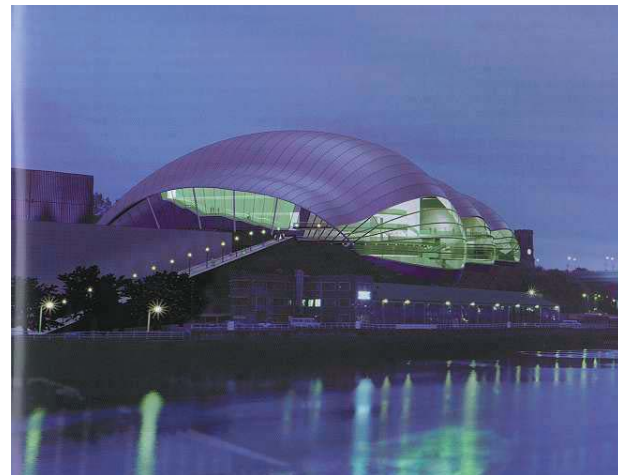


## Context in Tyne and Wear

The economy of Tyne and Wear has undergone massive change in recent years with a transformation of the landscape following the decline of traditional heavy industries – coal mining, shipbuilding and engineering. Growth of new industries and changes in the nature and location of work has been gradual but fundamental to changes in the transport needs of the area. New employment opportunities in light industry, telecommunications, retailing and leisure have arisen in locations that are often readily accessible by car but remote from public transport networks and difficult to reach by cycle or on foot. These changes are a key challenge to the LTP partners as we seek to ensure that all residents in Tyne and Wear, not only those who own a car, have **access to employment opportunities**. The regeneration and development of the local economy is central to local planning policies and the Local Transport Plan aims to deliver a programme of transport improvements to facilitate economic development by enhancing bus, Metro, pedestrian, cycle and road networks to improve access to employment sites. Many of our major projects have this as a primary objective, including the Northern Gateway scheme, Stephenson's Corridor Jobs Link, Sunderland Central Route and the Centrelink.

In large part, the future of Tyne and Wear is reliant upon the continued success of its historic urban centres – traditionally the hubs of industry, commerce, shopping and culture. Transport provided the means for the development of these centres and it will be fundamental in their renaissance and future prosperity. Changes in the nature and location of industry and housing have adversely affected the levels of activity in historic centres over many years. More recently, these centres have achieved much in reinventing themselves as vibrant and attractive places to live, work and socialise. Impressive redevelopment of the riversides of both the River Tyne and River Wear illustrate the attraction and ability of historic locations to regenerate. Transport improvements that are well-integrated with the urban design are critical to the success of these developments. On the banks of the Tyne; modern offices, attractive homes, hotels and

restaurants complement nationally significant museums and regional cultural venues. Similarly ambitious plans are developing for redevelopment sites adjoining the River Wear in Sunderland. These projects are to be enhanced by major transport investments that will ensure efficient access. The internationally renowned Gateshead Millennium Bridge provides the centrepiece to a new quayside whilst enhancing low-level pedestrian and cycle access across the river. The Quayside Transit scheme will link the centres of Gateshead and Newcastle with activities on the riverside. As in the last millennium, the Rivers Tyne and Wear will be focal points in the economy of the area – an economy that embraces modern lifestyles and new ways of working yet retains the ambition to build modern, functional and landmark transport infrastructure.



The Tyne Quayside is a focus for the Newcastle/Gateshead bid to host the **European Capital of Culture** in 2008. This is a once-in-a-lifetime opportunity to celebrate our distinctive identity, to change out-dated perceptions of the North East and give us a stake in the future. It will generate investment and jobs, bring in millions of extra visitors and allow the area to take centre stage in the world.

Becoming European Capital of Culture 2008 will give us the power to make more of a difference through;

- **Cultural achievements** inspiring pride in local people
- **Innovation** to create our own culture inspired by our region.

