

7.1 This Cycling Strategy sets out how we will make everyday cycling a viable transport choice for all, regardless of age, ability or background, and build on the encouraging progress being made in relation to cycling participation. Information on links to other relevant strategies are listed in Appendix 2.

7.2 Our LCWIP, identifying our prioritised network for walking and cycling improvements, for North Tyneside can be found in Appendix 4.

7.3 Technical specifications for infrastructure to support cycling in the Borough can be found in the North Tyneside Cycling Design Guide.

7.4 Advice in relation to new developments, including cycle access, cycle parking provision and requirements for travel plans, is provided in Transport and Highways Supplementary Planning Document (SPD). Information of how we will maintain our network in good condition is in our Highway Asset Management Plan (HAMP).

7.5 Useful links and details of how to find out more are shown in Appendix 3.

Appendix 1 – Strategic Cycling Routes: the 'tube map'

1. Our **Strategic Cycle Routes**, shown on the 'tube map' opposite: these will be the most direct and convenient routes for everyday cycling between destinations.

2. These will be supported by a **grid of local routes** made suitable for cycling, including traffic-calmed streets and traffic-free routes, with the aim that everyone is within 250m of a cycle route. We may link these routes to form Quietways: convenient, direct routes for cycling through residential areas away from motor traffic.

3. **Links in town centres** will make it convenient to cycle into and around our town centres and make them welcoming places for residents and visitors arriving by bike. This will support the local economy by encouraging everyday cycling to local shops and businesses.

4. We will seek to add some of our Strategic Cycle Routes to the **National Cycling Network** (NCN), working with Sustrans, who manage the network. North Tyneside is served by three existing NCN routes:
   - NCN 1 – North Sea Cycle Route – this international route runs along our coastline from Whitley Bay to North Shields Fish Quay and the Shields Ferry.
   - NCN 10 – Reivers Cycle Route – starting from Tynemouth Priory, this route follows the historic Waggonways network via Cobalt and Killingworth and on into Northumberland.
   - NCN 72 – Hadrian's Cycle Route – entering North Tyneside via the Shields Ferry, the route heads west, passing the international ferry port, the Tyne Cycle and Pedestrian Tunnel and Segedunum Roman Fort, to Newcastle Quayside.

5. The **Shields Ferry**, which carries bikes on board, and the **Tyne Pedestrian and Cyclist Tunnels** are important cross-river links in our cycling network.

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Strategic Cycle Routes – the 'tube map'

North Tyneside Strategic Cycle Routes
A grid of local routes (not shown) will complement the strategic routes

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Appendix 2 – Links with other strategies

This Strategy complements national and regional strategies which relate to cycling, such as:

    i.   the national **Cycling and Walking Investment Strategy** (CWIS): this sets out the Government's ambition to increase cycling and walking activity; reduce the number of cyclists killed or seriously injured on England's roads; increase the percentage of school children that walk to school, and includes the aim to double cycling by 2025 (cycling trips or cycling stages within other trips);

    ii.   the **North East Transport Plan 2021-2035**, and its vision for 'moving to a green, healthy, dynamic and dynamic North East'

    iii.   the **North East** '**Making the Right Travel Choice' Strategy**, which aims to make it easier for local people to make more sustainable journeys such as journeys on foot, by bike or using public transport.

In addition, it links with other strategies and plans at North Tyneside level, notably

    i.   Cycling Design Guidance;

    ii.   Transport and Highways Supplementary Planning Document (SPD);

    iii.   the North Tyneside Highway Asset Management Plan (HAMP), which covers maintenance of the highway network including cycleways and footways;

    iv.   the North Tyneside Travel Safety Strategy;

    v.   the North Tyneside Network Management Plan; and

    vi.   the Joint Health and Wellbeing Strategy.

everyday cycling

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Other links

- **Does your workplace have a Cycle to Work scheme yet? –** https://www.gov.uk/government/publications/cycle-to-work-scheme-implementation-guidance

- **Find a cycling club –** www.britishcycling.org.uk/clubfinder

- **Tyneside Walking and Cycling Index -** https://www.sustrans.org.uk/the-walking-and-cycling-index/tyneside-walking-and-cycling-index

North Tyneside

Local Cycling and Walking

Infrastructure Plan

Contents

Introduction to North Tyneside's Local Cycling and Walking Infrastructure Plan (LCWIP)

What is an LCWIP?

Local Cycling and Walking Infrastructure Plans (LCWIPs), as set out in the Department for Transport's (DfT) Cycling and Walking Investment Strategy (CWIS), are a strategic approach to identifying improvements to cycling and walking routes. LCWIPs will enable a long-term approach to developing local cycling and walking networks, typically over a 10 year period. Developing an LCWIP for North Tyneside will ensure the borough is well placed to make the case for future investment in cycling and walking provision.

Why prepare an LCWIP?

The key outputs of LCWIPs are:

- A network plan for walking and cycling which identifies prioritised routes that improve connectivity and core zones for further development
- A prioritised programme of infrastructure improvements for future investment
- A report which sets out the underlying analysis carried out and provides a narrative which supports the identified improvements and network.

Local authorities which have adopted LCWIPs are best placed to make the case for future investment, including external funding, for the cycling and walking network.

The production of an LCWIP offers authorities the chance to strengthen local partnerships with National Highways, Active Travel England, Network Rail and other stakeholders who can be influential in providing infrastructure to enable more walking and cycling. The LCWIP also provides an opportunity for an authority to demonstrate its commitment to related policy issues such as working towards being carbon net-zero; improved public health through active travel; supporting local air quality; and improving access to education and employment.

How to prepare an LCWIP

The Department for Transport (DfT) have produced a guidance document on how to develop a LCWIP; this sets out the LCWIP process as taking six stages as outlined below.

1. Determining Scope
2. Gathering Information
3. Network Planning for Cycling
4. Network Planning for Walking
5. Prioritising Improvements
6. Integration and Application

1.   Determining Scope

The LCWIP covers the borough of North Tyneside. North Tyneside is home to 209,000 residents (2020 Mid-Year Population Estimate); many people also travel into the area for work, including at major employment sites such as Cobalt and Quorum business parks, or to visit North Tyneside's town and district centres, while the borough welcomes many visitors including those arriving via the international ferry service to North Shields.

Within the Our North Tyneside Plan, the Authority committed to developing an action plan of the steps we will take and the national investment we will seek to make North Tyneside carbon net-zero by 2030. The LCWIP will play a valuable role in helping the Authority to achieve this target.

The proportion of North Tyneside residents who cycle to work increased by 20% in the ten years to 2011 (Census data). The Authority has adopted the North Tyneside Cycle Strategy which set a target to achieve an annual increase in cycling trips of 7%. In 2021, cycling growth within the borough has increased by 61% when compared with the baseline set in 2018, 40 percentage points higher than the Authority's target growth for the year.

Strategic Cycle Routes, shown in the form of a 'tube map', were identified in the development of North Tyneside's Cycling Strategy: using good quality cycling infrastructure constructed within the street setting, the Strategic Cycle Routes will be supported by a grid of local routes suitable for cycling, with the aim that these will be separated by no more than 250m.

The borough's four town centres are defined in the Local Plan: North Shields, Whitley Bay, Wallsend and Killingworth. The North Shields masterplan and the emerging Wallsend masterplan consider cycling and walking links in these town centres – as such, in terms of walking zones the LCWIP focuses mainly on Whitley Bay and Killingworth, and will be used to inform the masterplan for Whitley Bay and regeneration plans for the North West of the borough as these are developed.

Many journeys in the borough cross the boundary into the neighbouring local authority areas of Newcastle and Northumberland, and cross-boundary working with these authorities will continue as the LCWIP is further developed. The Tyne Pedestrian and Cyclist Tunnels and the Shields Ferry also provide an important link in cycling and walking journeys to destinations south of the Tyne.

In line with this approach, the focus of the LCWIP will be on cycle routes identified within the 'tube map' and associated 'last mile' connections into town centres. The focus for walking improvements will be Whitley Bay and Killingworth town centres, as set out above.

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2.   Information Gathering

The LCWIP is an evidence-led document which determines the a programme for walking and cycling improvements for the borough. Several tools are used to analyse the existing data and prioritise the identified improvements.

The information considered as part of the LCWIP is set out in the following sections.

2.1   Policy

The LCWIP is prepared in accordance with the following North Tyneside Council documents:
- Our North Tyneside Plan 2021-2025
- the Local Plan 2017-2032
- the Joint Health and Wellbeing Strategy 2021-2025
- the North Tyneside Transport Strategy 2017-2032
- the Cycling Strategy 2018-2032
- the Cycling Design Guide
- Transport and Highways Supplementary Planning Document
- the Highway Asset Management Plan (HAMP) 2017-2032
- the Network Management Plan
- the Travel Safety Strategy.

2.2   North Tyneside Transport Network

In terms of major highways, the A19 strategic road corridor provides north-south connections, facilitating access southwards to South Tyneside, Sunderland and Durham, and northwards to Northumberland. The A19 and A1 are managed by National Highways and are outside the control of the Authority: these north-south major roads create an element of severance for east-west cycling and walking journeys within the borough.
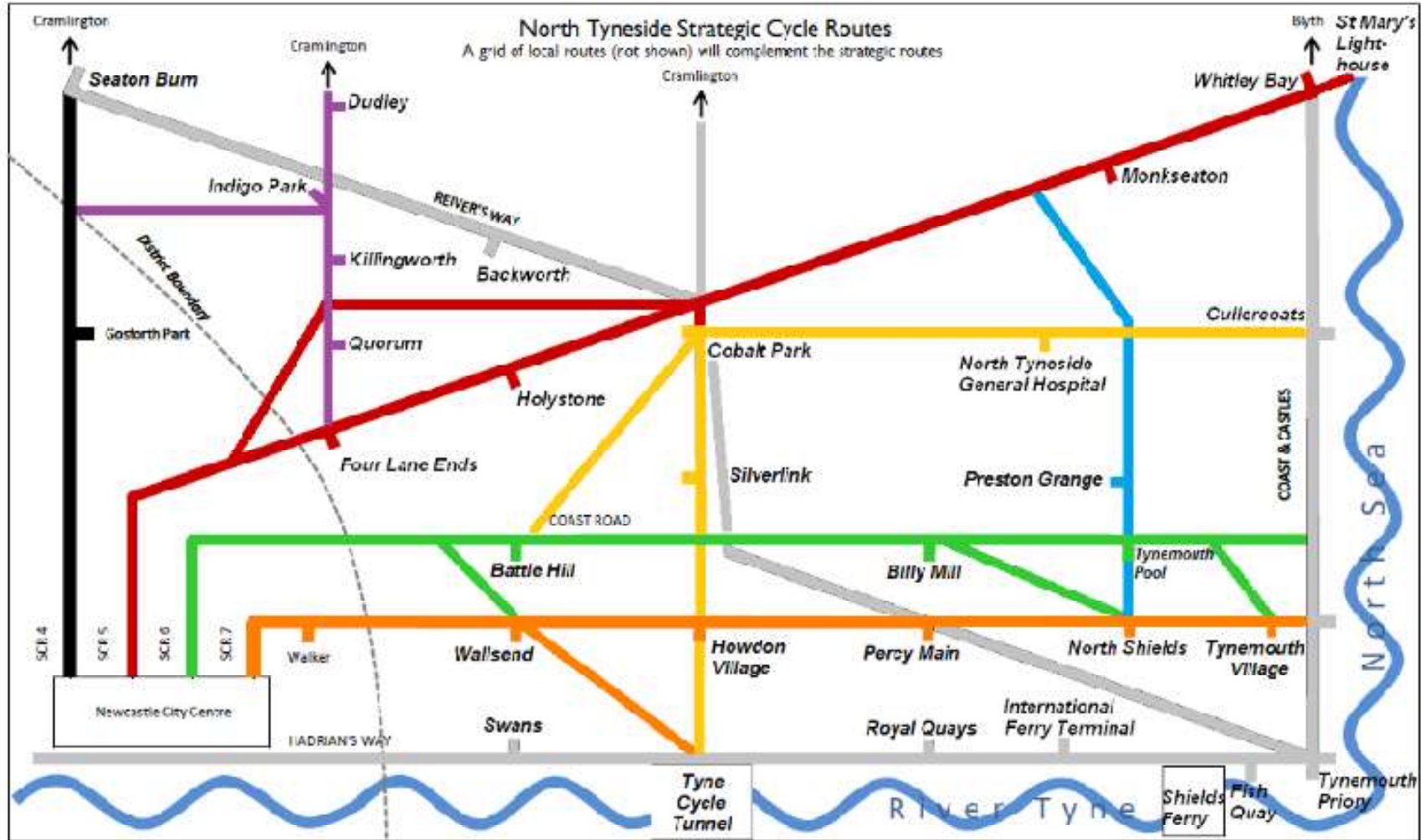
The dual carriageway A1058 Coast Road and A1056 Killingworth Way provide significant east-west connections and a number of other A class roads managed by the Authority serve the borough, including the dual carriageway A189 and east-west connections such as the A191, A193 and A187. Many of these routes also serve journeys between Northumberland and Newcastle upon Tyne and link to the A1 and A19.

North Tyneside has 17 stations on the Tyne and Wear Metro system, which serves three of the four town centres and acts as a valuable link to employment and housing areas in the borough, as well as connecting to Newcastle Central Station and Newcastle Airport. Folding cycles can be carried on Metro at all times, and standard bicycles can be carried on much of the network, including all stations in North Tyneside, at off-peak times on weekdays and all day at weekends. Furthermore, the Northumberland Line major project is set to provide the borough's first station on the National Rail network, adjacent to Northumberland Park Metro station, which would enable bicycles to be carried on trains to and from Ashington and Newcastle.

The cross-Tyne Shields Ferry service provides a link between North and South Shields and can carry a number of bikes on board. The Tyne Pedestrian and Cyclist Tunnels, which have provided a valuable link between destinations on both sides of the Tyne since 1951, reopened in August 2019 following refurbishment work.

The 'tube map' network of Strategic Cycling Routes for the borough (see Figure 1) was adopted as part of the North Tyneside Cycling Strategy; it is noted that a grid of local routes will complement the strategic routes. The map includes the National Cycle Network (NCN) routes serving the borough, which make use of parts of North Tyneside's Waggonways network of car-free paths for cycling, walking, wheeling and horse riding. Links can also be made into the Public Rights of Way (PRoW) network, which can be particularly suitable for leisure journeys.

Figure 1 - Strategic Cycle Routes 'Tube Map'

North Tyneside Strategic Cycle Routes
A grid of local routes (not shown) will complement the strategic routes

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2.3   Data sets

2.3.1   Travel to work patterns

Cycling and walking journeys are made for a wide variety of purposes: however switching to cycling or walking for the journey to work can be particularly beneficial both for an individual's health, as the work journey is usually travelled frequently and at all times of year, and more widely, as it reduces pressure on the transport network, particularly at the busiest times of day when air pollution from vehicles can be highest. Census data indicates each individual's main mode of travel to work.

Data from the 2011 Census shows that, as in most local authorities, the private car was the largest single mode of travel to work in North Tyneside, with 58% of residents in employment driving a car to work. However, this figure varied across the borough, reflecting a combination of socio-economic and transport access factors.

Quorum and Cobalt Business Parks were identified as key employment sites within the borough, however the largest recorded traffic movements within North Tyneside were classified as cross-boundary trips between the North West of the borough and Newcastle City Centre. This covers all forms of transport such as motor vehicles, walking, cycling and public transport. This includes people from outside of the borough travelling to employment sites such as Quorum Business Park, and residents of the North West travelling towards Newcastle.

2.3.2   Trip generators and attractors

The LCWIP Technical Guidance notes that trip origin points are usually the main residential areas, whereas significant destination points include the following:
- Town and district centres
- Employment areas or large individual employers
- Educational establishments
- Hospitals
- Supermarkets
- Leisure facilities
- Transport interchange facilities, including the Metro network and a rail station on the planned Northumberland Line

The key development sites within the North Tyneside Local Plan, Killingworth Moor and Murton, were also considered to give an understanding of where future demand may be. Understanding the locations and proposals allows the network to be developed in a way that recognises how links in the developments will form part of the 'tube map' of Strategic Cycling Routes.

2.3.3   Safety

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North Tyneside Council's Travel Safety Strategy aims, alongside the North Tyneside Local Plan, to provide a safer environment for road users, including people cycling and walking, and to continue to reduce the number of people injured on the transport network. It includes actions around education initiatives, working with public transport organisations, co-ordination with delivery partners, and use of new technology

The safety of the network is reviewed annually as part of the North Tyneside Transport Strategy Annual Report. The report analyses the collision data within the borough and looks to understand any common themes between the collisions.

2.3.4   Propensity to Cycle Tool

An analysis of the network has been undertaken using the Department for Transport's Propensity to Cycle Tool (PCT). The tool uses algorithms to determine local links to destinations which would notionally have strong potential to realise greater uptake of cycling.

Using the Government's targets of doubling cycling in England between 2013 and 2025, Figure 2 shows what the top 20% forecast areas for cycle commuting might be under the 'Government Target' scenario. The areas largely reflect travel to major employment sites within the borough and a high propensity of cross boundary trips into and out of Newcastle.

Figure 2 – Propensity to cycle tool – top 20 areas to have the highest forecast two-way cycle flows for work purposes.
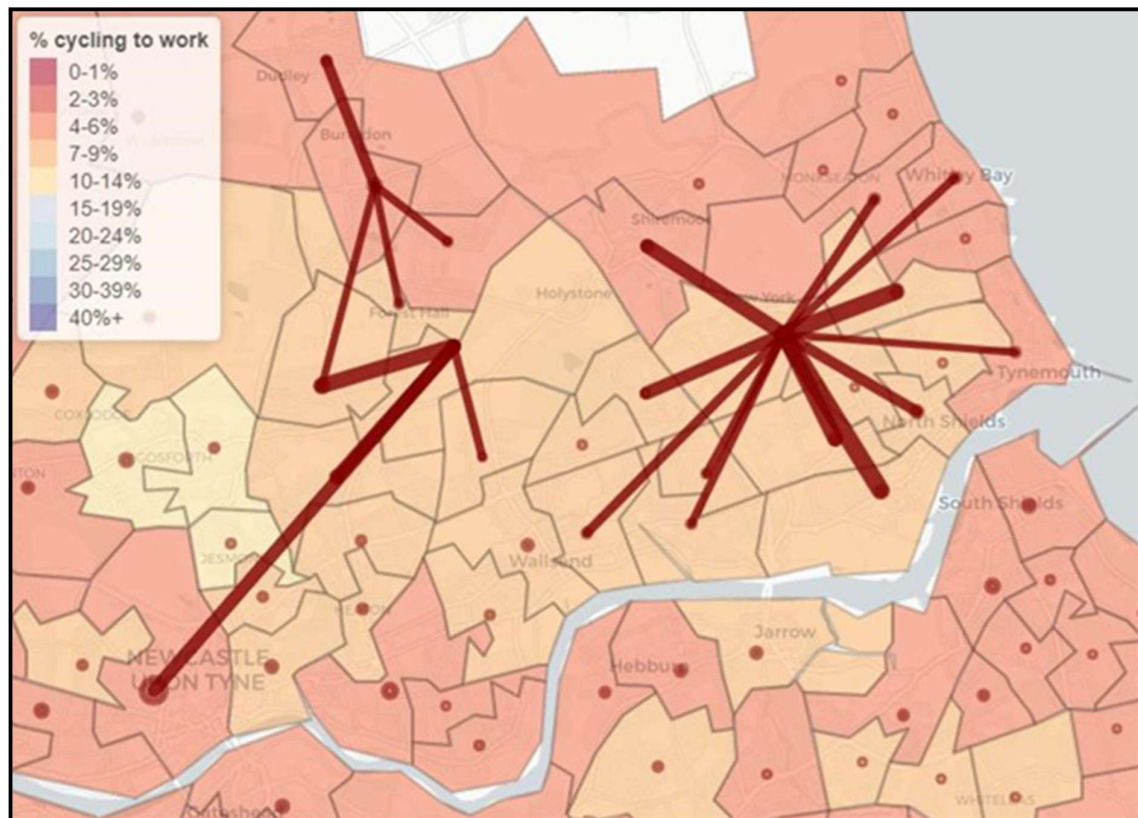
3. Network Planning for Cycling

3.1   Establishing cycle infrastructure improvements

The North Tyneside network of Strategic Cycle Routes, as shown in Figure 3, serves as the 'Primary' desire line network in the LCWIP – these represent routes likely to carry high cycling flows and which link large residential areas to trip attractors such as a town centre or business park. It is intended that these will act as the most direct and convenient routes for everyday cycling between key destinations.

