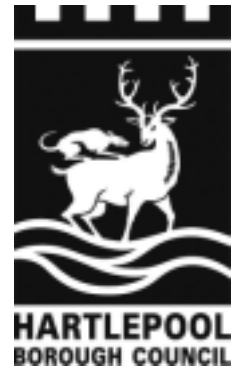


# **REGENERATION AND PLANNING SERVICES SCRUTINY FORUM AGENDA**



**Thursday, 5 November 2009**

**at 3.00 pm**

**in the Committee Room B, Civic Centre, Hartlepool**

**MEMBERS: REGENERATION AND PLANNING SERVICES SCRUTINY FORUM:**

Councillors R W Cook, S Cook, Cranney, Gibbon, A E Lilley, London, McKenna, Rogan, Wright

**Resident Representatives:**

Ted Jackson, John Lynch and Iris Ryder

- 1. APOLOGIES FOR ABSENCE**
- 2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**
- 3. MINUTES**
  - 3.1 To confirm the minutes of the meeting held on 24 September 2009.
- 4. RESPONSES FROM THE COUNCIL, THE EXECUTIVE OR COMMITTEES OF THE COUNCIL TO FINAL REPORTS OF THIS FORUM**

No items.

5. **CONSIDERATION OF REQUEST FOR SCRUTINY REVIEWS REFERRED VIA SCRUTINY CO-ORDINATING COMMITTEE**

No items.

6. **CONSIDERATION OF PROGRESS REPORTS / BUDGET AND POLICY FRAMEWORK DOCUMENTS**

- 6.1      Regeneration and Neighbourhoods Department: Budget and Policy Framework Initial Consultation Proposals 2010/11 – *Scrutiny Support Officer*

7. **ITEMS FOR DISCUSSION**

**Scrutiny Investigation into the Hartlepool Transport Interchange**

- 7.1      Additional Evidence from Transport Operators – *Scrutiny Support Officer*;  
7.2      Draft Final Report – *Chair of Regeneration and Planning Services Scrutiny Forum*

**Scrutiny Investigation into Hartlepool's Business Incubation System**

- 7.3      Scoping Report – *Scrutiny Support Officer*

8. **ISSUES IDENTIFIED FROM FORWARD PLAN**

9. **ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT**

**ITEMS FOR INFORMATION**

- i) **Date of Next Meeting – Thursday, 21 January 2010 in the Council Chamber, Civic Centre, Hartlepool**

# **REGENERATION AND PLANNING SERVICES SCRUTINY FORUM**

## **MINUTES**

**24 September 2009**

The meeting commenced at 3.00 pm in the Civic Centre, Hartlepool

### **Present:**

Councillor: Councillor Trevor Rogan (In the Chair)

Councillors: Rob Cook, Kevin Cranney, Chris McKenna and  
Edna Wright

Resident Representatives:

John Lynch and Iris Ryder

Also Present:

Rob Patterson, Streamline Taxis

Officers: Dave Stubbs, Director of Regeneration and Neighbourhoods  
Alastair Smith, Head of Technical Services  
James Walsh, Scrutiny Support Officer  
Denise Wimpenny, Principal Democratic Services Officer

## **22. Apologies for Absence**

Apologies for absence were submitted on behalf of Councillors Steve Gibbon, Alison Lilley and Frances London.

## **23. Declarations of interest by Members**

None.

## **24. Minutes of the meeting held on 20 August 2009**

Confirmed.

## **25. Responses from the Council, the Executive or Committees of the Council to Final Reports of this Forum**

None.

**26. Consideration of request for scrutiny reviews referred via Scrutiny Co-ordinating Committee**

None.

**27. Consideration of progress reports/budget and policy framework documents**

None.

**28. Scrutiny Investigation into the Hartlepool Transport Interchange – Evidence from Transport Operators**  
*(Scrutiny Support Officer)*

As part of the Forum's investigation into the Hartlepool Transport Interchange written evidence had been collated from the responses of the transport operators, attached at Appendix A, a copy of which was tabled at the meeting. An invitation had also been offered to transport operators to present their views in relation to their potential usage of the Hartlepool Transport Interchange. A representative from Streamline taxis was in attendance.

Discussion ensued which included the following issues;-

- (i) During discussions regarding the responses from transport operators, Members expressed some concern that one of the operators had indicated that they were reviewing the practicalities of utilising this interchange. In response, the Head of Technical Services reported that during recent discussions with bus companies there had been an indication that they were keen to work in partnership with the Council and utilise the interchange provided the routes could be accommodated within current schedules. A Member requested that the outcome of any future discussions be reported to the Forum prior to any decisions being taken.
- (ii) Following discussions in relation to the proposal to pedestrianise Church Street and how private hire vehicles intended using the interchange, the Form was advised that any decisions taken to pedestrianise Church Street would be done in consultation with private hire operators.
- (iii) A lengthy discussion ensued regarding the query from Go North East in relation to the provision of toilet facilities for drivers and the public. Members were advised that new toilet facilities would be available within the train station to which Members commented on the need for adequate toilet facilities outside the current opening times.

## **Recommendation**

That the information given, be noted and the comments of the Forum and evidence provided be used to assist with the scrutiny investigation.