- **New economic opportunities** in state-of-the-art science and creative industries eg. digital media, software and life sciences.
- **A new image** for our region with exciting icons such as the Angel of the North, the Gateshead Millennium Bridge and the Blue Carpet
- **An excellent quality of life** that will help to attract and retain people with new skills

Local transport systems are vital to the success of the Capital of Culture bid. Its success will impact positively throughout the local area, enabling the Plan Partners to deliver more ambitious transport projects including river buses, further development of Park and Ride facilities and visitor information systems. People in Tyne and Wear are eagerly awaiting the outcome of our bid.

Tyne and Wear's Local Transport Plan will help to deliver the North East Region's ambitions for greater prosperity. Across much of Tyne and Wear we are starting from a position of disadvantage with nationally low levels of employment, income, literacy, health and social inclusion. In October 1999, the North East's first **Regional Economic Strategy** 'Unlocking Our Potential' set a radical agenda for change. The aim was to transform the North East;

*"By 2010, the North East of England will be a vibrant, self-reliant and outward-looking Region with the aspiration, ambition and confidence to unlock the potential of all of its people"*



The Regional Economic Strategy is a 'living' document. Since its launch, there has been significant change in the world economy, in the UK and in the Region. If the North East is to look forward and adequately prepare for the opportunities and threats ahead, it is essential to identify what has been achieved in the past 3 years, what has worked and what has not. The review of the Regional Economic Strategy (RES) will do this before planning its future course accordingly. This review has now started, led by One North East the regional development agency. It is to be completed by October 2002. All LTP partners support the objectives set out in the RES, namely;

- **Creating Wealth by Building a Diversified, Knowledge Driven Economy**
- **Establishing a New Entrepreneurial Culture**
- **Building an Adaptable and Highly Skilled Workforce**
- **Placing Universities and Colleges at the Heart of the Regional Economy**
- **Meeting 21st Century Communication and Property Needs**
- **Accelerating the Renaissance of the North East.**

As noted earlier, many of Tyne and Wear's transport projects aim to improve access to jobs and the efficiency of the transport network. We believe that the future of the region relies on the success of transport systems at the local level – to complement the strategic role of regional and international links. After all, it is at the local level where routine problems of getting to work or delays in the delivery of goods and services can be addressed. Investment in local transport systems will help the region to achieve its economic objectives.

**Regional Planning Guidance (RPG)** sets a context for a range of planning-related policies, including the regional economic and transport strategies. The primary purpose of RPG is to provide guidance to local authorities on preparing development plans.



It provides a regional land-use and transport framework to achieve sustainable development objectives, social progress, protection of the environment, prudent use of natural resources, and economic and employment growth. In the North East, the LTP partners are closely involved in the preparation of RPG. Regional Planning Guidance seeks to guide regional development in the North East over the next twenty years. The Guidance has been prepared around four key themes, namely:-

- **Regeneration**
- **Opportunity**
- **Accessibility**
- **Conservation**

Responsibility for finalising Regional Planning Guidance now lies with the Secretary of State for Environment, Transport and the Regions. The LTP partners work within the context set by RPG (and the associated Regional Transport Strategy) and our LTP objectives and strategies are complementary to those of the North East region.

In the North East, **Regional Transport Strategy (RTS)** is yet to be finalised but stakeholder consultation recently commenced on the proposed approach. The RTS will provide a regional framework for major transport investments including the enhancement of national and international links by rail, road, air and sea. Also, the RTS will provide a regional overview of key policy tools for transport planning, especially public transport accessibility criteria, parking policy and charging, and the debate on price-based traffic management measures including congestion charging and workplace parking levies. The LTP partners in Tyne and Wear consider a regional overview of these issues to be paramount if competitiveness across the North East is not to be distorted by measures designed to manage traffic congestion. Meanwhile, the LTP partners are supportive of the key strategic themes within the RTS, namely;

- **Improving the Regional Gateways**
- **Reducing the overall need to travel**
- **Making the best use of existing infrastructure**
- **Using more sustainable modes of travel**

We believe that our local transport plan is contributing to these aims through the wide range of integrated transport and maintenance projects within our local programmes (see later sections). We are hopeful that completion of the Regional Transport Strategy will bring forward a number of the strategic transport projects that will directly assist Tyne and Wear in the management and improvement of its local transport networks, in particular;