Figure 3 - Strategic Cycle Routes shown on map

As specified in the North Tyneside Cycling Strategy, these strategic routes will be supported by a grid of local cycling and walking routes with the aim that everyone is within 250m of a cycle route. These would form the 'Secondary' and 'Local' desire line routes when aligned to the LCWIP hierarchy definitions. The work undertaken for the LCWIP focuses on the 'Primary' network of Strategic Cycling Routes shown on the 'tube map'.

As part of the LCWIP process, each of the Strategic Cycling Routes identified in the 'tube map', including the National Cycle Routes, was recorded and examined using the RST, with specific attention to current and proposed:
- directness
- gradient
- safety
- connectivity

- comfort
- critical junctions

Routes were divided into sections and each section had a Route Selection Tool document created for it. These documents were then used to compile an overall, comparable set of information for each route, proposals for infrastructure improvements, and anticipated impact.

This enabled recommendations to be prioritised, as well as ensuring that proposals meet design specifications.

3.2   Last Mile

Once the Strategic Cycle Network had been investigated, the focus turned to the links from those routes into the borough's town centres. This piece of work, referred to as 'Last Mile' analysis, covered Wallsend, Whitley Bay and Killingworth town centres; North Shields was not investigated as part of the last mile exercise as improvements have already been designed and consulted upon for its links to the strategic cycle network as part of the North Shields Masterplan.

Analysis of the routes took the same form as the Strategic Cycle Network and it is anticipated that the last mile routes would be linked to their surrounding routes in terms of prioritisation.

Table 1 – 'Last mile' routes

Town centre	Route Code	Road(s)	Route connections	
			From	**To**
Whitley Bay	WB1	Hillheads Rd (A191)	Blue or Yellow	Red
Wallsend	W1	Station Road (A186)	Green	Orange
	W2	Kings Road South	Green	Orange
	W3	Park Road	NCN72	Orange
Killingworth	K1	Killingworth Way (A1056)	Purple	Town centre (end destination)
	K2	Northgate	Purple NCN10	Town centre (end destination)

The route (WB1) identified for Whitley Bay town centre is A191 Hillheads Road. Potential cycling improvements to this section of the network would see a direct connection to the town centre from Foxhunters roundabout and connect the Blue or Yellow route with the Red route. Figure 5 shows the extents of the route.

Figure 4 - Whitley Bay Last Mile route

Figure 5 - Wallsend Last Mile routes

Wallsend Town centre has three last mile routes. The routes from the town centre to the north would connect the Green route with the Orange route via Station Road (W1) and Kings Road South (W2). Both routes would provide direct connections to the town centre from the Coast Road.

The route to the south would connect the Orange route with the NCN72. The route (W3) is located on Park Road.

The last mile routes for Killingworth look to link the purple route and NCN10 with the town centre. K1 is located on A1056 and looks to connect Weetslade roundabout with Northgate. This will connect to route K2 which will direct users from A1056 to Killingworth town centre.

Figure 6 - Killingworth Last Mile routes
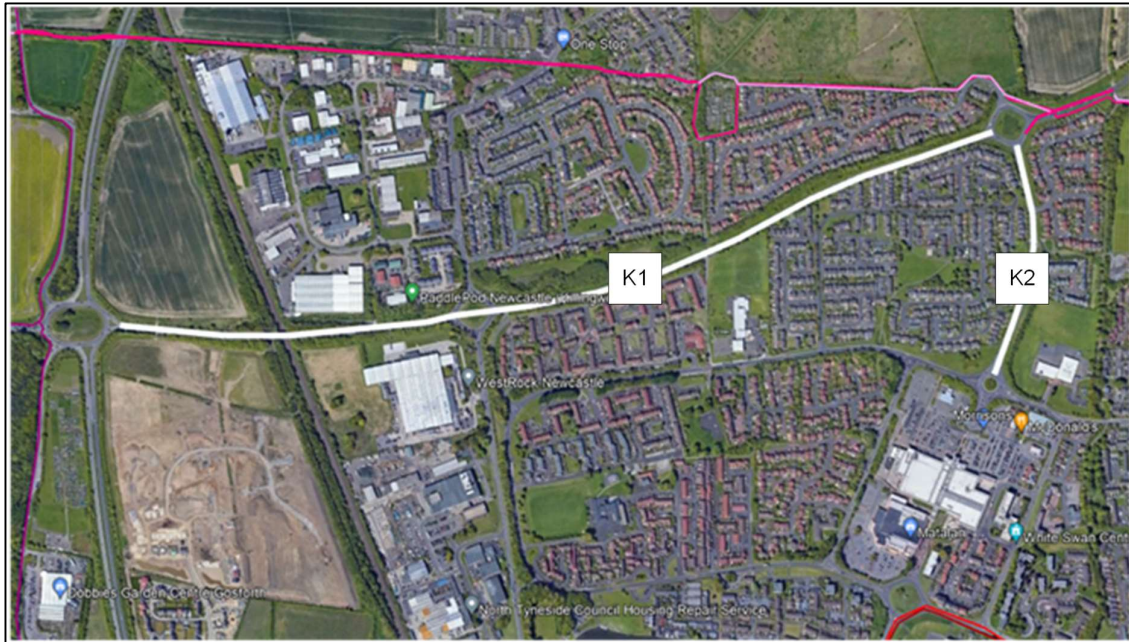
3.3   Cross Boundary Routes

The borough is bordered by two other authorities: Northumberland County Council to the north and Newcastle City Council to the west. The borough is also connected to South Tyneside Council via the Tyne Pedestrian and Cyclist Tunnels as well as the Shields Ferry. North Tyneside's strategic cycle network provides opportunities to improve connectivity between the neighbouring Authorities. Table 2 below shows the key cross boundary locations. The Authority will continue to work with neighbouring authorities to deliver the network and ensure route continuity.

Table 2 – Key cross boundary locations

Connecting Authority	Route	NTC Identifier
Newcastle	A191 Front Street and A188 Benton Lane	Purple / Red
	A1056 Sandy Lane	Purple / Black
	A1058 Coast Road	Green
	NCN 72	Pink

Northumberland	Dudley Lane, Dudley	Purple
	NCN 1 – Coastal Route	Pink
South Tyneside	NCN 72	Pink

3.4   Making recommendations

The data from the Route Selection Tool (RST) was utilised to score the individual sections of the routes in a transparent measure. The Authority will treat this as a live document which means any new routes can be considered and incorporated within the plan.

The routes were measured against the metrics shown in Figure 7 to determine a table of prioritisation. Tables 3 and 3a show the list of prioritised routes across the 'tube map' and last mile routes.

Figure 7 – Metrics for cycle routes (based on Department for Transport guidance)

Metrics used for prioritisation of final cycling route sections

EFFECTIVENESS
- Number of cycling trips
- Benefit
- Quality

POLICY
- Link important destinations
- Grow the economy
- Improve safety
- Improve health and wellbeing
- Link to public transport
- Increase leisure and tourism
- Enable cycling to school

ECONOMIC
- Cost
- Value for money

DELIVERABILITY
- Constraints
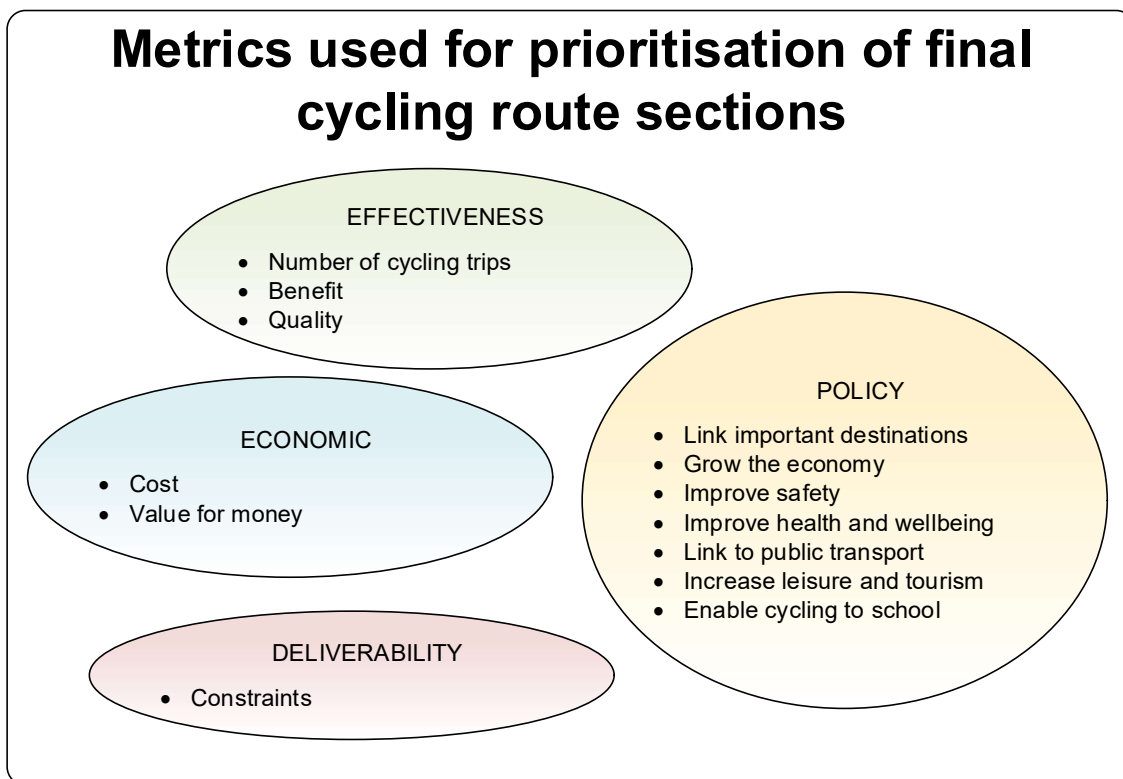
Table 3 shows prioritisation based on DfT process. Other factors will affect the order in which sections of route will be delivered, e.g. new developments and regeneration plans; the availability of developer funding; and successful bids for external funding.

Table 3 - Cycle route section prioritisation

Route code	Prioritised Route Grouped by strategic route (colour) average ranking, then by ranking of individual route.	TOTAL SCORE	Ranking	Estimated Cost
Blue B	Earsdon bypass - Monkseaton - NT Hospital	34.6	3	£5-10m
Blue A	North Shields - Monkseaton	34.4	4	>£20m
NCN72	NCN - Riverside route	34.8	2	£0-5m
NCN10	NCN - Reivers route	30.8	6	>£20m
Black Path	Dust path from A19 to Rising Sun	27.4	15	£10-15m
NCN1	NCN - Coastal route	14.5	43	£5-10m
Purple A	Dudley - Four Lane Ends	29.2	10	>£20m
Purple C	Sandy Lane	25.5	21	£10-15m
Purple B	Salters Lane	21.6	34	£0-5m
Red C	Pavilion - Great Lime Road	31.6	5	£10-15m
Red D	Four Lane Ends - Wheatsheaf	30.7	7	£15-20m
Red A	Killingworth Road Bridge - Great Lime Road	30.6	8	£5-10m
Red J	Sainsburys to seafront (Rendezvous café)	27.0	16	>£20m
Red K	Sainsburys to Monkseaton Metro	26.9	17	£10-15m
Red M	Monkseaton Metro - Spanish City (NORTH option)	26.8	18	£0-5m
Red F	Wheatsheaf - Holystone Roundabout (SOUTH option)	25.5	22	£5-10m
Red I	Grey Horse roundabout - Sainsburys	25.2	24	£5-10m
Red N	Monkseaton Metro - Spanish City (SOUTH option)	24.2	26	£5-10m
Red B	Great Lime Road	23.4	29	£5-10m
Red E	Wheatsheaf - Holystone Roundabout (NORTH option)	23.2	31	£5-10m
Red O	Park View, Park Road	23.1	32	£5-10m
Red H	Toby - Grey Horse Earsdon Road	20.2	37	£5-10m
Red L	Spanish City - St Mary's lighthouse	19.2	39	£15-20m
Red G	Toby - Grey Horse Shiremoor bypass	16.8	42	£5-10m
Yellow E	Billy Mill Lane Roundabout - Foxhunters	28.5	11	£0-5m
Yellow B	Cobalt hospital - New York Norham Rd roundabout	27.7	13	£5-10m
Yellow D	New York Norham Rd roundabout - Billy Mill Lane Roundabout (SOUTH option)	27.4	14	£5-10m
Yellow F	Foxhunters - Coast	26.3	19	£5-10m
Yellow I	Odeon Roundabout - A193 / Ridley Avenue junction (WEST option)	23.5	28	£5-10m
Yellow H	Odeon Roundabout - A193 / Ridley Avenue junction (EAST option)	23.3	30	£0-5m
Yellow J	A193 / Ridley Avenue junction - Pedestrian Tunnel	21.9	33	£5-10m
Yellow G	Cobalt Hospital - Odeon Roundabout	20.3	36	£15-20m
Yellow A	Holystone Roundabout - Cobalt Hospital	19.5	38	£0-5m
Yellow C	New York Norham Rd roundabout - Billy Mill Lane Roundabout (NORTH option)	11.9	46	£0-5m

Table 3 (cont) – Cycle route section prioritisation

Route code	Prioritised Route Grouped by strategic route (colour) average ranking, then by ranking of individual route.	TOTAL SCORE	Ranking	Estimated Cost
Green A	Willis Building - Norham Rd	27.8	12	£10-15m
Green F	Billy Mill Avenue	25.9	20	£5-10m
Green D	Broadway	24.4	25	£0-5m
Green C	Norham Road - The Coast (via Beach Rd)	23.9	27	£5-10m
Green B	Coast Road - West Street	21.2	35	£5-10m
Green E	Billy Mill Roundabout - North Shields (via Queen Alexandra College)	13.2	44	£10-15m
Orange C	North Shields to Tynemouth	38.0	1	£5-10m
Orange D	Ropery Lane / Hadrian Road	29.5	9	£0-5m
Orange F	Bewicke Street	25.4	23	£0-5m
Orange B	Wallsend - North Shields	19.2	40	>£20m
Orange A	Wallsend	13.1	45	£0-5m
Orange E	Bewicke Road	10.5	47	£0-5m
Black A	Seaton Burn - North Gosforth	18.0	41	>£20m

Table 3a – Last mile prioritisation

Route code	Prioritised Route 'Last mile' route from a strategic route to a town centre. Only considered if associated strategic route section is to be constructed.	TOTAL SCORE	Ranking (linking Table 3)	Estimated Cost
WB1	Whitley Bay last mile - Hillheads Road	-	26	£5-10m
W1	Wallsend last mile - Station Road	-	45	£5-10m
W2	Wallsend last mile - Kings Road South	-	45	£5-10m
W3	Wallsend last mile - Park Road	-	40	£0-5m
K1	Killingworth last mile - Killingworth Way	-	48	£5-10m
K2	Killingworth last mile - Northgate	-	48	£0-5m

North Tyneside Council — Working in partnership with Capita

4. Network Planning for Walking

4.1 Establishing walking infrastructure improvements

North Tyneside has four town centres as defined in the Local Plan: Whitley Bay, Killingworth, Wallsend and North Shields. The Authority has committed in Our North Tyneside Plan to regenerate the high streets of North Shields and Wallsend, develop masterplans for Wallsend and Whitley Bay town centres and bring investment and improvements to the North West area of the borough.

North Shields has a masterplan in place and the Wallsend masterplan is in development. Both masterplans look to incorporate walking improvements, alongside cycling improvements, within their respective areas. Therefore the Core Walking Zones (CWZ) identified as part of the LCWIP are Whitley Bay and Killingworth.

The main routes through each CWZ were identified, and a set of streets established that were to be audited using the Department for Transport's Walking Route Audit Tool (WRAT). Each street / section (as appropriate) had a WRAT document created for it, with specific attention to:

- attractiveness
- comfort
- directness
- safety
- coherence

These documents were then used to compile an overall, comparable set of information for each area, and set of proposals.

All routes were recorded in their entirety via video camera. Each street was recorded by travelling and filming its entire length.

The streets assessed within Whitley Bay town centre are as follows:

1. Marine Avenue
2. Park View (north-south section)
3. Park View (east – west section)
4. Whitley Road (western section)
5. Whitley Road (eastern section)
6. Victoria Terrace
7. Station Square
8. Station Road
9. Esplanade
10. Promenade
11. Park Road
12. South Parade
13. Park Avenue (north section)
14. Park Avenue (central section)
15. Park Avenue (south section)

Figure 8 – Whitley Bay Core Walking Zone Streets

Figure 9 – Killingworth Core Walking Zone Streets

The streets assessed within Killingworth are as follows:

1. Northgate
2. Southgate
3. Citadel East
4. Citadel West
5. East Bailey
6. West Bailey

4.2   Making recommendations

The findings of all WRATs were used to create a table for each Core Walking Zone which highlights issues and proposes infrastructure.

A prioritisation framework was established and the factors used can be seen in Figure 10. It represents the anticipated impact of the proposed infrastructure on each of the streets

Whilst the Department for Transport's WRAT primarily focuses on walking improvements it also covers a number of metrics which are critical to wheeling improvements. Key metrics which contribute to a good wheeling environment are footway widths, footway conditions and suitable crossing provision.

> **Wheeling is defined as an equivalent alternative to pedestrian-based mobility and covers wheelchairs, mobility scooters etc.**

The types of measures considered as part of the walking improvements are:

- Crossing improvements
- Road space reallocation – widened footways
- Footway resurfacing
- Decluttering street furniture
- Street lighting improvements

Figure 10 – Metrics for walking routes

Metrics used for prioritisation of final walking routes

EFFECTIVENESS
- Number of walking trips
- Benefit

POLICY
- Improve safety
- Improve health and wellbeing
- Link important destinations
- Link to public transport
- Level of car ownership
- Level of deprivation
- Enable cycling to school

ECONOMIC
- Cost
- Value for money

DELIVERABILITY
- Constraints
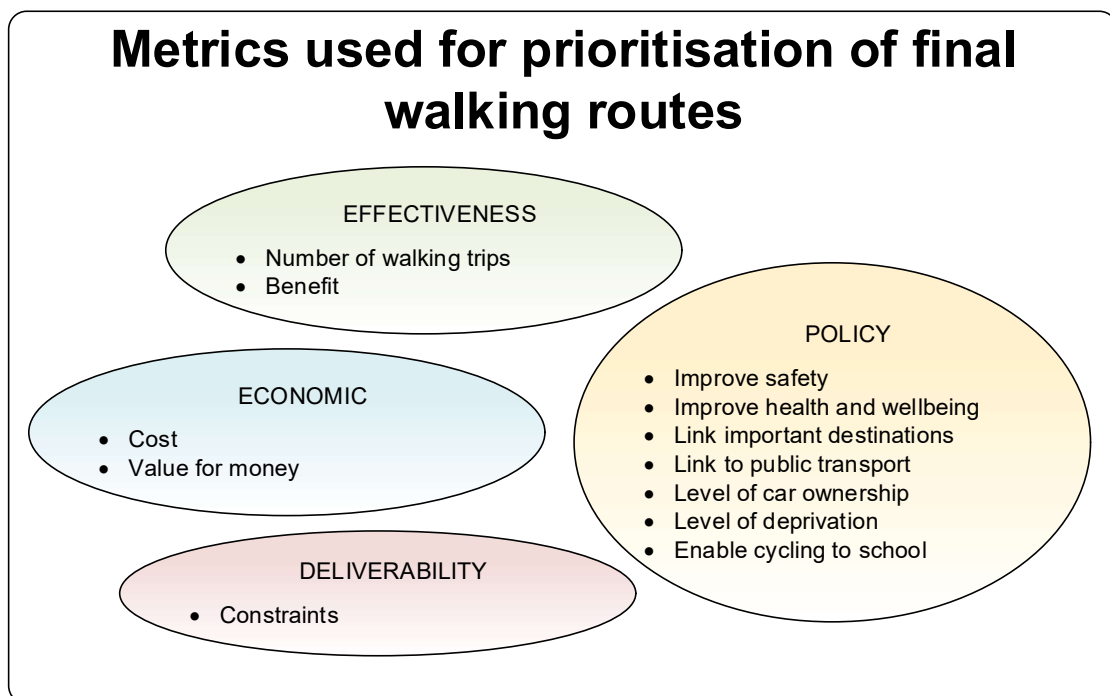
Table 4 - Street Prioritisation (referring to walking only)

Town	Street	TOTAL SCORE	Ranking	Estimated Cost
Whitley Bay	Park Avenue (North Section)	41.37	1	£0-100k
	Park Road	37.25	2	£0-100k
	Park Avenue (South Section)	35.67	3	£0-100k
	Marine Avenue	34.89	4	£100-200k
	Station Square	33.86	5	£0-100k
	Whitley Road (Western section)	33.68	6	£0-100k
	South Parade	32.66	7	200-300k
	Victoria Terrace	31.34	8	£0-100k
	Station Road	31.07	9	£0-100k
	Whitley Road (Eastern section)	30.47	10	£100-200k
	Esplanade	30.35	11	>300k
	Park Avenue (Central Section)	28.95	12	£100-200k
	Park View (North - South section)	27.48	13	>300k
	Promenade	Existing provision is suitable		
	Park View (East - West Section)	Existing provision is suitable		
Killingworth	Southgate	41.94	1	£0-100k
	East Bailey	37.58	2	200-300k
	Citadel East	36.34	3	£0-100k
	West Bailey	33.30	4	>300k
	Northgate	30.41	5	£0-100k
	Citadel West	30.23	6	£0-100k

5.   Prioritising Improvements

The list of prioritised routes has been shown in Tables 3, 3a and 4 within the previous sections.

The Authority will seek to invest in these routes as part of long-term plans to create a high quality cycling network throughout the borough and improve walking links. The order of works is not definitive, e.g. the Authority may choose to deliver sections of the network in conjunction with large residential developments identified within the Local Plan.

Other factors such as town centre masterplans may also see one route prioritised over another as the Authority will look to extend the reach of town centre improvements by enhancing cycling and walking infrastructure around the area where possible. The improvement works identified within the LCWIP will help inform the future masterplan for Whitley Bay and regeneration plans for the North West.

6. Integration and Application

6.1   Funding history within North Tyneside

North Tyneside Council has a track record of successful funding applications related to improved walking and cycling schemes.

In 2021/22 the Authority has secured nearly £1.6m from the Government's Active Travel Fund (ATF) Tranche 2 for works which reallocate road space to support cycling and walking and £7.6m from the Transforming Cities Fund (TCF) for infrastructure measures which support cycling, walking and public transport.

In May 2022 the Authority was successful in being awarded £3.5m from ATF Tranche 3 to move ahead with plans for a permanent, segregated, two-way safe space between the North Shields Fish Quay and St Mary's Lighthouse, known as the Sea Front Sustainable Route.

The Authority will apply the prioritisation work described above when determining future investment plans, including seeking external funding to enhance the cycling network and walking routes.

6.2   Developments within North Tyneside

The Authority have successfully worked with developers to ensure sections of the strategic network identified within Table 3 are incorporated within the layout of their development. Contributions have also been sought from new developments to enhance and expand the network. The Authority will continue to build upon its success with housing and commercial developers to ensure active travel infrastructure is included within developments.

Developers will be expected to comply with the Transport and Highways Supplementary Planning Document which sets out the expectation that developments will be required to adhere to LTN1/20 and the North Tyneside Cycle Design Guide. This will include seeking the provision of secondary and local routes for active travel which will connect to North Tyneside's strategic cycle routes.

6.3   Go Smarter in North Tyneside

The Go Smarter in North Tyneside initiative encourages behaviour change in everyday travel to schools, businesses and residential areas. This would be used in conjunction with new developments arising from the LCWIP.

Through Go Smarter, the Authority has implemented 'School Streets' at five locations within the borough, which has supported healthy and active travel and safety for children and parents in the vicinity of the school. The Authority will also look to ensure that, for any new housing developments which include schools, the highway layout is suitable for the installation of an effective 'School Street'. The Authority will also work with developers to

ensure that street layouts are designed to support convenient and direct journeys by cycling, walking and wheeling, providing an attractive alternative to car use.
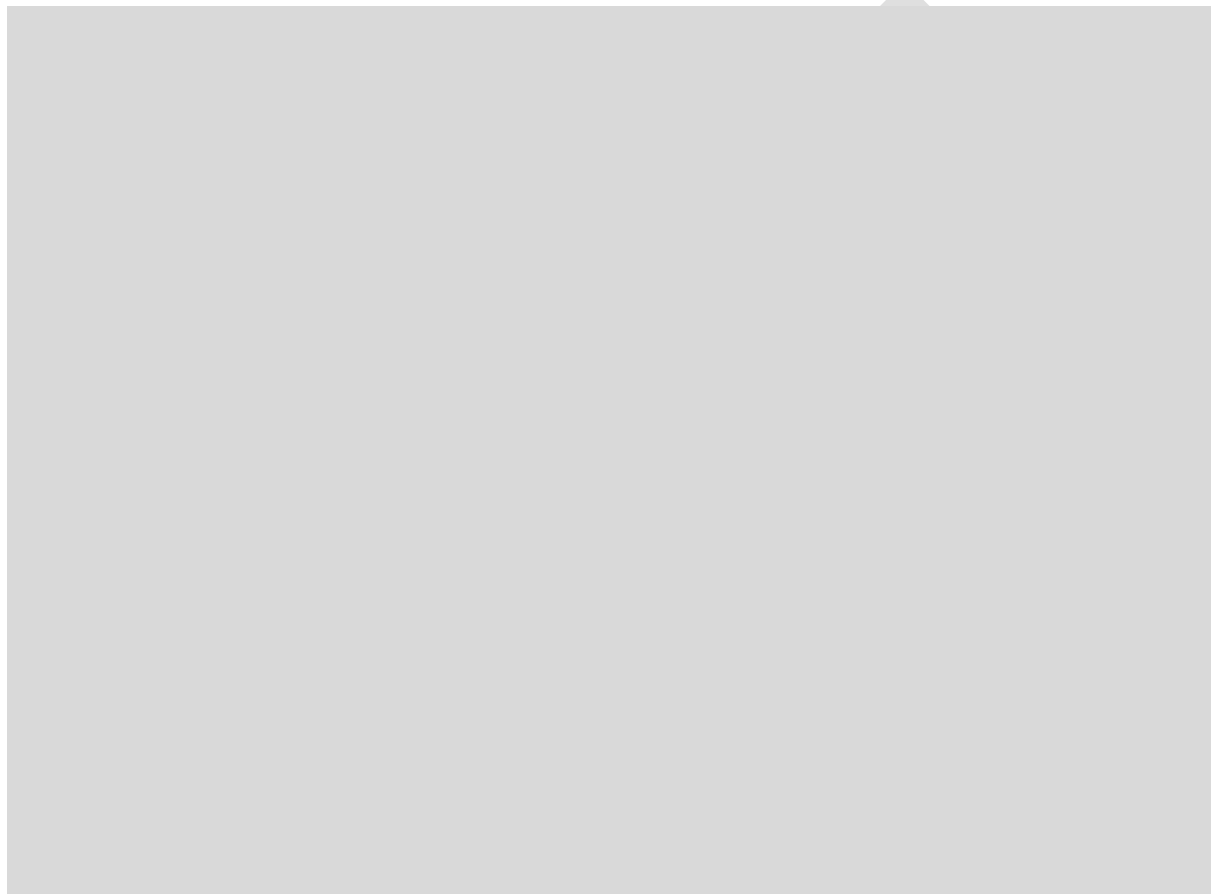

Another initiative covered by Go Smarter in North Tyneside is the national standard Bikeability training. The Authority will continue to deliver cycling training to school children through the Department for Transport's (DfT) Bikeability programme. This includes a range of types of training from pedal-free 'balance bikes' for younger children, to standard Level 2 and advanced Level 3 training.

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North Tyneside Cycling Design Guide

Specification for Designers

Date: September 2022 **Version:** Consultation

North Tyneside Council

Working in partnership with

Capita

Contents

1.   Introduction

1.1 Intended audience

This document is intended for use by designers for new developments and designers implementing highway improvement schemes within North Tyneside.

1.2 Overview

This document defines the *minimum* specification for cycle facilities in North Tyneside, as well as potential additional requirements as appropriate by the Developer or the Council.

1.3 Document aims and objectives

This document will provide a basis for ensuring that consistent, high quality design and appropriate cycle infrastructure is included for all new developments and highway improvement schemes. Using this design guide should reduce ambiguity and time spent seeking decisions and modifying designs as most scenarios are presented within the document.

1.4 Definitions

The provision of any facilities should cater for everyday cycling. The term 'cyclist' in this document refers to any person who chooses to use a cycle as a mode of transport. This includes children, elderly and inexperienced cyclists, as much as 'commuter' cyclists who tend to be adults that cycle on a regular basis

The term 'cycle' refers to the range of vehicles shown in Chapter 6, including hand cranked cycles and cycles that conform to the Electric Assisted Pedal Cycle Regulations 1983.

The terms 'pedestrian' and 'walking' include people using mobility aids i.e. wheelchairs on the footway and people with physical, sensory or cognitive impairments who are travelling on foot.

The term 'cycle track' is used in this document in its widest sense to describe routes for cycling that are within the highway boundary that are physically separated from motor vehicles and pedestrians.

2. Policy background

2.1 Transport Strategy

The Transport Strategy for North Tyneside sets out the Council's aspirations for transport in the borough. The vision for the Strategy is; "***Moving to a green, healthy, dynamic and thriving North Tyneside***." It sets out five principles which are key to achieving this:

I. **Reduce carbon emissions from transport;** commitment to publish an action plan of the steps it will take and the national investment it will seek to make North Tyneside carbon net-zero by 2030.

II. **Improve health outcomes;** this relates to people, communities and the local environment.

III. **Support inclusive economic growth;** through effective movement for people, businesses and goods and to support the regional aim of "more and better jobs"

IV. **Improve connectivity;** with all parts of the borough, the region, the rest of the country and the world

V. **Manage demand and enable smart choices for all;** help people, businesses and visitors find out how to get to where they need to on transport networks, assets and address current and future transport challenges.

In July 2019 North Tyneside Council declared a Climate Emergency. The Our North Tyneside Council Plan 2021-25 has the stated ambition that "We will publish an action plan of the steps we will take and the national investment we will seek to make North Tyneside carbon net-zero by 2030."

2.2 Key contacts

Email: cycling@northtyneside.gov.uk
Tel: 0191 643 2221

Network Management
North Tyneside Council
Quadrant West 2nd Floor
Cobalt Business Park
The Silverlink North
NE27 0BY

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3. Principles of designing for cycling

There are a number of principles for cycling that designers must appreciate when providing cycling infrastructure. LTN1/20 states that the '*Networks and routes should be* ***Coherent; Direct; Safe: Comfortable*** *and* ***Attractive****.'* North Tyneside Council have adopted the principles below, adapted from Making Space for Cycling, which was written by Cambridge Cycling Campaign in 2014:

1. *People need protected space for cycling*

   Mixing with traffic generally puts people off cycling. Appropriate infrastructure, away from traffic, can make cycling convenient and sociable

2. *People like simple, direct routes*

   Simple, direct routes help a cyclist maintain momentum. Direct routes are always shorter and wayfinding is easier.

3. *People prefer cycling away from pedestrians*

   Shared use spaces are rarely a suitable form of cycling infrastructure except where pedestrian flows are very low. Shared spaces are generally considered inconvenient to cyclists as they are slow and can be a poor use of highway space. Shared use routes are also poorly perceived by pedestrians as they can become the vulnerable user in an area they would normally feel safe.

4. *People want to maintain momentum*

   Stop-start cycling is hard work. For this reason, cycle infrastructure provided must allow for continuous movement wherever possible. Cycle tracks must not give way at every side road and driveway. All cycling infrastructure should avoid tight corners and must aim for a smooth movement.

5. *People want to be visible*

   Cycle infrastructure should be designed to allow people to see each other regardless of what type of vehicle they are using.

6. *People like level surfaces*

   A route with constantly varying heights requires more effort to ride and is less comfortable. Ideally, off road cycle tracks should not change height at driveways and junctions.

7. *People want unobstructed routes*

   Street furniture, such as signposts, lamp columns etc. must not be located within the cycle route. These obstructions cause constrictions along the route.

8. *People want to cycle away from parked cars*

Safely overtaking parked cars can be problematic for cyclists. Car doors, reverse parking and pinch points on the carriageway can all cause problems for cyclists. Car parking off street or offset from the main carriageway helps to avoid blocking a cycle route.

9. *People need somewhere to park their bike*

Good quality cycle parking is essential for the start and end of the journey. This means providing secure stands near the entrance to a building, on streets and at interchanges.

10. *People want well maintained infrastructure*

Cycle infrastructure must be designed to facilitate easy maintenance, to avoid overgrown vegetation and enable winter treatment.

11. *People want to commute to work*

The UK has seen an increase in the number of people choosing to cycle to their place of work. In England, around 4% of commuting trips are cycled each year (NTS0409).

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4. Planning for cycling

4.1 North Tyneside's network

North Tyneside has a well-established network of existing cycling and walking routes. Free plans of these routes can be obtained via North Tyneside Council's website.

In 2017 the Government published its first Cycling and Walking Investment Strategy (CWIS) of which Local Cycling and Walking Infrastructure Plans (LCWIP) are identified as a strategic approach to identifying cycling and walking improvements. Subject to topographical constraints the Authority is aiming to create a densely spaced network with a typical grid of 250m to 400m based on the density of the land use. This should enable easy travel between neighbourhoods and provide connections to the wider cycle network.

North Tyneside Council developed a Cycle Tube Map in 2018 for the borough that identified the strategic routes where the introduction of cycling and walking improvements would be prioritised, subject to funding. These routes have been audited in line with LCWIP and as such, the Authority has an understanding of the level of infrastructure that is achievable on the network.

A copy of the Cycle Tube Map can be found in Appendix A.

North Tyneside Council may request the developer to provide links from their site to existing cycle routes if they are located close to a strategic route shown on the Tube Map. Alternatively, the Authority may request a commuted sum to fund the installation of cycle provision off their site which will help provide infrastructure in line with the 250m to 400m grid as referenced earlier. The Authority's Transport and Highways Supplementary Planning Document provides further information on the expectation from developers.

5. Integrating cycling within highway improvements and new developments

5.1 Planning the network

Manual for Streets provides guidance on the planning of highway networks within new developments, ensuring they are connected to their surroundings through a choice of routes. LTN1/20 states cycling facilities should be regarded as an essential component of the site access and any off-site improvements that are necessary.

North Tyneside Council would expect the developer to consider cycling facilities in all applications. However, within larger sites it would be important to develop a network of routes that connect all parts of the development, with the aim of a densely spaced network with a distance of around 250m between cycle routes. The cycle networks would be expected to consist of the elements covered in this design guide;

- Route infrastructure (Chapter 8)
- Quiet mixed traffic streets (Chapter 9)
- Motor free traffic routes (Chapter 10)
- Junctions and crossings (Chapter 11)
- Cycle parking (Chapter 12)

The proposed infrastructure would be expected to meet the 5 core principles as set out in LTN1/20 and the 11 principles adapted from Making Space for Cycling as covered in Chapter 3.

5.2 Designing the network

The design of the highway layout within the new development should adhere to the guidance provided in this document. Typically, there are fewer constraints preventing designers from meeting the geometric requirements so North Tyneside Council expect that high quality cycle facilities should be provided in all new developments.

Figure 1and Figure 1Figure 2 show the measures North Tyneside Council would expect to see on a typical residential and typical commercial development.

Figure 1 - Typical layout of a residential estate

Main cycle provision near main carriageway (e.g. Cycle Track Section 8.3)

Designated route through estate to connect to nearby estates (e.g. permeability, Section 9.4)

Priority Crossing (e.g. raised crossing Section 11.5)

Connections from main cycle route into residential estate

Change in street scape (e.g. home zone / quiet street / low traffic neighbourhood, Section 9.2 and 9.3)

High quality crossing (Section 11.5)

Direct links from cycle network to places of interest – local shops, libraries, schools etc

Clear route through estate to connect to nearby estates (e.g. permeability, Section 9.4)

Priority crossing (e.g. Parallel crossing, Toucan crossing etc, Section 11.5)

Secure cycle parking for visitors at entrance to places of interest (Section 12)

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Figure 2 - Typical layout of a commercial / industrial layout

Secure cycle parking provided at front of office for visitors and rear of office for employees (Section 12)

Main cycle provision alongside carriageway (e.g. Cycle Track, Section 8.3)

Raised priority route through car park

High quality crossing (Section 11.5)

Clear route from cycle provision on main corridor to front of building

Priority crossing across vehicular accesses (Section 11.2)

Cycle provision within business park / industrial estate to connect to existing routes

High quality crossing (Section 11.5)

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6. Geometric requirements

6.1 Introduction

Developers are encouraged to familiarise themselves with the Department for Transport's LTN1/20 when considering the geometric requirements required for cycling provision. North Tyneside Council would expect all infrastructure to conform to this guidance. However, the sections covered in this document are considered key by North Tyneside.

6.2 Cyclist width requirements

Clear space is essential for cyclists to feel safe when travelling. The space needed for a cyclist to feel safe depends on the cyclist's dynamic envelope, the clearance when passing fixed objects and the distance and speed of other traffic. The topography of the site must be considered when designing cycle infrastructure. For example, when a cyclist is travelling uphill, they will sway more than travelling on flat ground. In these instances, the width of the cycling infrastructure must be increased to provide the safe width. LTN1/20 states that a cyclist will have a minimum typical space profile of around 1m. Cyclists travelling side by side or passing each other will require the minimum 1m each plus an additional 0.5m separation.

6.3 Headroom

Suitable headroom afforded to cyclists is essential when they are expected to travel beneath a sign or structure. At locations where signs overhang a cycle route, the recommended minimum mounting height in the Traffic Signs Manual is 2.3m. Cyclists require a minimum of 2.4m headroom at underbridges / subways. LTN1/20 recommends this is increased to 2.7m in instances where the underbridge is longer that 23m in order to allow more natural light.

6.4 Dimensions and types of cycles

Designers would be expected to consider a range of cycles within their layout to ensure the infrastructure is suitable for all users. The design, width and length of a bike has an impact on its turning circle.

Electric assisted pedal bikes, also known as e-bikes, are becoming increasingly popular in the UK. E-bikes offer users assistance in tackling steeper gradients through the use of a motor with a maximum output of 15.5mph. Whist e-bikes are comfortable using infrastructure at speed, they are generally heavier than ordinary cycles and can be difficult to handle at low speeds and when stationary. However, in design terms they are considered to be pedal cycles and can use infrastructure designed for cycling.

Figure 3 shows the typical dimensions of cycles.

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Figure 3 - Typical forms of cycles and their dimensions

6.5 Cycle lane and track widths

The cycle width provision shown in Table 1 is North Tyneside's recommended absolute and desirable minimum widths for its infrastructure. It mirrors the widths as specified in LTN1/20. The table also provides information on widths to accommodate higher cycle flows.

The absolute minimum would only be considered at locations where there are physical constraints on existing roads. North Tyneside Council would not consider anything other than the desirable minimum width on new routes constructed as part of a new development, and would encourage the developer to futureproof their schemes.