- **Reopening the Ashington, Blyth & Tyne Line**
- **Durham Coast Rail Line (Phase 2) improvements**
- **New Tyne Tunnel Crossing**
- **Region-wide public transport ticketing scheme**
- **East Coast Main Line upgrade**
- **Reopening the Leamside Rail Line**
- **Orpheus Metro Extensions**
- **Major schemes resulting from the Tyneside Area Multimodal Study (TAMMS)**



A number of these projects are already well developed and the Plan Partners are keen to see prompt delivery, as part of a strategy to enhance regional, national and international transport links that will support the continued development of the North East.

The recent announcement by the Transport Minister, John Spellar to upgrade the A1 to three-lane motorway, through North Yorkshire, is a major benefit to overcoming the perceived remoteness of the North East. The importance for the economy and infrastructure of the North East cannot be underestimated, as it contributes to an improved competitive position by attracting

jobs, inward investment and tourism to the Region.

The **Tyne Tunnel** links the A19 under the River Tyne between Howdon and Jarrow. The tunnel was opened in 1967. Since, traffic movements have risen from under 4 million vehicles to over 11.8 million vehicles per annum. Today, the volume of traffic crossing the River Tyne is such that the Tyne Bridge, Redheugh Bridge, Scotswood Bridge, Blaydon Bridge and the existing Tyne Tunnel are currently running very close to full capacity. A new crossing is needed to relieve congestion – especially at peak hours – and to stimulate economic development. The new tunnel, constructed as an immersed tube of prefabricated sections, is planned for a location close to the existing tunnel. It is anticipated that the cost of constructing the new tunnel – in excess of £100 millions – will be met by private sector investors, who will take responsibility for the operation of all the Tyne Tunnels by agreement the Passenger Transport Authority. Presently, preparations for the Public Inquiry into these proposals are being finalised. Subject to the outcome of this inquiry, the first vehicles are expected to begin using the new tunnel in late 2005.

The **Tyneside Area Multimodal Study (TAMMS)** is a major investigation into current transport trends and problems affecting the strategic networks on Tyneside. The study considers concerns about the worsening accident record of the A1 and the contribution of other forms of transport (to the private car) can make to relieve congestion on the trunk road network surrounding Tyneside i.e. A1, A19, A184 and A194(M).

Although the TAMMS study has a particular focus on the national road network, it considers relationships with local transport issues. The LTP partners are keen to consider the outcomes on the TAMMS study and their impacts on local transport systems. There will need to be a systematic response locally to compliment measures on the trunk road network. We are hopeful that TAMMS will assist in delivering solutions to local transport problems but are mindful of potential impacts of strategic management measures locally. Presently, work has commenced to consider development of the TAMMS planning tools for future Local Transport Plans, thereby maximising the benefits of this major planning exercise. The output of TAMMS will

be recommended to the Regional Planning Body, which will have overall responsibility for a strategy to address the identified transport problems.

The LTP partners fully support Government's agenda to promote a more **socially inclusive society**. This policy is especially relevant in Tyne and Wear where 76% of wards are within the most socially deprived 25% of wards nationally. We consider that our Access-for-All and public transport strategies, in particular, seek to address the accessibility needs of many excluded sectors of society. Through imaginative use of Government's Challenge Funds, both urban and rural areas in the conurbation are engaged in projects to demonstrate the benefits of integrated and demand-responsive public transport. The rural challenge project in Western Gateshead links a number of our more remote settlements to a public transport hub at Ryton. In western Newcastle, a more recent project will utilise demand-responsive services to link areas of multiple deprivation to new employment opportunities at Newcastle International Airport and Newburn Riverside Industry Park. These projects are part of a broad commitment to the social inclusion agenda, including participation in social research – with a regional conference and workshops – conducted locally by Napier University to identify the transport needs of disadvantaged groups.