In instances where site-specific constraints make it difficult to achieve the desirable design characteristics, the designer is encouraged to explore alternative means of achieving consistent and continuous cycle facilities along the route. Such interventions could include (but are not limited to):

- Remove or relocate parking and loading bays

- Inset bus stops

- Make links one-way

- Alter or narrow footway configurations as appropriate

- Reduce vehicle speeds such that links can be reclassified and require reduced cycling infrastructure

- Consider mixing provision along a given link such that it transitions between different cycle link types as appropriate.

In retrofit locations it will not always be possible to achieve the minimum widths set out in Table 1 and there will be a necessity to compromise. North Tyneside Council will consider designs on an individual basis where existing constraints restrict the desired widths or prevent types of infrastructure from being installed in line with this guidance.

Table 1 - Required widths for cycle provision

Cycle Route Type	Direction	Peak hour cycle flow (either one way or two-way depending on cycle route type)	Desirable minimum width (m)	Absolute minimum width at constraints (m)
Protected space for cycling (including light segregation, stepped cycle track, kerbed cycle track)	1 way	<200	2.0	1.5
		200-800	2.2	2.0
		>800	2.5	2.0
	2 way	<300	3.0	2.0
		300-1000	3.0	2.5
		>1000	4.0	3.0
Cycle Lane	1 way	All – cyclists able to overtake on carriageway	2.0	1.5

Table 1 provides the desired widths of cycle infrastructure where no edge constraints are present, such as boundary walls, barriers. Additional widths in line with Table 2 should be added to the proposed design to ensure the cycle provision is an appropriate effective width for users.

Table 2 - Additional widths required to maintain effective width

Type of edge constraint	Additional width required to maintain effective width of cycle track (mm)
Flush or near flush surface including low and splayed kerbs up to 60mm high	No additional width needed
Kerbs 61mm to 150mm high	200
Vertical feature from 151mm to 600mm high	250
Vertical feature above 600mm high	500

6.6 Visibility splays

Visibility is a key factor which should be considered when designing all types of junctions. Visibility splays are defined by their X and Y distances, Figure 4, taken from LTN1/20 shows the basic layout.

Figure 4 - Visibility splays (LTN1/20)
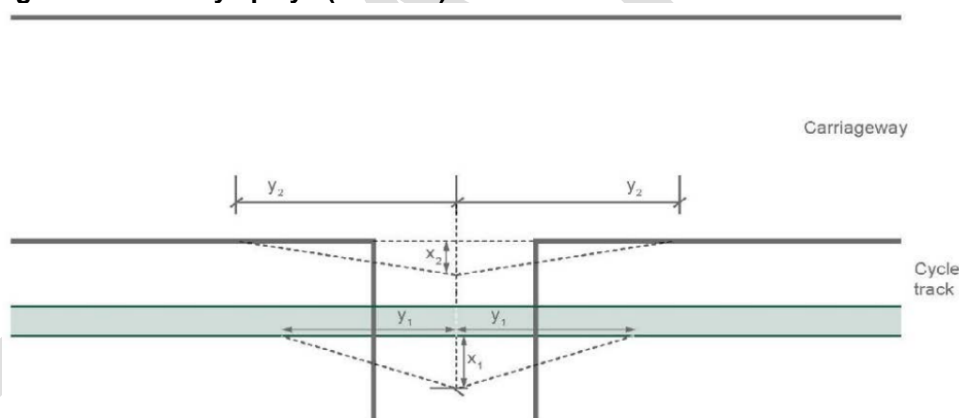
Manual for Streets recommends an X distance of 2.4m, which allows one car at a time to check along the main alignment before exiting the minor arm. On cycle tracks a longer X distance is preferred as they reduce the stop/start effort and may enhance safety. The desirable minimum 'x' distance according to LTN1/20 is 4.5m.

6.7 Horizontal alignment

High quality horizontal alignment would be expected on cycle provision within new developments. The routes should not be diverted away from the desire line, disjointed or include obstacles. Changes to the alignment should be in simple curves designed to accommodate different types of cycle along with the anticipated design speed. Well designed routes will allow cycles to maintain momentum.

Appropriate forward visibility in line with Manual for Streets 2 should also be considered when designing the horizontal alignment. Designers should not position

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fences, walls, trees etc close to bends on cycle routes as this will likely impact the visibility splay.

Table 3 shows the minimum horizontal radii taken from LTN1/20 that would be expected on cycle tracks within North Tyneside.

Table 3 - Horizonal radii for cycle tracks

Design speed (kph)	Minimum horizontal radius (m)
40	40
30	25
20	15
10	4

6.8 Crossfall and camber

Cycle tracks can be created with either a crossfall or camber subject to their surrounding environment to keep them clear of standing surface water. The required gradient for all cycle tracks should not exceed 2.5% as it could have an impact on grip in icy conditions.

7. Level of provision

Speed Limit[1]	Motor Traffic Flow (pcu/24 hour)[2]	Protected Space for Cycling			Cycle Lane (mandatory/ advisory)	Mixed Traffic
		Fully Kerbed Cycle Track	Stepped Cycle Track	Light Segregation		
20 mph[3]	0 2000 4000 6000+	green	green	green	green / orange	orange→pink / pink
30 mph	0 2000 4000 6000+	green	green	green	orange / orange→pink	pink
40 mph	Any	green	orange	orange	pink	pink
50+ mph	Any	green	pink	pink	pink	pink

- 🟩 Provision suitable for most people
- 🟧 Provision not suitable for all people and will exclude some potential uses and/or have safety concerns
- 🟪 Provision not suitable for all people and will exclude most potential uses and/or have safety concerns

Speed Limit	Total traffic flow to be crossed (pcu)	Maximum number of lanes to be crossed in one movement	Uncontrolled	Cycle Priority	Parallel	Signal	Grade separated
≥60 mph	Any	Any	pink	pink	pink	pink	green
40 mph and 50 mph	≥10000	Any	pink	pink	pink	green	green
	6000 to 10000	≥2	pink	pink	pink	green	green
	0-6000	2	pink	pink	pink	green	green
	0-10000	1	orange	pink	pink	green	green
≤30 mph	>8000	>2	pink	pink	pink	green	green
	>8000	2	pink	pink	orange	green	green
	4000 - 8000	2	orange	orange	pink	green	green
	0 - 4000	1	orange	green	green	green	green
	0 - 4000	1	green	green	green	green	green

- 🟩 Provision suitable for most people
- 🟧 Provision not suitable for all people and will exclude some potential uses and/or have safety concerns
- 🟪 Provision not suitable for all people and will exclude most potential uses and/or have safety concerns

8. Route infrastructure

8.1 Introduction

This section covers the key principles for provision of cycle infrastructure on busy or high-speed routes. The aim of designers should be to design a cycle route which is segregated from both pedestrians and motorists.

8.2 Road space reallocation and lane widths

Creating space for cycling would likely require reallocation of road space within the highway boundary. This should be achieved by reducing the width for motorists rather than pedestrians. The UK generally adopted a standard practice of 3.65m lanes in line with the Design Manual for Roads and Bridges, but this should not always be considered the preferred width. Lane widths of between 3.2 and 3.9m allow motor vehicles to drive alongside a cyclist without crossing the centre line, but without any safety margins for the comfort or protection of cyclists. This may lead to close overtaking that may endanger the cyclist and result in prosecution for the motorist. Table 4, in line with LTN1/20 shows preferred lane widths in North Tyneside for urban areas carrying mixed traffic.

Table 4 - Carriageway lane widths

Feature	Desirable Minimum	Absolute Minimum	Notes
Traffic lane (cars only, speed limit 20/30mph)	3.0m	2.75m	2.5m only at offside queuing lanes where there is an adjacent flared lane
Traffic lane (bus route or >8% HGV's or speed limit 40mph)	3.2m	3.0m	Lane widths of between 3.2 and 3.9 are not suitable for cycling in mixed traffic
2-way traffic lane (no centre line) between advisory cycle lanes	5.5m	4.0m	4.0m width only where AADT flow <4000 vehicles and/or peak hour <500 vehicles with minimal HGV/bus traffic

Designers should refer to Table 7.3 of LTN1/20 for widths of other carriageway features such as bus lanes with cyclists or parking bays.

8.3 Cycle Tracks

A cycle track is a section of highway adjacent to, but not on the carriageway, that has been dedicated for use by cyclists. Key design features of a cycle track include;

- Suitable effective width
- Smooth horizontal alignment
- Raised priority junctions

Cycle tracks are the preferred facility for key cycle links in North Tyneside. The reason for this is they provide a safe route for cyclists of all abilities and confidence levels. They also allow for continuous movement with minimal stop/starting procedures for cyclists.
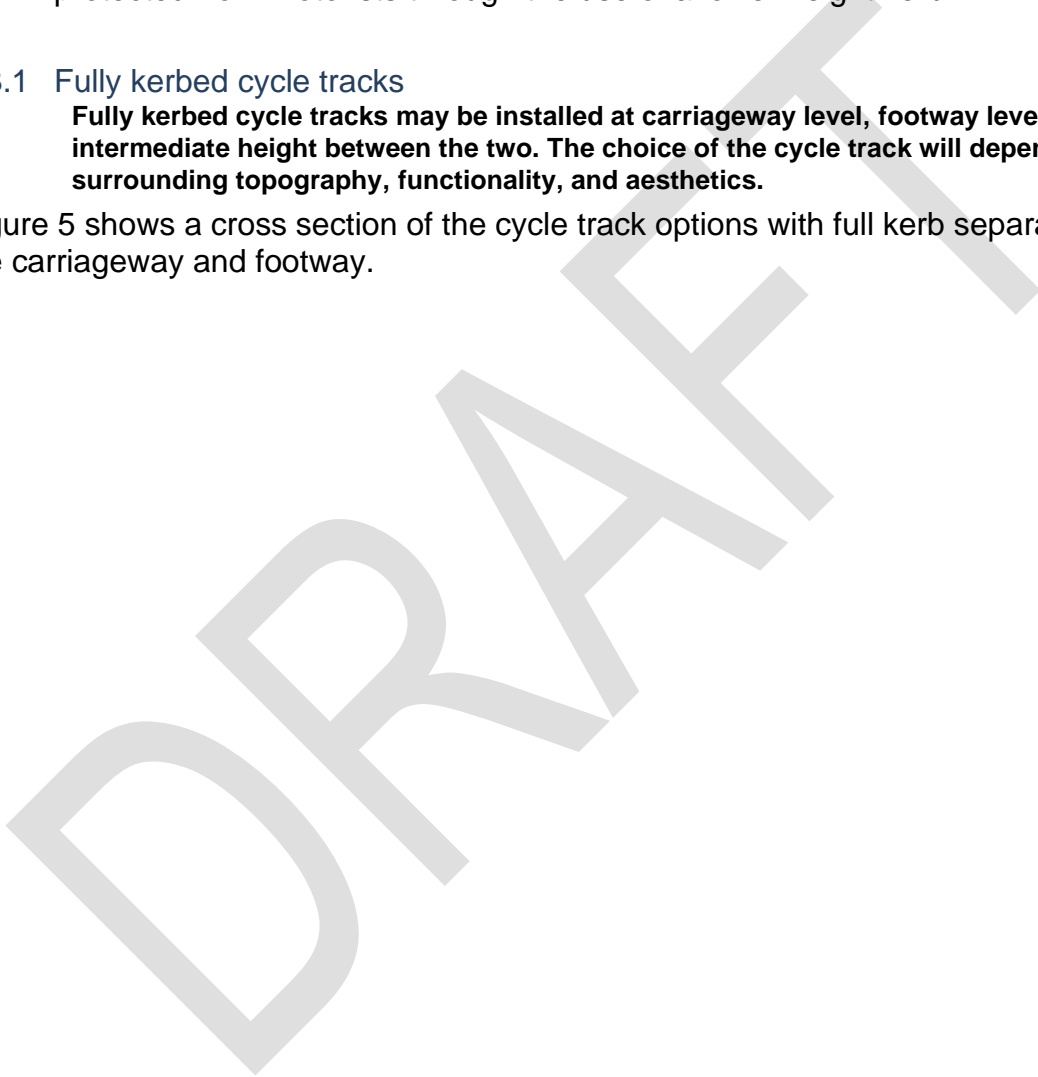
Cycle tracks may be;

- Fully kerbed cycle tracks – this form of cycle track is protected from motorists through the use of a full height kerb, preferably with a buffer between the cycle track and carriageway; and

- Stepped cycle tracks – this provision (formally known as hybrid cycle tracks) is set at an intermediate level between the footway and carriageway, and is protected from motorists through the use of a lower height kerb

8.3.1 Fully kerbed cycle tracks

Fully kerbed cycle tracks may be installed at carriageway level, footway level or at an intermediate height between the two. The choice of the cycle track will depend on the surrounding topography, functionality, and aesthetics.

Figure 5 shows a cross section of the cycle track options with full kerb separation from the carriageway and footway.

Figure 5 - Cycle track cross section (LTN 1/20)
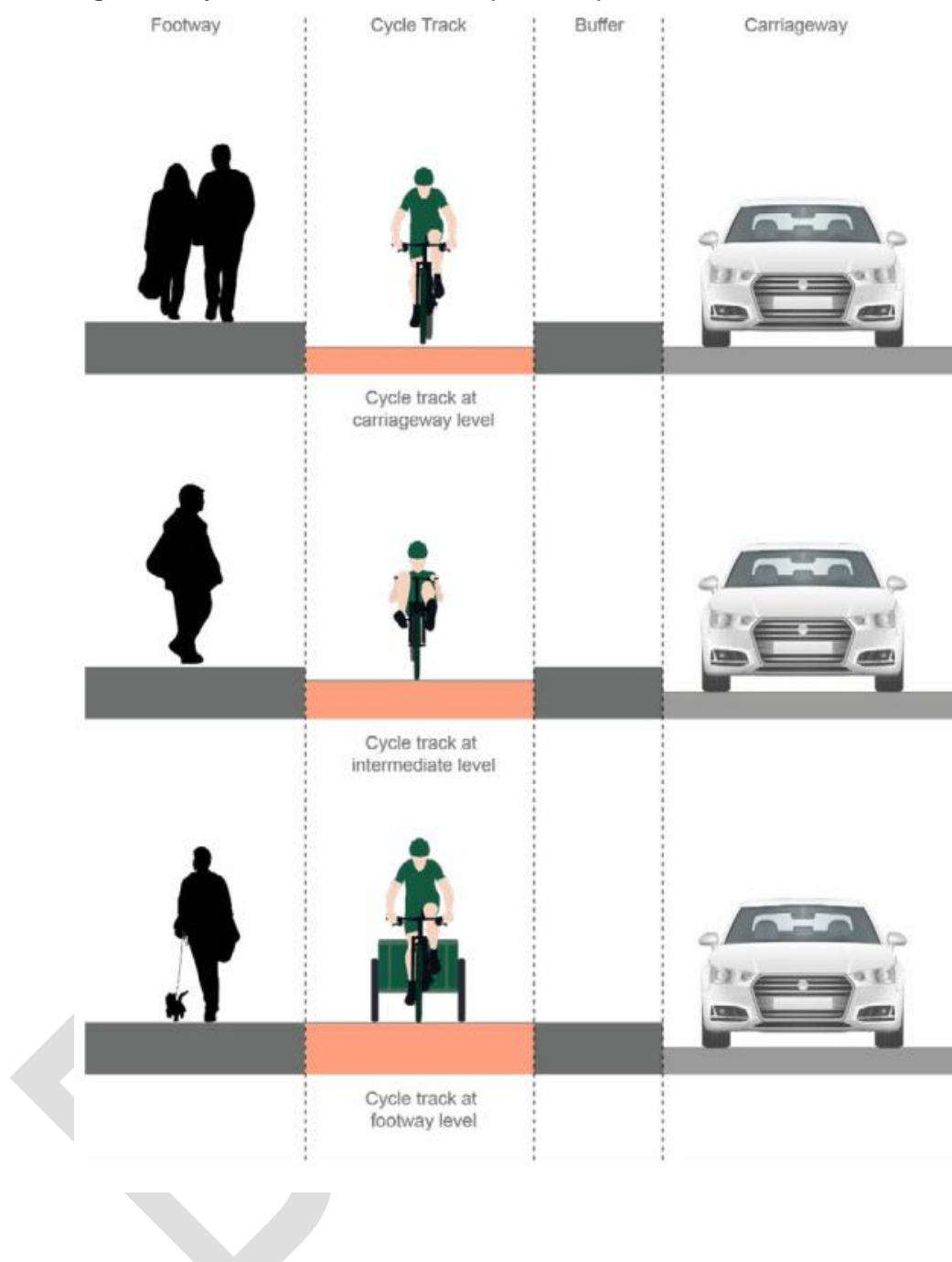
Cycle tracks should generally be provided on both sides of the road, this will prevent the need for the provision of suitable crossing points at numerous locations along the route. The inclusion of a buffer zone adjacent to the cycle track offers safety for cyclists using the provision and can positively contribute to the streetscape. A buffer also allows for other infrastructure to be accommodated such as bus boarders or as a waiting area for pedestrians to cross. Table 1Table 5 shows the minimum horizontal separation widths as set out in LTN1/20.

Table 5 - Horizonal separation based on speed limit

Speed Limit (mph)	Desirable minimum horizontal separation (m)	Absolute minimum horizontal separation (m)
30	0.5	0

40	1.0	0.5
50	2.0	1.5
60	2.5	2.0
70	3.5	3.0

Two-way cycle tracks on one side of a road can be considered an appropriate measure in some locations. For example, where a large number of side streets or high levels of pedestrian activity are present on one side of the road. They also offer the advantage of taking up less space within the highway boundary when compared with one way cycle tracks. However, there are design issues which should be considered, such as crossing facilities, where trip generators are located on both sides of the road.

8.3.2 Stepped cycle tracks

Stepped cycle tracks consist of a terraced approach from the cycle track to the carriageway. They are normally one way in the same direction of flow as the adjacent traffic lane. Key design features of this form of cycle infrastructure include;

- Vertical separation from the footway and main carriageway to provide greater protection than a cycle lane

- Cycle priority at side roads and vehicle accesses

- Bus stop bypasses on bus routes

Parking demands should be considered when implementing a stepped cycle track. Due to lower levels of the cycle track motorists can often use it as a parking area. Therefore, appropriate restrictions or raised buffer zones should be provided to prevent parking and protect cyclists

8.3.3 Pedestrian crossings on cycle tracks

The cycle track design should allow pedestrians the opportunity to cross with priority at busy locations such as junctions or bus stops. Formal crossings are recommended for use on all two way cycle tracks and busy one way cycle tracks. The recommended formal crossing type in North Tyneside is a zebra crossing. If there is a level difference between the footway and cycle track then the cycle track should be raised to the footway level for the extents of the crossing point to slow cyclists on the approach to the crossing. The zig zag markings typically associated with zebra crossings can be omitted on cycle lanes.

8.3.4 Parking at cycle tracks

Cycle tracks located between parked vehicles and the footway provide a greater level of comfort and safety for cyclists in comparison with cycle lanes on the offside of the parked vehicles.

Kerbed island separation or light segregation that provides a buffer zone of 0.5m between cyclists and parked vehicles is recommended to reduce the risk of collisions between car doors and cyclists. A clear level width of 2.0m is recommended in areas

where cycle tracks pass parked vehicles to allow sufficient space for cyclists to negotiate past motorists loading/unloading their vehicles. Figure 6 shows the recommended layout when cycle tracks interact with parked vehicles.

Figure 6 - Cycle track layout adjacent to parking (LTN 1/20)
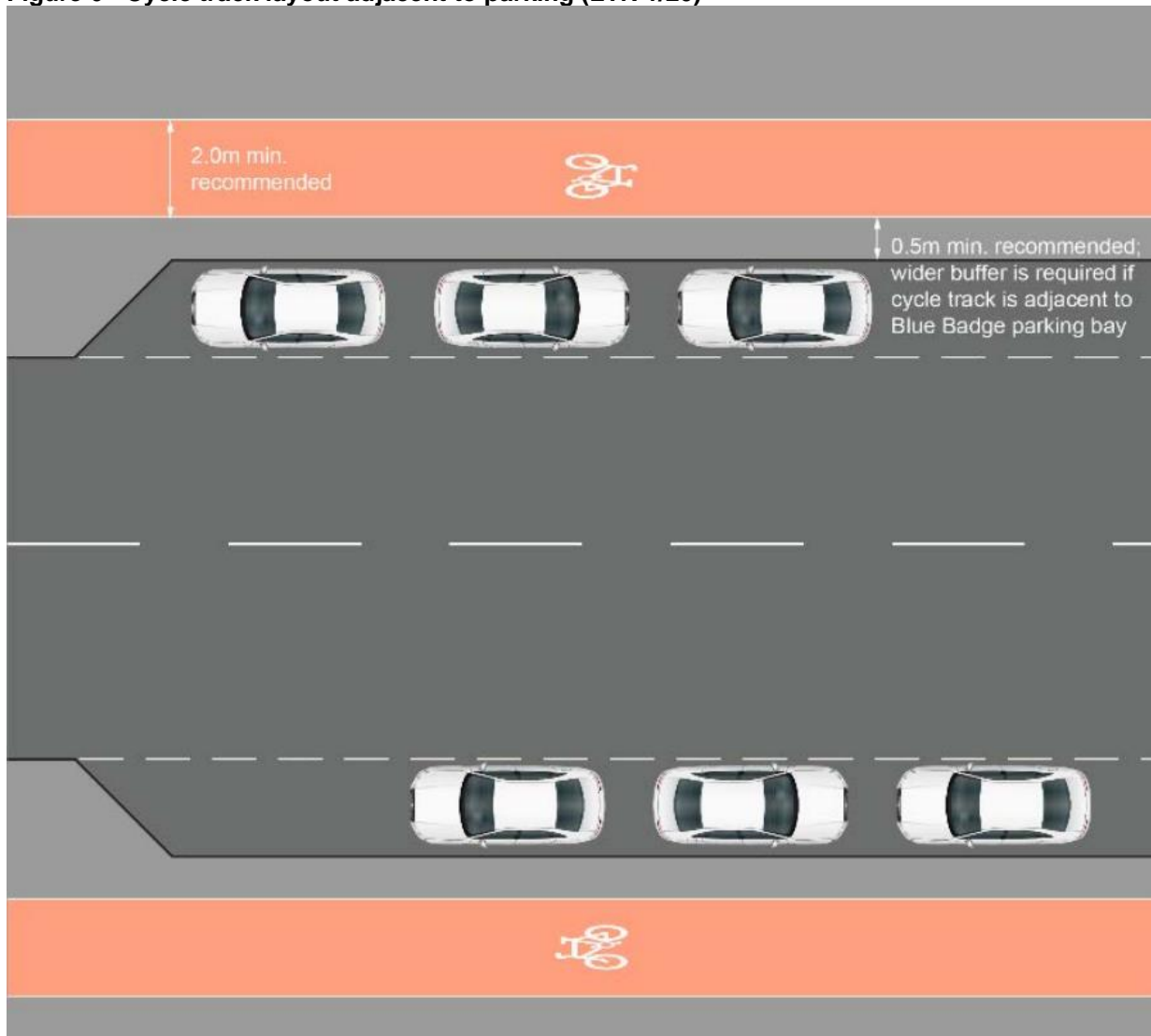
8.4 Light segregation

Where on-carriageway routes have been identified as the preferred solution, designers are expected to consider options which provide additional protection between the cycle lane and general traffic lane in order to provide better separation. The types of light segregation can include;

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- Wands,

- Armadillos,

- Orcas,

- Hatch / chevron markings

Light segregation is generally used to support mandatory cycle lanes for one way cycling but can be used to protect two way cycle facilities. The relatively low cost of light segregation means that it can be considered a beneficial addition to mandatory cycle lanes that offer greater protection to the cyclist.

In accordance with Table 1, it is recommended that cycle lanes with light segregation are a minimum width of 2.0m in order to provide appropriate clearance to provide sufficient effective width to allow overtaking within the confines of the cycle lane.

Low level segregation is not recommended in areas where pedestrians may cross the carriageway as this presents a trip hazard. A run of low level features should begin with a vertical feature to alert road users of their presence. Vertical features should be repeated where a break in provision is required for side road and major junctions.

8.5 Cycle Lanes

Cycle lanes can be either mandatory or advisory. Mandatory cycle lanes exclude other traffic from using them at all times. Advisory cycle lanes signify an area of carriageway that other vehicles should not enter unless it is safe to do so. Where mandatory cycle lanes pass side road junctions, they should be replaced with short sections of advisory cycle lane to achieve continuity. This would also highlight the presence of cyclists on the main route for motorists negotiating the side road junction.

Cycle lanes should be considered only for carriageways where motorised traffic volumes and traffic speeds are low. As covered in Section 6, cycle lanes should be 2.0m wide but may be reduced to 1.5m where constraints are present. Cycle lanes should not be installed less than 1.5m wide as they would not suitably accommodate all ranges of cycles and could encourage close passing by motorists.

Cycle lanes can conflict with nearside kerb activities such as parking, loading and bus stops. Designers would be expected to minimise interactions with these activities through the use of bus stop bypasses and inset parking facilities.

Cycle lanes cannot be used with zig zag markings at controlled crossings but the zig zags can be offset up to 2m to from the kerb to maintain the space for cyclists.

8.6 Shared use

Shared use is the term used to describe a route that is shared between pedestrians and cyclists. Shared use can be either segregated or unsegregated through the use of

a continuous white line marking. The use of white line markings is generally not well adhered to and pedestrians crossing the line could encounter a greater conflict by walking or crossing on the cycle side.

North Tyneside Council regard shared use facilities as the lowest form of provision in the hierarchy of cycle infrastructure and would only allow for it to be provided in limited circumstances. If designed well shared use provision may be appropriate in the following situations;

- Alongside interurban and arterial roads where there are few pedestrians

- At and around junctions where cyclists are generally moving at slow speed, including association with crossing facilities

- In situations where a length of shared use may be acceptable to achieve continuity of a cycle route and;

- At situations where pedestrian and cycle flows occur at different times

Table 6 shows the expected widths for shared use provision. Where possible greater widths should be used to reduce conflict.

Table 6 - Width for shared use provision

Cycle Flows	Minimum width
Up to 300 cyclists per hour	3.0m
Over 300 cyclists per hour	4.5m

8.7 Cycling on bus routes

8.7.1 Bus lanes

Cyclists are usually permitted to use with flow and contraflow bus lanes. Although this is not a cycle specific form of infrastructure, bus lanes can offer some segregation for cyclists as they reduce the amount of interaction that a cyclist would have with general motor traffic. North Tyneside Council would expect bus lanes to accommodate cycling but may also request adjacent off-road provision subject to location. Whilst it is accepted that bus lanes will reduce interactions, they may still not be inclusive for all cyclists as they will still be required to interact with buses.

The minimum accepted width for a bus lane would be 4m, with a preferred width of 4.5m. This will allow buses to pass a cyclist with sufficient room. Bus lanes less than 4m wide will not be authorised within North Tyneside as this will encourage close overtaking or require a bus to leave the lane when overtaking a cyclist.

8.7.2 Bus gates

Bus gates are used to control routes and access to bus only areas. As with all access controls, cyclists would be expected to be exempt from the restriction.

8.7.3 Bus stop bypass

Bus stops will often appear on strategic routes where the provision of cycle tracks are regarded as necessary. At these locations a bus stop bypass must be provided.

A bus stop bypass takes a cycle track which is usually adjacent to a kerb on the approach to a bus stop, and routes it behind the bus stop; removing the need for cyclists to pass a stopped bus on the main carriageway. After the bus stop, the bypass either continues on to a cycle track or merges cyclists back into to the main carriageway.

The island for the bus boarder should be wide enough to accommodate the shelter as well as people waiting for a bus. The minimum recommended width for the island would be 2.5m. In instances where the cycle speeds and or volumes are anticipated to be high then the provision of a controlled crossing point will be required between the bus boarder and footpath.

**Figure 7 - Bus stop bypass layout (LTN 1/20)**
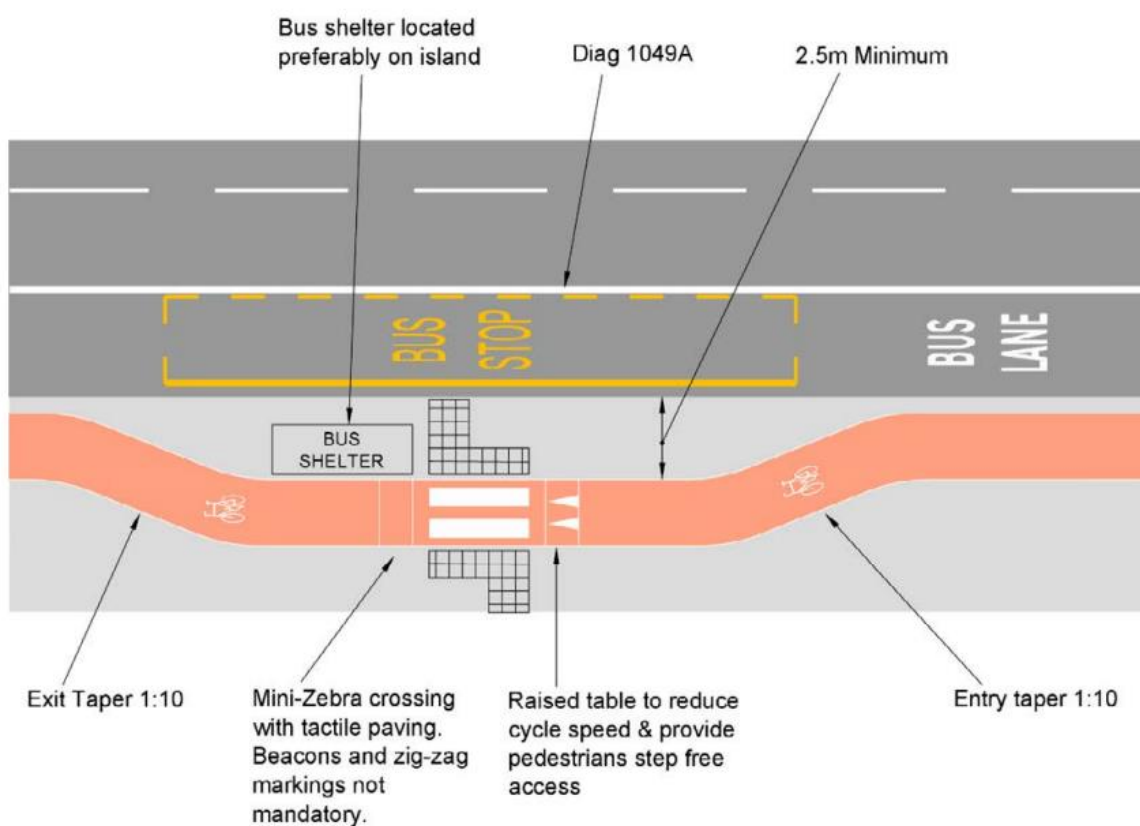
8.7.4 Bus stop boarder
It is also possible to route a cycle track between the bus boarder and the shelter. This is often done to create a smoother route alignment or where site constraints make it difficult to place the bus shelter within the boarder.

In order to implement a bus boarder it is necessary to introduce a shared area in the vicinity of the bus stop. The introduction of a shared area directly at the point people board and alight a bus does increase the potential for conflict. Therefore this layout is best suited to locations where bus services are less frequent and there are lower pedestrian volumes.

Good intervisibility is required between pedestrians waiting for a service and cyclists. it is recommended that an area for pedestrians crossing the track is clearly defined. This could be achieved through the use of paving.

Figure 8 - Bus boarder layout (LTN 1/20)
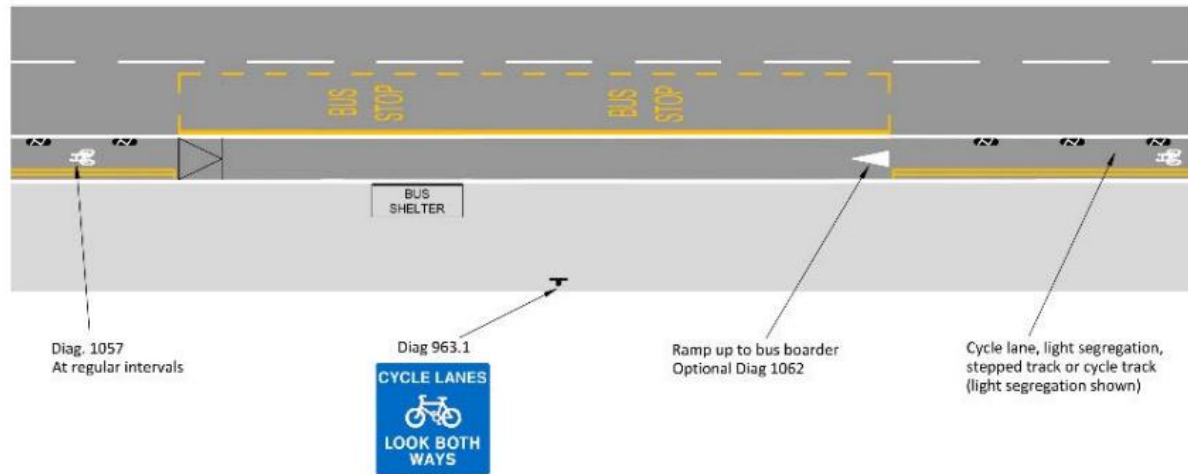
8.8 Transitions

A transition area is where a cycle track joins or leaves a carriageway. Designs should be carefully considered to minimise the risk of conflict between cyclists and motor vehicles. Where cycle tracks rejoin carriageways, the transition should be designed to minimise the risk of conflict whist not inconveniencing on-carriageway cyclists.

Tram and ladder tactile paving is essential where a cycle track is flush with the footway. This will reduce the likelihood of pedestrians inadvertently walking into the cycle track.

Cyclists leaving the carriageway can be at risk of losing control if the design of the transition isn't suitable. Dropped crossings are often installed leaving an upstand meaning cyclists have to make a sharp turn to negotiate the transition.

The desired transition style on new carriageway transitions will be through the implementation of a build out perpendicular to the carriageway alignment with a short section of mandatory cycle lane or taper markings. The build out may need a bollard to increase conspicuity. Transitions between cycle tracks and the carriageway should not include a kerb and would be expected to be via a continuous surface course.

It is accepted that there is not always highway space on existing carriageways to implement a buildout. Where the carriageway cannot be widened to create a buildout for a smooth transition, dropped kerbs may be used with an arrow marking on the carriageway. In these instances, it would be expected that the dropped crossing is installed flush with the carriageway, or with a 6mm check at locations where ponding is likely to occur.

Road gullies must not be located within the extents of a dropped crossing. At locations where the transition is near or on an approach to a pedestrian crossing point, a separate dropped crossing must be provided.

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9. Quiet mixed traffic streets

9.1 Street Design

Street design is key to making cyclists feel comfortable on roads with no cycle specific infrastructure. Speed reducing measures are a major contributory factor to help achieve the feeling of comfort. Lower vehicle speeds are known to reduce the likelihood of an accident but will also reduce the severity of an accident, should one occur.

Developers would be expected to design their new developments to conform to a 20mph speed limit. The speed limit must be self-enforcing through its design or via the implementation of speed reduction measures. Carefully designed horizontal alignment is the preferred form of self-enforcement. This can be achieved by avoiding long straight sections of carriageway which encourages higher motor vehicle speeds.

Specific information on speed reducing measures can be found in Local Transport Note 1/07 and in the Department for Transport's Traffic Advisory Leaflets on traffic calming. When investigating the use of appropriate traffic calming measures it is important that designers consider cyclists and take particular care so that they are not disadvantaged by their use. Further information on traffic calming design is covered in this section.

9.2 Home zones and quiet streets

A home zone will generally include a combination of the following features:

- gateway features
- a level surface
- indirect routes for traffic
- junction priorities removed
- areas of planting
- seats or play equipment
- appropriate signage

Quiet Streets are residential streets that give priority to people over vehicles. Quiet streets are based on a change in the way that people perceive the street. Motorists should feel that they have left the normal highway and entered an area where they can expect to find people who are using the whole of the street. It is the only form of street where no dedicated cycle infrastructure may be acceptable.

Quiet streets have similar design principles to Home Zones where the whole space is the same level and vehicular routes are highlighted through a contrast in materials. Gateways should be provided on all entrances to home zones and quiet streets. This can be achieved by the use of signs and road narrowing. Planters are a common feature used at gateway entrances as they both narrow the carriageway whilst providing the change in street scape required for home zones and quiet streets to work.

Home zones and quiet streets would be expected within large new developments, so that they are permeable and accessible to pedestrians, cyclists and local traffic.

9.3 Low Traffic Neighbourhoods

Low Traffic Neighbourhoods are residential areas which have been designed to reduce the volume of motor vehicles and remove through traffic. Well designed Low Traffic Neighbourhoods still allow motorised access to residential properties but eliminate the ability for 'rat running'.

The implementation of Low Traffic Neighbourhoods offers numerous benefits to residents within the area of the scheme. Through the reduction of motor traffic, the area will likely see a reduction of air pollution which links with the Authority's ambition to make North Tyneside carbon net-zero by 2030. The reduced number of motor vehicles will also lower the risk of road traffic collisions within residential areas.

Sustrans guide[1] on Low Traffic Neighbourhoods highlights the following benefits that can be realised when implemented effectively.

- Increased physical activity through more walking and cycling
- Benefits to local businesses through increased sales and high spend in people who walk or cycle to a high street
- Creation of new public space
- Improved air quality
- Reduced car use for shorter trips
- Increased social interactions between neighbours and strengthened communities

Measures which can be introduced within Low Traffic Neighbourhoods include;

- Road closures
- Pocket parks
- Modal filters
- Diagonal filters
- Banned turns
- One way streets

The measures listed above prevent motor traffic from flowing freely through an estate but still allow cyclists to move continue their journey unhindered by restrictions. Low Traffic Neighbourhoods must be considered where home zones and quiet streets are not feasible.

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[1] https://www.sustrans.org.uk/our-blog/get-active/2020/in-your-community/what-is-a-low-traffic-neighbourhood

9.4 Filtered permeability

Filtered permeability provides an advantage to cycling and walking by exempting them from access restrictions applied to motorised traffic; or through the creation of short connections only available to cyclists and pedestrians

Where home zones, quiet streets or a continuous cycle track though a development have not been provided, link paths would be expected at the end of cul-de-sacs in order to connect residential streets and provide a continuous link through the development for pedestrians and cyclists.

Figure 9 shows the typical detail for a link path connecting streets. The local Authority's preferred connection would be a segregated cycle track with a level difference between the cyclists and pedestrians.

However, at a minimum, it is recommended that the path is 3m wide for shared use with a 1m grass strip between the path and each boundary fence. This will create a feeling of safety for users of the path. The provision of street lighting will further enhance the link.

Figure 9 - Typical detail for 5m wide link path between streets

Entry treatments are another feature which would be expected to be considered within the design of new developments. Entry treatments should encourage slow speeds in the area via the installation of tighter radii or raised tables. These items are covered in more detail in Section 11 of this document.

9.5 Traffic calming

Physical traffic calming measures can sometimes cause a problem for cyclists. Generally, road humps tend to reduce cyclist comfort whereas buildouts and chicanes are more likely to introduce cycling hazards such as directing cyclists into the path of motor vehicles.

Cycling should always be considered when traffic calming is being installed within a development. North Tyneside Council expect cycle bypasses to be installed at locations where traffic calming is necessary. LTN 1/20 advises that cycle bypasses, should be at least 1.5m wide without any sudden changes in direction. Where debris is likely to collect in the bypass at carriageway level, the alternative solution would be to ramp up the cycle lane across the buildout.

The entry and exit of the bypass should be free from parked cars. Where vehicle parking prevents access, consideration must be given to installing physical measures or waiting restrictions in order to prevent obstruction.

Where cycle bypasses cannot be installed due to existing constraints, a gap of 1m will be provided between the edge of the road hump / speed cushion and kerb. This distance may be reduced to 750mm as an absolute minimum when installing speed cushions in areas where standard distances are difficult to achieve. It is essential that traffic calming is not placed alongside existing drainage such as gullies as they can be hazardous to cyclists.