Recently, the Passenger Transport Authority published a 15-year strategic vision for Tyne and Wear, **Towards 2016**, for public consultation. This vision involves a network of quality public transport services on the major traffic corridors, including trams, quality bus routes, trains, guided buses, new rail services and the Metro. All will offer desirable, safe, clean and convenient travel utilising the best in current technology and planning. These proposals are now subject to detailed planning and appraisal, which will inform our approach to delivery throughout the life of the next LTP and beyond.



Residents on Tyne and Wear experience nationally low standards of life expectancy and disease. The transport agenda has a role to play in improving the quality and duration of life. Our local Health Trusts and Health Improvement Partnerships all highlight Coronary Heart Disease and Respiratory Diseases as key areas for action. In part, **healthier transport** – especially walking and cycling – can contribute to these health priorities. For instance, the main focus for the Gateshead and South Tyneside Health Promotion Service is the development of action plans to promote healthier lifestyles. The Action Plan supports measures to increase physical activity and improve diet and nutrition. The Health Walks in Gateshead initiative aims to increase the health and fitness of people by promoting regular exercise within local communities. The initiative has two strands, encompassing independent walks and led walks. These urban health walks are designed to combat many barriers to physical activity. Guides are issued in a pack, distributed by primary health care practitioners. There are signs along the route to assist users. The Local Transport Plan can support health-related initiatives of this kind by ensuring that necessary highway and footpath improvements are completed to improve and maintain access for users.



The project addresses the LTP's strategic objective to improve accessibility for people with particular mobility problems. It aids access to health care services and supports independent mobility and social inclusion, particularly by enhancing access to public transport links along the A182 route.

This approach demonstrates how the interest, enthusiasm and local knowledge of individuals can help to deliver improvements in local transport. The Plan Partners welcome participation by interest groups or members of the public to provide detailed information on local travel patterns and habits. This information can identify barriers to mobility and improve the design of project to mitigate these barriers.

### Pedestrian links between Grasswell and Herrington Burn, Sunderland

The project provided dropped kerbs and tactile paving along a pedestrian route of about 1.5km between Grasswell and Herrington Burn. The aim was to improve accessibility for pedestrians, particularly wheelchair-users, blind and partially sighted people, along the busy A182. The cost of the project was £5,000.

The project was a response to a request from a local resident and wheelchair-user, who experienced problems using the route between home and a local doctor's surgery. The resident participated in on-site meetings with the Council's engineers to identify "desire lines" and possible improvements to pedestrian crossings. Further consultation with wheelchair-users considered the preliminary design solutions.

The Plan Partners are committed to the reduction of **crime and the fear of crime**. In order to achieve this goal several strategic initiatives have been implemented. In particular, the Plan Partners have keenly developed Community Safety strategies.

These are designed to improve community participation in the crime reduction process and to assist in the provision of crime prevention information and assistance at a grass roots level.

The initiative has allowed the employment of Community Safety Officers, and complements other Government community safety initiatives such as The Road Safety Strategy and Neighbourhood Watch.

Vehicle crime is recognised by the Plan Partners as a particular problem within the region. In order to address this problem North Tyneside Council has entered in to Partnership with Northumbria Police and the wider community under the banner of the "North Tyneside Safe Communities Partnership Board".

The aim of the partnership is to reduce vehicle crime and the fear of such crime in order to enhance the quality of life of residents, visitors and those who invest in North Tyneside.

As a result of the initiatives employed, a reduction in vehicle crime of 60% has been achieved in some areas, and North Tyneside has achieved Beacon Council status for its efforts in tackling vehicle crime.

Personal security on the Metro has also been identified as an important issue by the Plan Partners. Nexus as operator of the Tyne and Wear Metro system has invested heavily in CCTV coverage for the system following the receipt of a Home Office Grant to aid in crime reduction.

A number of other smaller scale initiatives have also been introduced within the Plan area, for example secure motorcycle parking is being introduced throughout Tyne and Wear in conjunction with Northumbria Police and user groups in an effort to reduce motorcycle theft.