North Tyneside Council will also consider the installation of sinusoidal road humps within residential areas. Sinusoidal road humps are similar to round top humps but have a shallower initial rise. They provide a more comfortable ride for cyclists. Sinusoidal road humps would be expected at locations where cycle bypasses have not been provided. The height of the hump should be 75mm and the length should be 3700mm.
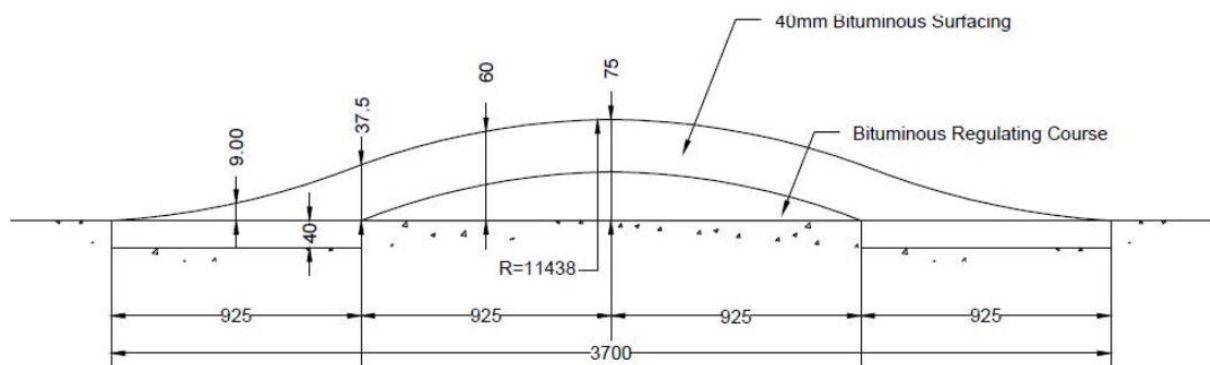
9.6 Centre line removal

Consideration should be given to the removal of centrelines as an option where carriageway widths do not permit the introduction of cycle lanes of adequate width (min 1.5m) whilst retaining two general traffic lanes.

In addition to increasing the width available for cyclists, the technique also has a speed reducing effect. This is because, to a certain extent, the layout operates like a single-track road with passing places. Where the need arises for on-coming motor

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vehicles to pass each other, this is achieved by both vehicles momentarily pulling over into their respective near-side cycle lanes, having first checked to see they are clear of cyclists.

This technique is only suitable for roads wide enough to accommodate two 1.5m to 2.0m cycle lanes and a central 4.0m general traffic lane (7 to 8m). There should not be significant heavy goods vehicle traffic, and general traffic flows need to be low enough to permit single-lane working. If the road widths exceed 8.0m, the additional space should be used to increase the width of the cycle lanes or introduce a buffer strip between the cycle lanes and any on-street parking bays.

10. Motor traffic free routes

10.1 Introduction

This section provides guidance on traffic free routes away from the carriageway. These include routes through parks, off road NCN routes, public rights of way as well as North Tyneside's waggonways. The section will go into detail on each of the key considerations for the design of motor free traffic routes.

10.2 Access controls

Access controls can reduce the useability of a route for most cyclists and sometimes disabled users. North Tyneside has a general presumption that access control measures which require cyclists to dismount should not be implemented on any motor free traffic routes.

Access control measures should not be required to slow cyclists on the approach to crossings. It would typically be sufficient to provide good sightlines and road markings to ensure cyclists understand the requirement to take care and give way to pedestrians or other traffic.

An alternative method to cycle barriers/ pedestrian guardrail would be to place bollards at 1.5m spacings. This would allow cyclists to negotiate the measure in a straight line, whist still enabling access for mobility scooters. Bollards and signage should be fitted with retroreflective material to ensure they are conspicuous in all conditions.

10.3 Surface materials

The quality of the surface will affect the comfort and effort required when cycling. Loose surfaces such as gravel or mud increase the level of risk of punctures and can lead to loss of control. North Tyneside would prefer smooth, sealed surfaces such as asphalt or macadam as they offer the best conditions for everyday cycling. Cycling routes within the highway should be constructed in line with North Tyneside Council's standards. Routes away from the highway should still be smooth and well maintained to ensure they play a useful role in the cycle network.

Sealed surfaces would be expected in built up urban areas. Crushed stone is considered an acceptable material for the off-highway routes outside of built-up areas. This form of construction is considered a cost effective way to create lengthy off road links.

10.4 Construction Details

Traffic free routes require proper construction of each element to ensure they remain safe and appealing to all users. Information on construction details is covered in Section 14.

11. Junctions and crossings

11.1 Introduction

Junctions are the most common location for road traffic collisions, particularly for cycling related collisions. A well designed junction can reduce the number of decisions to be made by each road user. Providing space for cycling and minimising conflict points can prevent collision blackspots.

There are a variety of types of priority junctions such as T-junctions and cross roads where cyclists will be required to cross as part of their route. The key objective at these locations is to control traffic movements and speed. It would be expected that cyclists have priority over vehicles at junctions and vehicle accesses along a route. Key items to consider in making side roads more understandable for motorists and cyclists are covered below.

In line with North Tyneside Council's Transport and Highways Supplementary Planning Document, the minimum radius that should be used on all priority junctions within residential estates would be 6m. This minimum radius increases to 10m on industrial estates to accommodate HGV movements. This figure may be reduced where appropriate subject to agreement from North Tyneside Council.

11.2 Priority junctions

Whenever possible cyclists must have priority over side roads and accesses along a cycle route. This would either be through raised entry treatments of via the use of road markings.

Figure 10 shows the options for providing cycle priority at side roads in urban areas. LTN1/20 has classified the options in relation to their distance from the carriageway kerbline. The options are defined as:

- Full set back – at least one car length (5m) from the kerbline
- Partial set back – less than a car length from the kerbline
- No set back – at the kerbline

The location of the crossing point within a junction can vary subject to the type of infrastructure. Generally, cycle tracks cross a side road further away from the junction mouth than other forms of cycle infrastructure.

**Figure 10 - Cycle track set back at junctions (LTN1/20)**
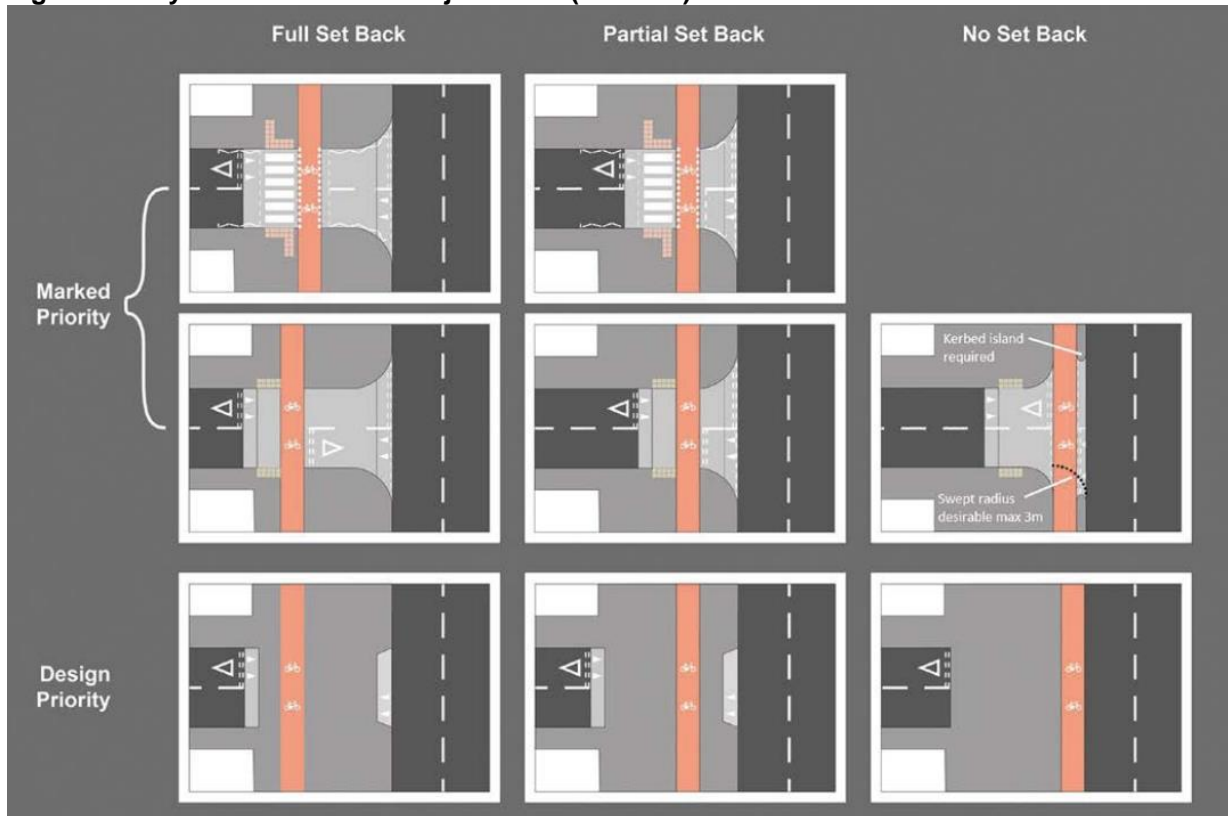
11.2.1 Full set back

LTN1/20 states that the full set back priority arrangement is where traffic flows on the minor arm are up to 2000 PCU/day. The full set back layout retains priority for cyclists at the junction but enables a car to enter the minor road and give way to a cyclist without impacting vehicle flows on the major road.

The give way makings should be set at least 5m back from the carriageway edge. The junction should have a maximum radius of 6m. Give way road markings with an associated give way triangle may be used to reinforce the necessity for cyclists to give way.

Figure 11 - Layout for full set back at junction (LTN 1/20)
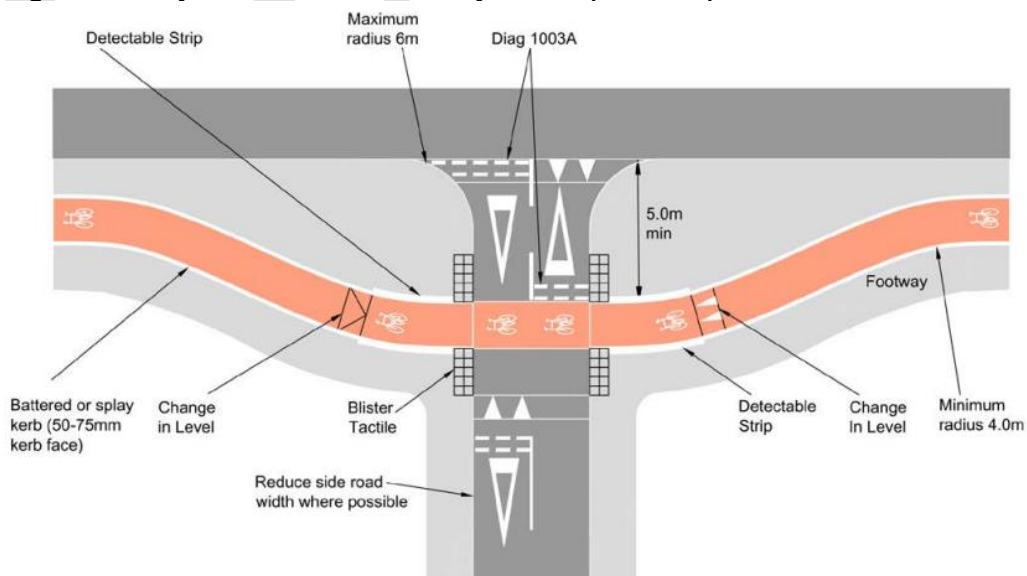
11.2.2 Partial set back

This arrangement is used when the set-back is less than 5m to the junction. Clear visibility of the arrangement is required for vehicles traversing the main road. North Tyneside would only recommend this arrangement where traffic volumes and speeds are low.

Vehicles can often block the cycle crossing point when waiting to exit the junction so this arrangement should only be considered at locations where the traffic flows on the minor arm are very light.

11.2.3 No set back

This arrangement allows for cyclists to retain their position at the carriageway edge which results in them being more visible to vehicles turning into the junction. This form of provision also enables the give way markings to be placed at the edge of the cycle crossing and should reduce the likelihood of vehicles blocking the cycle track.

The arrangement would be recommended for cycle lanes with light segregation and cycle tracks which are at carriageway level.

11.3 Signalised junctions

There are numerous permutations of traffic signal controlled junctions, many of which require bespoke design solutions. However, it would be expected that the finalised junction design would provide priority for cyclists in order to minimise waiting times.

Although the design of every signalised junction is bespoke to the junction, it would be expected that developers consider keeping cyclists segregated through the junction for example through the provision of segregated cycle tracks throughout the junction.

Single phase crossings should be provided so that users of the cycle route can clear the junction in one movement.

LTN1/20 states that the types of facilities (in descending order for cyclists) at signalised junctions include;

- Cycle bypasses
- Dedicated cycle phases
- Cycle and pedestrian only stage
- Hold the left
- Two stage right turns
- Cycle gate
- Early release, and
- Advanced stop lines (ASL's)

11.3.1 Cycle bypasses

Cycle bypasses should be considered as an appropriate facility at signalised junctions as they allow a cyclist to continue through the junction without delay. They should especially be considered on the straight-ahead movement at signalised T-junctions and left turn movements where there is no pedestrian conflict.

11.3.2 Dedicated cycle phases

Should a cycle track or cycle only on road provision enter a signalised junction then it is possible to provide cyclists with a dedicated phase. Cycle only phases would be recommended in the following situations:

- Where cyclists undertake a manoeuvre that is not permitted to motorists

- Where cyclists need to be separated for safety reasons

- Where a two way cycle track passes through a junction

11.3.3 Cycle and pedestrian only stage

Where cycle routes interact with signalised junctions, cycle and pedestrian only stages would be expected as a minimum. Separate parallel cyclist and pedestrian crossing facilities would be the preferable form of crossing, however where this cannot be achieved a toucan crossing is acceptable. Should a toucan crossing be implemented then shared use provision with the appropriate tactile paving would need to be provided at each crossing point.

Circulating cycle stage junctions are also acceptable in line with LTN1/20. This layout enables the cyclist to make all movements at the junction in a clockwise direction during a single stage, subject to timings. They would typically be used at locations where cycle tracks are present or proposed on each arm of the junction. Zebra facilities should not be provided where pedestrians cross the cycle track to use the signalised crossing.
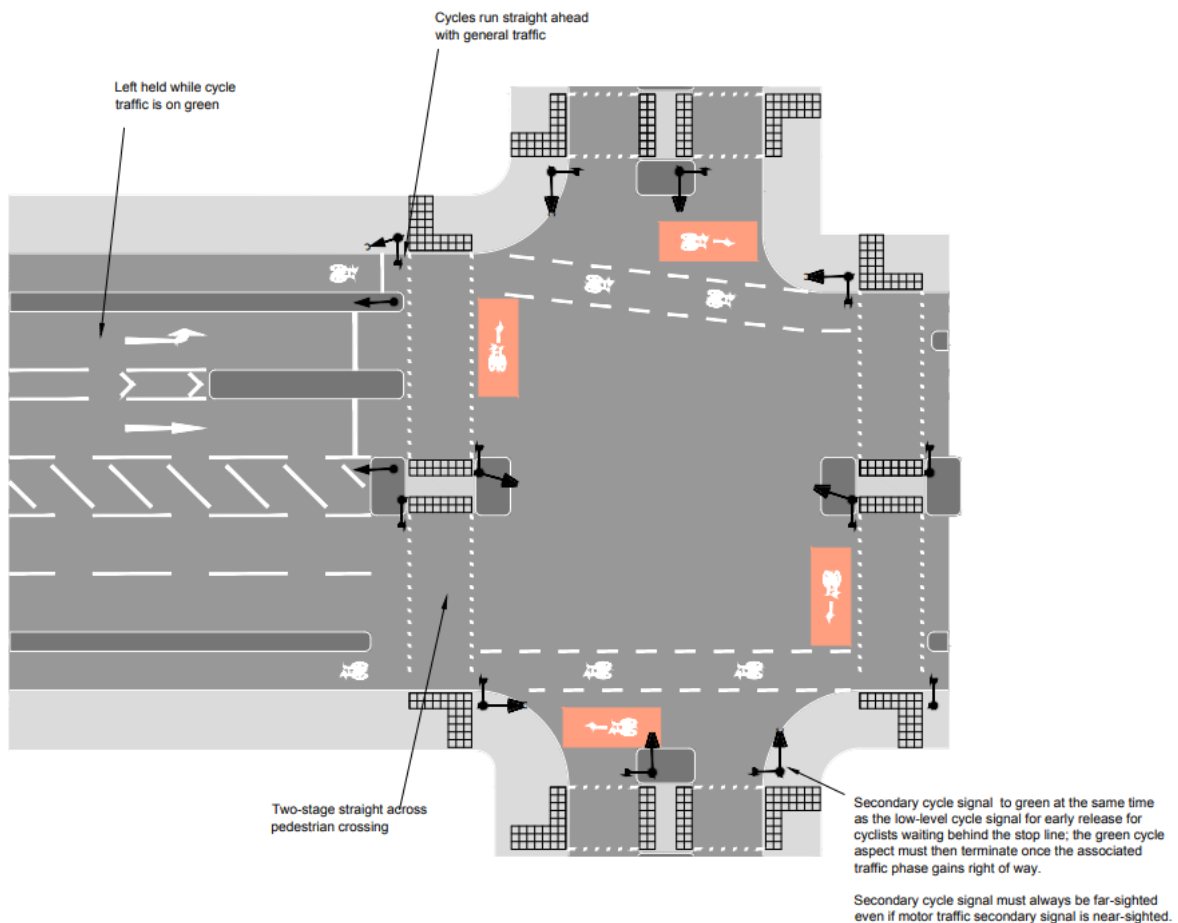
Image 1 - Segregated crossing facilities at a signalised junction (LTN 1/20)

11.3.4 Hold the left and two stage right turns

Hold the left and two stage right turns are measures which reduce the likelihood of conflict between motorists and cyclists at the junction. Hold the left arrangements allow cyclists to continue a straight ahead movement whist holding any left or right turning motor vehicles. The two stage right turn enables a cyclist to turn right at a junction without the need to move into the centre of a carriageway and is beneficial at signalised junctions with a multi lane approach.

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Figure 12 - Two stage right turn arrangement at a signalised junction (LTN 1/20)

Cycles run straight ahead with general traffic

Left held while cycle traffic is on green

Two-stage straight across pedestrian crossing

Secondary cycle signal to green at the same time as the low-level cycle signal for early release for cyclists waiting behind the stop line; the green cycle aspect must then terminate once the associated traffic phase gains right of way.

Secondary cycle signal must always be far-sighted even if motor traffic secondary signal is near-sighted.

11.3.5 Cycle gates and early release

Cycle gates provide a reservoir area with separately controlled entry points for cyclists and motorists. The implementation of a cycle gate, combined with early release means that cyclists do not have to travel through the junction. This form of arrangement is safer than the provision of an ASL as motor traffic will be held for a short time period eliminating the conflict that can occur at ASLs. North Tyneside would consider the provision of cycle gates but accept the substantial carriageway space required to implement such a measure may not always be viable.

11.3.6 Advanced stop lines (ASL's)

Advanced Stop Lines would be expected as a minimum at the majority of signalised junctions to facilitate stacking of higher volumes of straight ahead cycle movements, enhance the presence of left turning cyclists to high-sided vehicle drivers, and also to accommodate right-turning cycle movements through a junction.

Where ASLs have been provided at junctions, it would be expected that a suitable feeder lane is provided in order to allow cyclists to safely reach the ASL.

11.4   Roundabouts

Suitable cycle provision would be expected on all roundabouts. Conventional roundabout design is not considered suitable for cyclists and is therefore not acceptable unless very convenient alternative crossing facilities are provided to form a continuous route.

Safety, and not capacity, is the over-riding principle for good roundabout design.

The design principles are very similar to those for side roads of T-junctions.

- Approaching traffic should be slowed. This provides better gap acceptance, greater legibility for drivers and a safer cycling environment.

- Traffic speed on the roundabout should also be controlled by means of a narrow gyratory lane.

- Approach arms should be aligned towards the centre point of the island and not deflected to the left.

- Left only lanes are not recommended

There are two main ways to accommodate cyclists more safely at roundabouts;

- Roundabouts with protected space for cycling – This form of provision consists of providing protected spaces for cycling away for the carriageway, preferably with cycle priority at roundabout entries or exits. This layout is recommended where traffic volumes are high where they have a high speed geometry.

- Roundabouts for cycling in mixed traffic conditions – Mixing cyclists with motorists in general motor traffic would be suitable at well designed compact or mini roundabouts where volumes and speeds are low. The lane widths should be narrow so cyclists can safely share single lane entries / exits and the circulatory in the primary position.

11.4.1 Roundabouts with protected space for cycling

Roundabouts with higher traffic flows and speeds should incorporate protected space for cycling, both around the junction and on all approaches and exits so that cyclists do not mix with traffic. North Tyneside's preference is to provide one way cycle tracks on the perimeter of the roundabout whilst retaining priority over the side arms. In instances where priority is not retained due to high vehicle flows then a two way cycle track would be expected as it will allow the cyclist to undertake a right turn manoeuvre whilst crossing the minimum number of side arms.

Median islands will be required on the roundabout to achieve appropriate deflection and provide refuges for cycle and pedestrian crossings. The preferred type of crossing on roundabout entries and exits is a parallel crossing as they have the advantage of giving immediate priority to pedestrians and cyclists whilst creating minimal delay for motorists.

Figure 13 - Roundabout with protected space for cycling (LTN 1/20)
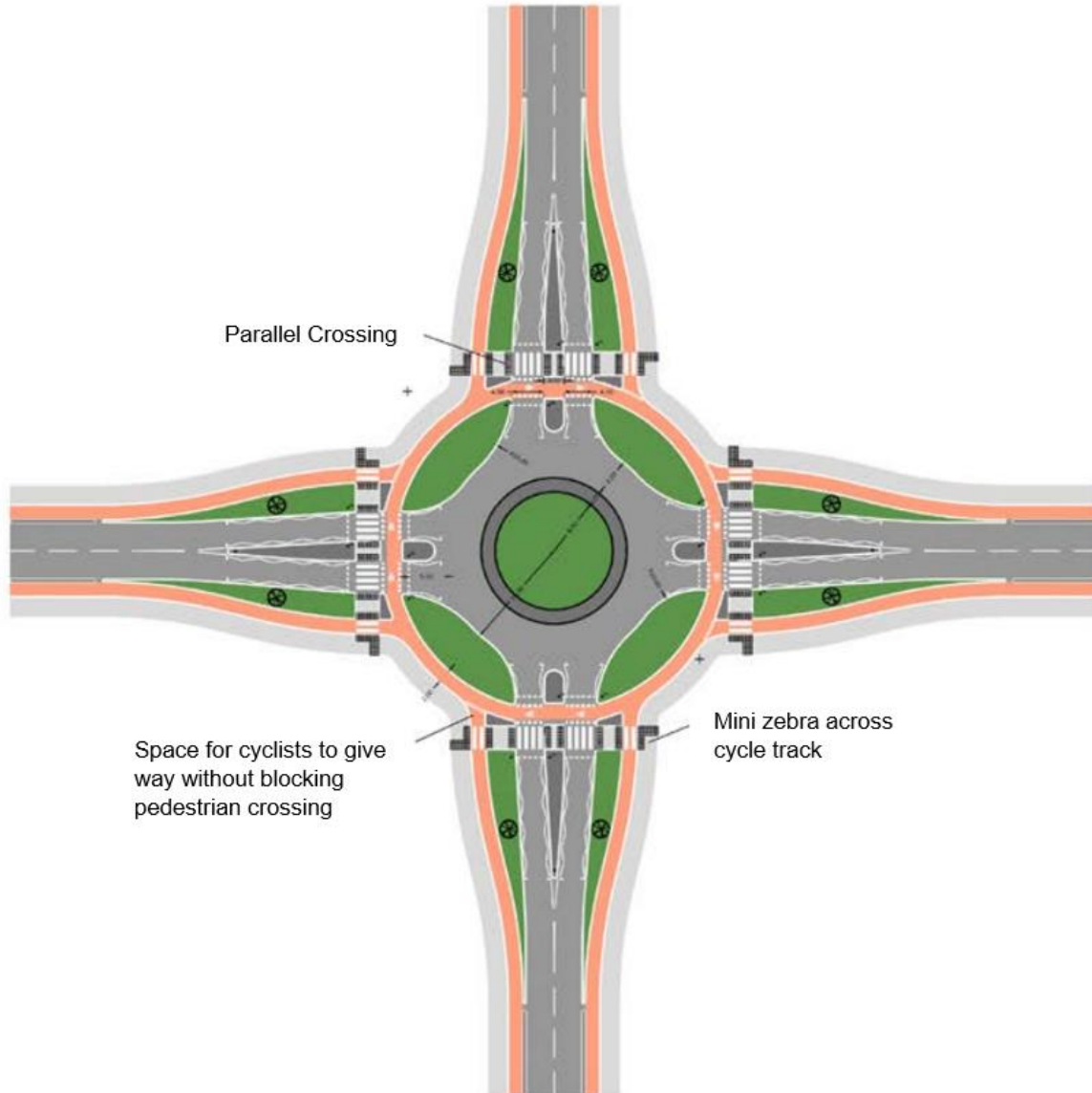
The same principles would be expected to be adhered to should the roundabout require traffic signals. LTN1/20 states that at signalised roundabouts there are three suitable approaches to providing for cycle traffic at grade. These are:

- Provide facilities on-carriageway at the signalised nodes so cyclists are separated and protected from conflict with motor traffic;

- Provide a cycle track around the junction with signalled controlled crossings of the roundabout entries and exits as part of the overall junction control; and

- Provide a cycle track across or around the central island, with crossings of the circulatory carriageway and the roundabout entries and exits as necessary, as part of the overall junction.

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11.4.2 Roundabouts with cycling in mixed traffic

Compact roundabouts have a tight geometry that encourages lower speeds, which in turn enables cyclists to negotiate the junction in the primary position without causing significant delays to motorists.
Compact roundabouts without protected space for cycling should only be used in locations where mixed cycling in the carriageway is appropriate such as within urban areas with a slow speed environment or at junctions within the residential development.

Key design features include unflared single lane entries and exits, a single lane circulatory and an ICD of 10-20m.

Figure 14 - Compact roundabout layout (LTN 1/20)
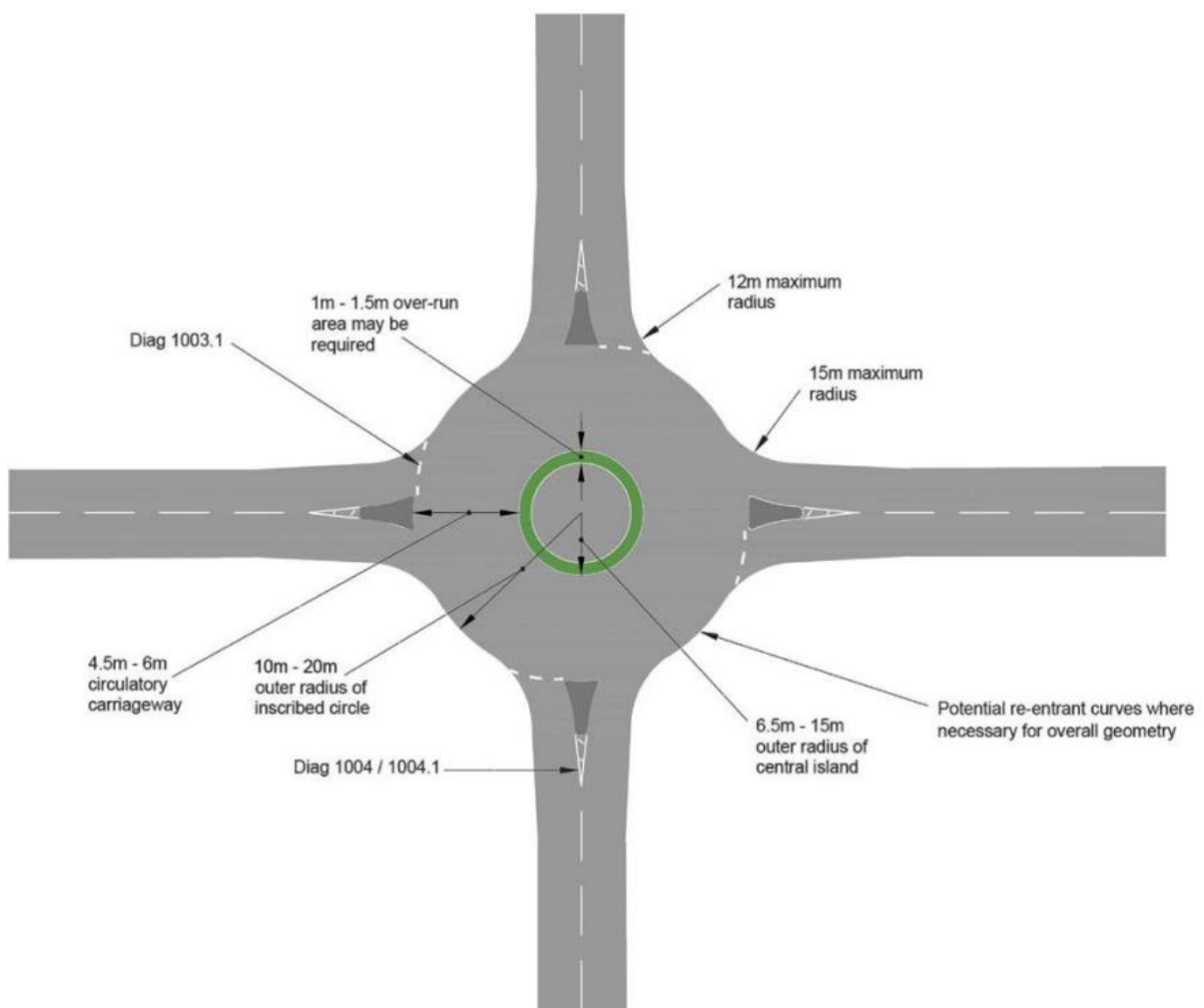
Mini roundabouts are considered an acceptable form of provision at junctions when traffic speeds and volumes are low. Similar to compact roundabouts they should be designed to reduce speed at junctions using tight geometry, with single lane approaches and exits so vehicles pass through the junction in single stream. The ICD of a mini roundabout should be no more than 15m. Mini roundabouts at busy junctions with 4 or more arms would not be authorised by North Tyneside.

11.4.3 Multi lane roundabouts

Multi lane roundabouts, with one or more circulating lanes and / or multiple approach and exit lanes, are not suitable for cyclists. In these circumstances off carriageway segregated cycle routes with suitable crossing points would be expected. Designs for roundabouts will be agreed with the Local Authority on an individual basis.

11.5 Crossings

Cycle crossings are mid link standalone facilities that enable cyclists to cross a carriageway they would typically consider hazardous. LTN1/20 identifies the following forms of crossing:

- Uncontrolled crossings
    - With or without a refuge
- Controlled crossings
    - Cycle priority crossings using give way markings
    - Parallel crossings
    - Signal controlled – Toucan and cycle signal crossings

11.5.1 Uncontrolled crossings

Cyclists travelling on an off-carriageway route will often be required to cross the highway. In some instances it will be acceptable to provide an uncontrolled crossing where cyclists will be required to give way to the motorists. Where cyclists are required to give way to cross the carriageway without priority, then pedestrian refuges would be considered the most appropriate from of uncontrolled crossing as they allow cyclists and pedestrians to cross in two movements.

The minimum island width for straight across movements is 2.5m. The minimum width of a staggered island would be 3m.

11.5.2 Cycle priority crossings

Where a cycle track crosses a lightly trafficked street, the cycle track can be given priority over the road using TSRGD diagram 1003 (give way markings). The crossing should generally be sited on a flat-topped road hump to ensure low vehicle speeds. This treatment can be used at crossings of side roads where they join a larger road, or mid link.

The design in both situations should ensure that it is clear to motorists that they must give way, and that there is sufficient intervisibility between drivers and users approaching the road along the cycle track. This helps cyclists to maintain momentum as well as ensuring safety.

At locations where a cycle route crosses a minor road with low vehicle flows (less than 4000vpd), the cycle track may give way to carriageway. However, it is still recommended that a flat topped road hump is installed at the crossing point to maintain low vehicle speeds.

11.5.3 Parallel crossings

Parallel crossings are the preferred form of crossing in North Tyneside as they minimise the waiting time for cyclists and motorists. They provide legal priority to pedestrians and cyclists. The layout is prescribed in TSRGD as diagram 1001.5.

The pedestrian aspect limits of the crossing vary from a minimum of 2.4m to a maximum of 10m. The width of the cyclists' side of the crossing can vary from a minimum of 1.5m to a maximum of 5m. The width would be determined by the volume of pedestrians and cyclists using the route.

11.5.4 Toucan crossings

A toucan crossing is a signalised crossing shared by both pedestrians and cyclists. They are normally unsegregated, although sometimes a segregated Toucan can be more appropriate. Where a signal controlled crossing is justified in the vicinity of a new development, a toucan crossing will usually be required. Should the crossing be required on an equestrian route, a Pegasus crossing should be provided with its pole positioned accordingly.

The main criterion for introducing a toucan crossing should be to reduce the level of risk associated with conflict between motorised and non-motorised users at pedestrian crossing points. The preferred width of a toucan crossing is 4.5m. This will provide sufficient width for both pedestrians and cyclists to cross at the same time. The crossing should be single stage which will allow for one continuous movement across the carriageway.

Toucan crossings can be installed at a minimum width of 3.6m. However, North Tyneside Council will only consider using the minimum width where site constraints exist.

The provision of advanced detector loops on the cycle track must be considered in order to reduce the waiting time at crossings for cyclists. These loops must be considered on key routes, particularly routes with a high commuter use.

11.5.5 Grade separated crossings

Grade Separated crossings can take the form of Underbridges (Subways) or Overbridges. North Tyneside would typically expect to see such measures over rail lines or strategic high-speed corridors.

The location and alignment of underbridges / overbridges and their accesses should be arranged so that cyclists do not have long diversions from a direct line of travel.

In line with LTN1/20, the minimum widths between the walls or parapets for cycle provision at over and underbridges are as follows:

- 5.5m separate provision (2m footway, 3m cycle track, 0.5m clearance on cycle track side)
- 4m shared use (3m useable width, 0.5m clearance on both sides)

The parapet height at overbridges should be 1.4m where the cycle provision is located immediately adjacent to it. This height should be increased to 1.8m where equestrians

are expected to use the route. A 1.2m parapet height is only considered acceptable when adjacent to cycle provision on existing structures. The Authority may choose to increase this height should a risk assessment highlight any issues with the existing structure or if there is a likelihood of high crosswind.

The headroom required at any underbridge should meet the desirable minimum clearance of 2.4m. The length of the underbridge should be minimised in order to maximise natural light levels, and the gradient of access ramps should also be minimised. These design characteristics can help maximise forward visibility and levels of natural light as well as the comfort of users travelling through the underbridge.

12. Cycle parking

In order to support journeys by bike, convenient cycle parking must be provided at key destinations, for example local shops or high streets etc. Public transport accessibility can also be greatly increased by providing good quality cycle parking at key bus stops and metro stations. There may be occasions where North Tyneside Council will stipulate the requirement for a financial contribution to a commuted sum of funding to be spent on cycle facilities at a metro station or shopping area near the development site.

If a development has community facilities, such as local shops or libraries etc. then there must be sufficient cycle parking for the likely number of visitors or employees. If the development is a commercial development (offices, supermarkets), cycle parking should be provided next to the main entrance for visitors. The cycle parking should be located closer to the visitor entrance than vehicle parking. Separate cycle parking, in the form of lockable shelters, would be expected for employees and should be located near the employee entrance.

For long stay parking North Tyneside's preference is sheltered provision in the form of cycle hangars, similar to the one shown in Image 2. Cycle hangars offer increased security over the more traditional Sheffield stands for long stay or even overnight parking. However, the Sheffield stand is still seen as the leading design for short stay parking as it is a simple, robust and effective parking facility.

**Image 2 - FalcoPod Cycle hanger (www.falco.co.uk)**

The number of cycle parking spaces required for each type of development is outlined in North Tyneside Council's Transport and Highways Supplementary Planning Document. The quality of provision will be agreed on a case-by-case basis.

Image 3 - Sheffield Cycle Stands at Cambridge Primary School (Cyclestreets)

Image 3 shows an example of cycle parking at a primary school and Figure 15 shows the typical layout of the cycle stands. The positioning of the cycle stands in relation to vertical features is key. The designer should ensure cycle stands are positioned a minimum of 1m away from vertical features to ensure the parking facility is usable. These dimensions would be reviewed on an individual basis as the positioning and spacing of cycle parking may need to be amended based on the likelihood or presence cargo bike or bikes with trailers.

Figure 15 - Sheffield stand layout (LCDS)
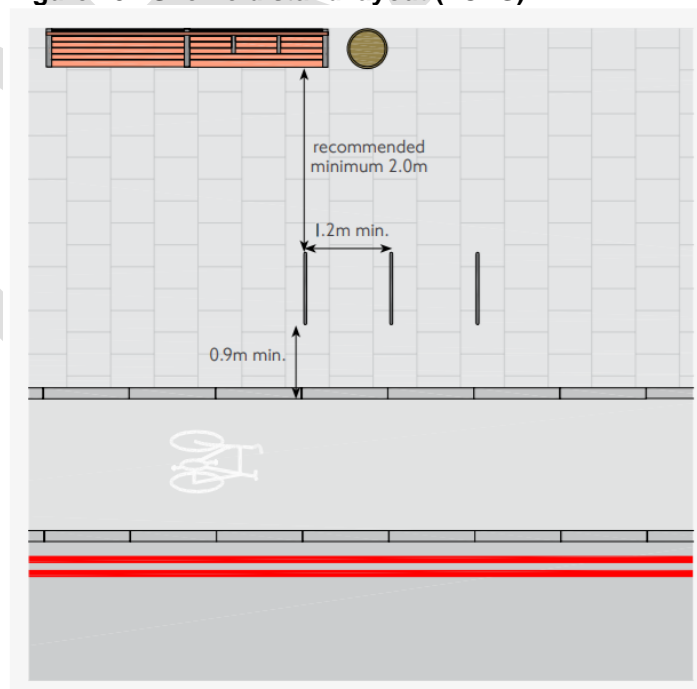
13. Traffic signs and Road markings

All cycle routes require appropriate signage. The level of signage will depend on the type of infrastructure as well as the routes strategic importance. Where signage is required, it would be expected that designers utilise existing street furniture where possible to minimise street clutter. The use of traffic signs is prescribed in the Traffic Signs and General Directions (TSRGD) as well as the Traffic Signs Manual (TSM).

Signs must not be situated in the middle of a cycle lane, track, route or shared cycleway / footway. Any sign mounted over a form of cycle infrastructure must maintain a minimum clearance of 2.4m.

Regulatory and informatory signs would be expected to be provided as required. Most traffic regulation orders associated with regulatory signage apply to motorists. Where necessary, cyclists can be exempt from prohibitions on movements such as no entry, no left or right turn.

All informatory signage associated with cycle provision can be found in TSRGD. Whilst the CYCLIST DISMOUNT sign to TSRGD diagram 966 is permitted by the Department for Transport, North Tyneside Council would not expect to see it used on the provision of new infrastructure. In addition, the END OF ROUTE sign to TSRGD diagram 1058 is not mandatory and would not be permitted on a new route within North Tyneside.

Route destination signs would be expected at key decision points along a route. There may be occasions where North Tyneside Council will stipulate the requirement for a financial contribution to a commuted sum of funding to be spent on route signage in the vicinity of the development. All route signage will need to be agreed with North Tyneside Council. Figure 16 below shows examples of the route destination signage installed in North Tyneside. All route destination signage is installed with a height of 24 X and should reflect the destinations highlighted on the Tube Map.