### Closed Circuit Television (CCTV) for the Metro

Crime and the fear of crime have been identified as major disincentives when people consider using the Metro system. This project will provide system-wide CCTV coverage for the Tyne and Wear Metro – all 58 Metro stations and their approaches – using over 480 cameras. Following a successful pilot scheme at Tyne Dock station in South Tyneside, funding has been made available by a Home Office grant of £7,200,000.

CCTV will be augmented and upgraded to create a fully integrated network of cameras and monitoring equipment. Existing fibre optic communications will be upgraded to digital technology. All cameras around stations will be linked to relevant local authority monitoring centres, enabling people suspected of violence, assault or crime to be tracked throughout the Tyne and Wear area.

The project is a partnership between Northumbria Police, Nexus and the five local authorities of Tyne and Wear. It supports the following LTP objectives:

- Safety and Security – CCTV will reduce crime and the fear of crime throughout the Metro system.
- Public transport – the project encourages ridership and increased social inclusion.
- Traffic and Travel Demand Management – increased Metro patronage will help to reduce the number of journeys by car on local roads.

Anecdotal evidence from residents close to the pilot project at Tyne Dock suggests that CCTV facilities have improved perceptions of safety at and around the station.



## Recent Best Value Reviews and links to local transport strategies.

The introduction of Best Value reviews to public services has involved all Plan Partners in a process of analysing and challenging the way public services are delivered. Many Best Value reviews have potential impacts on the delivery of the LTP programmes. As the process of Best Value has developed, the approach to reviews has evolved – typically from service specific reviews to cross-functional reviews.

Best Value Inspections are carried out by a branch of the Audit Commission. The inspectors try to view services from the perspective of customers. They examine local political agendas, community strategies and plans adopted by the Authority. Judgements they make are based upon the answers to the following questions:

- Are the authority's aims clear and challenging?
- Does the service meet the aims?
- How does its performance compare?
- Does the Best Value Review drive improvement?
- How good is the improvement plan?
- Will the authority deliver the improvements?

Best Value Inspections give services a star rating which ranges from nil (poor) to three (excellent) and a judgement on the likelihood of the service improving.

The following paragraphs provide an overview of progress with Best Value in Tyne and Wear, identifying those Best Value reviews that have particular relevance to the LTP programme.

### Gateshead Council

The second year review of services currently includes two reviews that are expected to have LTP related impacts, these are:

- **Fleet Management**
- **Economic Regeneration of Communities**

These reviews cover areas of service particularly involved with the core LTP objectives of Accessibility, Economic Regeneration and Environmental Improve-

ment. It is expected that the result of these reviews will be available at the end of 2002.

### Newcastle City Council

#### Construction Related Services

The principal objectives of this review were to fundamentally examine the organisation and operation of City Design and City Build functions, which relate to capital works on council housing and public buildings. Key recommendations of the review were, as follows:

- Reorganise services to remove duplication and inefficiencies thus reducing overall costs;
- Improve customer focus through the introduction of structured mechanisms for stakeholder feedback and product panels;
- Establish partnership arrangements to deliver design and build projects while developing in house expertise;
- Implement and improve project management techniques and performance appraisal systems during all aspects of project delivery.

Best Value Inspections in Newcastle had the following results.

**Highways and Traffic Management** (a pilot review subject to voluntary inspection) was judged to be a *one star* (fair) service which was *unlikely* to improve. The inspectors main concern was that need for better quality roads to improve stakeholder satisfaction. This review did result in significant improvements in the management of car parks in the City.

### North Tyneside Council

North Tyneside Councils **Street Lighting Service** was reviewed by the Audit Commission in January 2002 and was assessed as providing 'a fair service that has promising prospects for improvement'.