Figure 16 - Typical Route Destination Signage
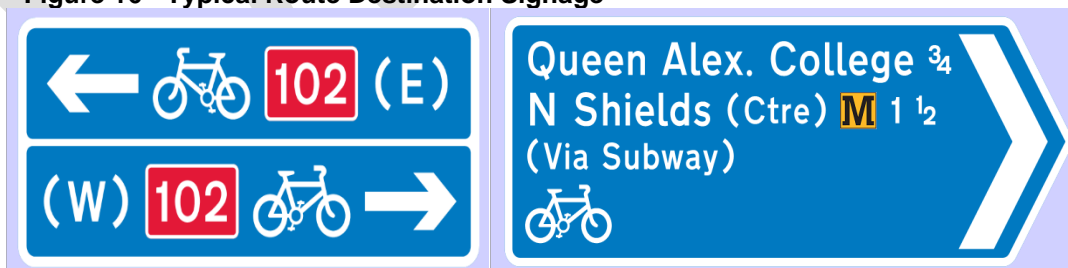
In order to keep street clutter to a minimum. It would be expected that signage is incorporated into street furniture (e.g. bollards, lighting columns etc.).

14. Construction and maintenance

14.1 Adoption

Designers must consider the practicality of North Tyneside Council adopting new cycling infrastructure provided as part of the development. Designers should be aware of the level of maintenance involved with the infrastructure. North Tyneside Council may choose not to adopt streets which use forms of infrastructure with a high maintenance liability.

Designers should generally look to utilise standard paving materials. If it is proposed to depart from this, then a discussion with the Council would be required to confirm what is acceptable.
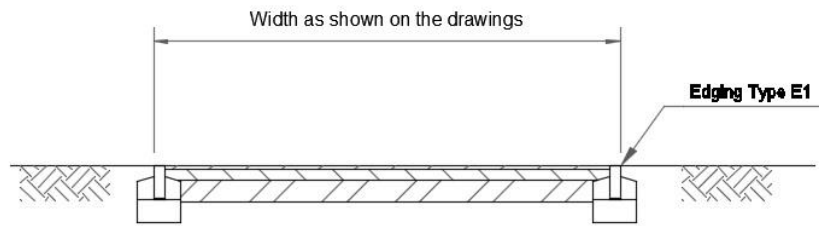
14.2 Construction

It is important that high quality cycle facilities are consistently implemented across North Tyneside, offering a smooth riding experience to cyclists. A number of general construction requirements are identified below:

- Street furniture, gullies and inspection chambers should be located away from surfaces used by cyclists.
- Finished levels of all surfaces within a cycle route must be machine laid. This will ensure the cycle track is smooth, flat, well-drained and well-maintained
- Construction joints should be at right angles to the direction of travel.

The construction details should be suitable for everyday cycling. It is envisaged the construction specification shown in Figure 17 will suffice for the majority of off-road links.

14.3 Cycleway / footway construction

Figure 17 - Typical cycleway construction

Cycleway/footway away from carriageway

Table 7 - Construction details

Construction Details	Layer Thickness
AC6 Dense Surface Course	20mm
AC20 Dense Binder Course	50mm
Type 1 GSB to Clause 803	200mm

14.4 Street lighting

Lighting is normally provided on urban routes where cycling can be expected after dark. Lighting helps users detect potential hazards, discourages crime and helps users to feel safe.

Cyclists using two-way cycle tracks alongside unlit carriageways may be blinded or dazzled by the lights of oncoming vehicles, particularly on tracks alongside high-speed rural roads. Drivers may also be confused when seeing cycle lights approaching on their nearside. These hazards can be reduced by, for example, locating the track as far away as possible from the carriageway edge, or by providing with-flow cycle tracks alongside both sides of the carriageway.

Cycle routes across large quiet areas may not be well used outside peak commuting times after dark, even if lighting is provided. In these cases, a suitable street lit on-road alternative that matches the desire line as closely as possible should be provided. Subways should be lit at all times, using vandal-resistant lighting where necessary. It is not expected that routes outside built-up areas used primarily for recreation would need to be lit except where there are road safety concerns, such as at crossings or where the track is directly alongside the carriageway.

There may be occasions when North Tyneside Council stipulates the requirement for existing public footpaths and bridleways to be lit in the interests of safety.

Where an off-carriageway track requires lighting, the designer needs to consider the proximity of an electricity supply, energy usage, and light pollution. In these instances, the use of low level (such as bollards) or surface level lighting should be considered

14.5 Coloured Surfacing

The provision of coloured surfacing is believed to improve cycle infrastructure as it further enhances it presence, making it more conspicuous to motorists. However, blanket application of full coloured surfacing on all cycle facilities would be very expensive and, in many cases, would not contribute to improved compliance. The use of coloured surfacing is therefore recommended in the following circumstances:

- At the beginning and end of cycle lanes
- Full width of a cycle lane through junctions, past parking bays or in other situations where there is likely to be conflict between cycles and other road users
- Along the full route on hybrid cycle tracks.

The preferred type of surfacing material consists of the use of coloured aggregate within the surface course. The Council's recommended surfacing material is Tarmac Ulticolour. The recommended colour is classic green.

14.6 Vegetation

All small plants / bushes planted within the vicinity of cycling infrastructure must be set back a minimum distance of 1.0m, then gradually increase in height as the distance from the cycle track increases. This prevents interference with the cycle route should the vegetation become overgrown, meaning less maintenance is required.

All trees should be offset a minimum of 5m from all forms of cycle infrastructure. This is to prevent the canopy from overhanging the route and the tree roots from impacting on the integrity of the cycle infrastructure. Tree root protection grids must be provided where trees are located within 5m of cycle tracks.

14.7 Tactile Paving

It is important that appropriate tactile paving is installed as part of cycle route infrastructure. Corduroy paving should be provided where a footpath or footway joins a segregated route. However, cycleway tactile paving should be used to delineate the start, end and regular intervals of a segregated route. On the cyclist's side, the raised bars should be in the direction of travel. On the pedestrian side the raised bars should be laid transversely across the direction of travel. The cycleway tactile paving should be 2.4m deep at the start / end of the route and 800mm deep at regular intervals. Care should be taken to ensure tactile paving is used in correct locations.

The Department for Transport produced a Guidance on the use of Tactile Paving Surfaces document which provides detailed information on all forms of tactile paving. The document also includes several detailed layouts of tactile paving which is useful for designers.

Figure 18 - Corduroy tactile paving (left) and Cycleway tactile paving (right)
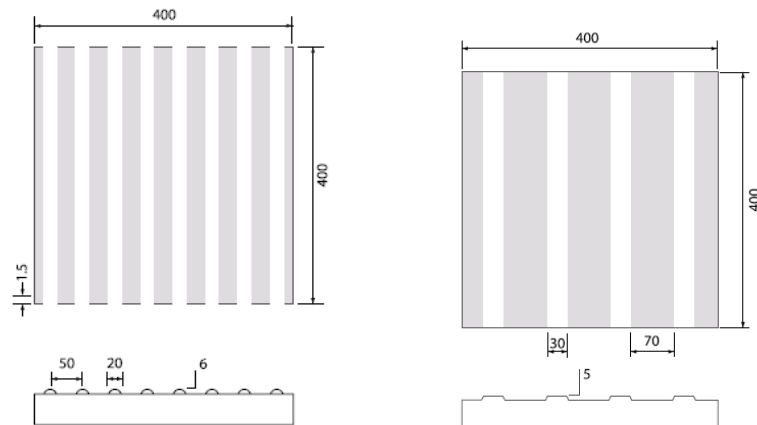
14.8 Maintenance

Until adoption takes place, developers have a responsibility to ensure their cycle routes are kept in good condition, making them more useful, attractive and popular than those allowed to deteriorate. Maintenance can often be an afterthought in comparison to designing and constructing new routes but having invested time and money implementing cycling infrastructure, it is important that it remains attractive to users.

Maintenance should be considered as part of the route development process long before construction starts. A thoughtful design will mean less maintenance in the future.

Regular inspections should be undertaken whilst developing and any repairs or problems should be prioritised and dealt with quickly. Failure to maintain the infrastructure may result in North Tyneside Council refusing to adopt the asset.

14.8.1 On road routes
When cycling on roads, the quality of the surface can make a huge difference to the cyclist's experience. As a minimum, the following maintenance should be undertaken on all on road cycle routes:

- Routes to be kept ice free

- Loose drain covers and potholes to be repaired swiftly

- Drainage channels and gullies to be cleared regularly

- Worn road markings or coloured surfacing to be refreshed

- Damaged or lost signs to be repaired or replaced

- Maintenance of 2m nearest to kerb to be prioritised. Potholes should be repaired with a smooth level surface patching rather than simple pothole repairs.

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- Routes to be swept free of debris

- Cyclists to be accommodated at road works

14.8.2 Off road routes

Cycle routes segregated from traffic can quickly become unattractive and difficult to use if maintenance is not undertaken and the route is not kept clear. As a minimum, the following maintenance should be undertaken on all off road cycle routes:

- Surface damage to be repaired promptly

- Drainage channels and gullies should be cleared regularly

- Routes to be swept free of debris

- Verges to be mowed regularly to prevent encroachment onto cycle route

- Vegetation to be cut back regularly (outside of bird nesting season)

- Damaged or lost signs to be repaired or replaced swiftly

- Lighting, street furniture and structures to be maintained

Failure to undertake this maintenance may result in North Tyneside Council refusing to adopt this asset.

14.8.3 Buffer zones

The buffer zones for cycle routes should be installed with a material that is easily maintainable. Grass verges are the preferred buffer zone. Although they should only be used where a buffer zone of 1m or wider can be provided.

In instances where buffer zones are less than 1m, block paving will normally be used to reduce maintenance issues. Buffer zones less than 1m should be 50mm higher than the cycle route for safety reasons. The recommended block paving is Marshall's Keyblok concrete block paving. The recommended colour is Brindle.

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Equality Impact Assessment (EIA)

Before completing this form, please refer to the supporting guidance documents which can be found on the equality page of the intranet. The page also provides the name of your Corporate Equality Group member should you need any additional advice.

Equality Impact Assessments (EIAs) are a planning tool that enable us to build equality into mainstream processes by helping us to:
- consider the equality implications of our policies (this includes criteria, practices, functions or services - essentially everything we do) on different groups of employees, service users, residents, contractors and visitors
- identify the actions we need to take to improve outcomes for people who experience discrimination and disadvantage
- fulfil our commitment to public service.

The level of detail included in each EIA should be proportionate to the scale and significance of its potential impact on the people with protected characteristics.

This assessment may be published on the Authority's website as part of a Council or Cabinet Report. It can also be requested under the Freedom of Information Act 2000 and can be used as evidence in complaint or legal proceedings.

Proposal details

1.	**Name of the policy or process being assessed**	North Tyneside Cycling Strategy (2022 revision)	
2.	**Version of this EIA** (e.g. a new EIA = 1)	1	
3.	**Date EIA created**	15 September 2022	
		Name	Service or organisation
4.	**Principal author of this EIA**	John Cram, Integrated Transport Officer	Regeneration and Economic Development
5.	**Others involved in writing this EIA** *EIAs should not be completed by a sole author. Think about key stakeholders and others who can support the process and bring different ideas and perspectives to the discussion.*	Andrew Flynn, Integrated Transport Manager	Regeneration and Economic Development

6. What is the purpose of your proposal, who should it benefit and what outcomes should be achieved?

The existing North Tyneside Cycling Strategy was first adopted by Cabinet in March 2018. It fits within the overall context of the North Tyneside Transport Strategy, which sets out the Authority's transport vision. The Cycling Strategy is utilised, for example, to: shape our future decisions, influence sub-regional, regional and national issues, support future funding bids for cycling-related projects or initiatives and support the implementation of objectives in the North Tyneside Transport Strategy, North Tyneside Local Plan and Our North Tyneside Plan. The Cycling Strategy is accompanied by the North Tyneside Cycling Design Guide, which specifies design standards for cycling infrastructure provision.

The Cycling Strategy sets out the Authority's aims and objectives in respect of cycling. As an appendix, it includes the Local Cycling and Walking Infrastructure Plan (LCWIP), a detailed assessment of strategic cycle routes across the borough and walking and wheeling links in town centres.

The stated outcomes to be achieved by the Cycling Strategy are (in the refreshed 2022 version) to: helping more people to cycle; helping to improve cycling safety; designing cycling into our highways, infrastructure and regeneration investment; delivering a continuous network of strategic and local cycle routes; and helping more residents to be physically active, and businesses to adopt sustainable modes of transport such as cargo bikes. In addition, through the LCWIP, it will seek to achieve the outcome of securing investment to improve cycling, walking and wheeling infrastructure in the borough.

An Annual Report on the Transport Strategy is presented to Cabinet, usually in Summer, to update on progress against the five principles of the Transport Strategy: this includes data on cycling and other sustainable transport use.

The Cycling Strategy has now been refreshed, for consideration by Cabinet on 17 October 2022. As such, this is a new EIA which has been prepared in respect of the updated Cycling Strategy and updated Design Guide (together referred to as "the Strategy" below).

7. Does this proposal contribute to the achievement of the Authority's public sector equality duty? Will your proposal:
Write your answers in the table

Aim	Answer: Yes, No, or N/A	If yes, how?
Eliminate unlawful discrimination, victimisation and harassment	No	
Advance equality of opportunity between people who share a	Yes	Elements of the strategy will contribute to advancing equality of opportunity between people with a disability and those who do not have a disability. For example, cycling

protected characteristic and those who do not		promotion, provision for adapted cycles and construction of protected cycling infrastructure, and associated provision such as crossing facilities, may facilitate greater participation in cycling for people who, owing to a disability, experience difficulty in riding a conventional cycle or cycling among general traffic.
Foster good relations between people who share a protected characteristic and those who do not	No	

Evidence Gathering and Engagement

8. What evidence has been used for this assessment?

In carrying out the refresh of the Strategy we have used evidence from a range of sources, including national statistics and regional and local data, details of which are set out in the Transport Strategy Annual Report which is presented to Cabinet each year.

9.a Have you carried out any engagement in relation to this proposal?

	√
Yes - please complete 9b	
No	✓

9.b Engagement activity undertaken	With	When
-	-	-

9. Is there any information you don't have?

	√	Please explain why this information is not currently available
Yes - please list in section A of the action plan at Q13	✓	Cabinet approval is to be sought to carry out public consultation on the Strategy
No		

Analysis by protected characteristic

11. Protected characteristic	A Does this proposal and how it will be implemented have the potential to impact on people with this characteristic? (Answer – Yes or No)	B If 'Yes' would the potential impact be positive or negative? (Answer – positive or negative)	C Please describe the potential impact and the evidence (including that given in Q8 and 9) you have used
All Characteristics	No		
Sex – male or female	Yes	Positive	There is a potential positive impact from the Strategy on this characteristic in that activities such as cycling promotion and construction of protected cycling infrastructure, and associated provision such as crossing facilities, may contribute to equalising participation in cycling between women and men, which has potential to enable the health benefits of cycling to apply more widely.
Pregnancy and maternity – largely relates to employment, but also to some aspects of service delivery e.g. for breastfeeding women	No		

Age – people of different ages, including young and old	Yes	Positive	There is a potential positive impact from the Strategy on this characteristic in that activities such as cycling promotion, provision for adapted cycles and construction of protected cycling infrastructure, and associated provision such as crossing facilities, may facilitate greater participation in cycling for people who, owing to age, experience difficulty in riding a conventional cycle or cycling among general traffic. This has potential to enable the health benefits of cycling to apply more widely.
Disability – including those with visual, audio (BSL speakers and hard of hearing), mobility, physical, mental health issues, learning, multiple and unseen disabilities	Yes	Positive	There is a potential positive impact from the Strategy on this characteristic in that activities such as cycling promotion, provision for adapted cycles and construction of protected cycling infrastructure, and associated provision such as crossing facilities, may facilitate greater participation in cycling for people who, owing to a disability, experience difficulty in riding a conventional cycle or cycling among general traffic. This has potential to enable the health benefits of cycling to apply more widely.
Gender reassignment - includes trans, non-binary and those people who do not identify with or reject gender labels	No		
Race – includes a person's nationality, colour, language, culture and geographic origin	No		
Religion or belief – includes those with no religion or belief	No		
Sexual orientation – includes gay, lesbian, bisexual and straight people	No		

Marriage and civil partnership status - not single, co-habiting, widowed or divorced– only relates to eliminating unlawful discrimination in employment	No		
Intersectionality - will have an impact due to a combination of two or more of these characteristics	No		

If you have answered **'Yes'** anywhere in column A please complete the rest of the form, ensuring that all identified negative impacts are addressed in either Q12 'negative impacts that cannot be removed' or Q13 'Action Plan' below

If you have answered **'No'** in all rows in column A please provide the rationale and evidence in the all characteristics box in column C and go to Q14 'Outcome of EIA'.

12.a Can any of the negative impacts identified in Q11 not be removed or reduced?

Yes - please list them in the table below and explain why	
No	✓

12.b Potential negative impact	**What alternative options, if any, were considered?**	**Explanation of why the impact cannot be removed or reduced or the alternative option pursued.**
-	-	-

Action Planning (you do not need to complete the grey cells within the plan)

13. Action Plan	Impact: (Answer remove or reduce)	Responsible officer (Name and service)	Target completion date
Section A: 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 (please explain below)			
The review of responses received to the public consultation which is to be carried out on the Strategy will include consideration of any feedback provided on potential impacts on people with protected characteristics and how best to respond to these.		Andrew Flynn, Regeneration and Economic Development	January 2023
Evidence and information is gathered as part of the preparation of the Transport Strategy Annual Report.		John Cram, Regeneration and Economic Development	July 2023
Section B: Actions already in place to remove or reduce potential negative impacts (please explain below)	-	-	
Not applicable			
Section C: Actions that will be taken to remove or reduce potential negative impacts (please explain below)	-	-	-
Not applicable			
Section D: Actions that will be taken to make the most of any potential positive impact (please explain below)			
Evidence and information which is gathered as part of the preparation of the Transport Strategy Annual Report can be used to identify opportunities to make the most of any potential positive impact as part of the development of transport plans and programmes.		Andrew Flynn, Regeneration and Economic Development	Ongoing

		John Cram, Regeneration and Economic Development	
Section E: Actions that will be taken to monitor the equality impact of this proposal once it is implemented (please explain below)			
Monitoring of the equality impact of the Strategy will be carried out as part of the preparation of the Transport Strategy Annual Report, which involves the gathering and analysis of relevant data and applying this to the future development of transport plans and programmes.		John Cram, Regeneration and Economic Development	July 2023
Section F: Review of EIA to be completed			
Initial review in light of consultation feedback		John Cram, Regeneration and Economic Development	Jan 2023
Review of EIA		John Cram, Regeneration and Economic Development	Sep 2026

14. Outcome of EIA

Based on the conclusions from this assessment:

Outcome of EIA	Tick relevant box	Please explain and evidence why you have reached this conclusion:
The proposal is robust, no major change is required.	✓	Identified potential impacts are positive

Continue but with amendments		
Not to be pursued		

Now send this document to the Corporate Equality Group member for your service for clearance.

Quality assurance and approval

Questions 15-18 are only for completion by the Corporate Equality Group Member for your service

15. **Do you agree or disagree with this assessment?**	Agree	✓	Disagree	
16. **If disagree, please explain:**				
17. **Name of Corporate Equality Group Member:**	Melissa Nilson			
18. **Date:**	20/09/22			

Conclusion:
- If the assessment is agreed, please send the document to the Head of Service for sign off.
- If you disagree return to author for reconsideration.

Questions 19-22 are only for completion by the Head of Service

19. **Do you agree or disagree with this assessment?**	Agree	✓	Disagree	
20. **If disagree, please explain:**				
21. **Head of Service:**	John Sparkes (Director)			

22. **Date:**	21/09/22

Please return the document to the Author and Corporate Equality Group Member.

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