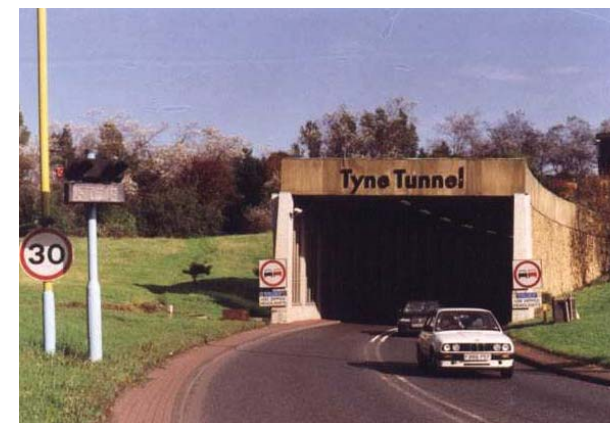
## Tyne and Wear Passenger Transport Authority

### Tyne Tunnels: Best Value Review

Newcastle City Council on behalf of the Passenger Transport Authority (PTA) led the Tyne Tunnels Best Value review, which focused on the following key issues:

- Maintenance, Environment and Safety;
- Traffic and Traffic Operations;
- Organisational and Administrative Issues; and
- Customer Care.

The review highlighted a need for more robust management arrangements, in order to foster effective communication between management and workers and to allow shared ownership of aims and objectives. The development of a service plan was also considered to be important in order to provide a framework around which performance can be reported to the PTA. The review identified improved resource deployment as a way of improving standards of safety. Better financial and performance management was also considered to be possible. The review also considered that toll automation will improve the effectiveness and reduce the costs of operating the current system.



Regular meetings in order to improve liaison between Management and Staff;

An up to date service plan outlining aims and objectives;

24 hour maintenance cover and increased staffing at certain points/times;

The review has highlighted annual efficiency savings of approximately £400,000 with the potential to provide a more responsive service.

After inspection, the service provided by the Tyne Tunnels was rated as "fair with excellent prospects for improvement."



## Nexus

### Corporate Governance and Support Service

This review considers policy formulation and documentation, governance and decision-making processes. The aim is to assess the corporate governance of the Passenger Transport Authority (PTA) including support and management arrangements. Within the review, existing structures and processes will be compared with possible alternatives.

### Accessibility (Phase 2)

This cross-cutting review utilises the public transport accessibility model to assess accessibility throughout Tyne and Wear. The review will recommend actions to improve planning for accessibility within programmes funded by LTP and Challenge funds.

### Concessionary Travel

A market research consultancy completed a review of the Concessionary Travel Scheme, involving focus groups and workshops with a wide range of stakeholders, users and non-users. Themes requiring detailed consideration have been identified – some with significant policy and financial implications – are to be discussed at a forthcoming Members' Policy Seminar.

### Bus Operations

With assistance from a specialist consultant, we are reviewing our policies for the provision of socially necessary bus services. The review will examine the role of Nexus Bus Operations Section regarding bus station and infrastructure management.



## South Tyneside MBC

### Transport and Vehicles

This service was identified to incur high costs during an earlier review of waste disposal, recycling, refuse collection and street cleaning. The Best Value Review will challenge the causes of these high costs. It is expected that the review will be finished by December 2002.

## City of Sunderland

### Street Care Services

The City Council identified Street Care services to include: -

- highway and footpath maintenance;
- street cleaning;
- street lighting;
- verge maintenance;
- drainage and gully cleaning;
- graffiti and fly poster removal;
- signs and street furniture cleaning;
- and
- winter maintenance.

An inspection by the Best Value Inspectorate in December 2000 assessed the service as a "fair 1-star service, which is probably going to improve". Positive features of the service included good partnership working; joined-up working between services; and initiatives involving state-of-the-art equipment and vehicles.

## Management and Movement of Traffic on the Highway

This review commenced in late 2000 and the improvement plan provides a five-year action plan, including actions affecting the delivery of:

- **Traffic Management** – where traffic management schemes will be better prioritised and monitored; a speed management strategy will be developed; and legal processes relating to traffic regulation orders will be assessed.
- **Car Parks** – affecting the operation of Pay and Display car parks; developing a Car Park Asset Management Plan and a Parking Charter.
- **Road Safety** – implementing national guidelines for School Crossing Patrols; preparing a road safety booklet; and consideration of the National Road Safety Strategy.