## **29. Scrutiny Investigation into the Hartlepool Transport Interchange – Evidence on the Future Functionality of the Interchange – Covering Report** *(Scrutiny Support Officer)*

As part of the Forum's investigation into the Hartlepool Transport Interchange the Head of Technical Services had been invited to attend the meeting to provide a presentation in relation to the future functionality of the Hartlepool Transport Interchange.

The Head of Technical Services provided a detailed and comprehensive presentation which included the following:-

- Details of enhanced design to promote pedestrian usage – lighting, landscape, CCTV, covered areas, puffin crossing, information point, open aspect, town centre linkage
- Cycling design, links to cycleways, bike storage, Government cycling initiative
- Taxi ranks am/pm, taxi firms initiative
- Bus Operators – bus timetable summary ICT screens, real time development, covered passenger areas, link to route development, increased patronage of train, footfall increase, links, travel planning
- Tees Valley rail passenger patronage 2007/08 to 2009/10
- Hartlepool and Seaton Carew rail passenger patronage comparisons 08/09 to 09/10
- Grand Central Hartlepool to London Schedule
- Bus improvements – faster links, new bus fleet, DDA compliant, real time development, multi-ticketing development
- Connect Tees Valley
- Patronage analysis – potential catchment
- Action to date

A discussion followed which included the following issues:-

- (i) A Member queried whether the proposed bus timetable information system was user friendly. The Head of Technical Services advised that part of the Tees Valley Initiative and Joint Strategy Unit was to bring everything together. Discussions in this regard were currently in the early stages, the detail of which was yet to be determined.
- (ii) In response to Member requests, the Head of Technical Services provided further details relating to the proposed design of the interchange, landscaping proposals as well as possible future regeneration opportunities.
- (iii) Clarification was sought as to the timescale for the introduction of a

- multi-ticketed system to which the Forum was advised that the type of system would be further examined with the bus network board.
- (iv) Whilst some concern was expressed that the inclusion of a bar area within the interchange would encourage binge drinking, others considered that a small café type bar would be beneficial. Members were advised that further details of future developments for the site would be provided in due course.
  - (v) In response to concerns relating to environmental issues, the Director of Regeneration and Neighbourhoods provided details of the current cleanliness programme in Church Street.

### **Recommendation**

That the information given, be noted and the comments of the Forum and evidence provided be used to assist with the scrutiny investigation.

## **30. Scrutiny Investigation into the Hartlepool Transport Interchange - Feedback from Site Visit – Covering Report** (*Scrutiny Support Officer*)

As part of the evidence gathering process, a site visit of the Hartlepool Transport Interchange was held on 8 September to gather evidence on the scope of the current developments and where future developments would occur on site. Written evidence gathered from the site visit was attached at Appendix A.

### **Recommendation**

That feedback on the site visit, be noted and be used to assist the Forum in undertaking the scrutiny investigation.

## **31. Date and Time of Next Meeting**

It was reported that the next meeting would be held at 3.00 pm on 5 November 2009.

The meeting concluded at 4.15 pm.

CHAIRMAN

## **REGENERATION AND PLANNING SERVICES SCRUTINY FORUM**

5th November 2009



**Report of:** Scrutiny Support Officer

**Subject:** REGENERATION AND NEIGHBOURHOODS  
DEPARTMENT: BUDGET AND POLICY  
FRAMEWORK INITIAL CONSULTATION  
PROPOSALS 2010/2011

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### **1. PURPOSE OF REPORT**

- 1.1 To provide the opportunity, as part of the Budget and Policy Framework initial consultation proposals for 2010/2011, for the Regeneration and Planning Services Scrutiny Forum to consider the Regeneration and Neighbourhoods Department's pressures relating to the provision of Regeneration and Planning Services.

### **2. BACKGROUND INFORMATION**

- 2.1 At a meeting of the Scrutiny Co-ordinating Committee held on 16<sup>th</sup> October, 2009, consideration was given to the Executive's Initial Budget and Policy Framework consultation proposals for 2010/2011 to 2012/2013.
- 2.2 At this meeting it was agreed that, as in previous years, each of the Standing Scrutiny Forums will consider the budget proposals covering the service areas within their remit. Given the recent restructure of departments within the Council, and creation of the Regeneration and Neighbourhoods Department and Child and Adult Department, presentations will also be given by Directors to provide an overarching view of the general risks facing their departmental budgets and key policy issues for this year. Any comments / observations will then be fed back to the meeting of the Scrutiny Co-ordinating Committee to be held on 27<sup>th</sup> November, 2009 to enable a formal response to be presented to Cabinet on 14<sup>th</sup> December, 2009.
- 2.3 At this stage of the budget process Cabinet have not identified specific efficiency proposals for individual departments as it is envisaged the savings necessary to balance the 2010/2011 budget will be achieved from the Business Transformation Programme. This position assumes pressures will

not exceed the available budget head room and the Government confirm the grant increase for 2010/2011.

- 2.4 To assist Members of this Scrutiny Forum in the consideration of the initial proposals, arrangements have been made for the Director of Regeneration and Neighbourhoods to be in attendance and an invitation to this meeting has also been extended to the relevant Portfolio Holder(s) (attendance subject to availability).

### 3. RECOMMENDATIONS

- 3.1 It is recommended that the Regeneration and Planning Services Scrutiny Forum: -
- a) as part of the Budget and Policy Framework initial consultation proposals for 2010/2011, consider the pressures relating to the regeneration and planning areas of service provision within the Regeneration and Neighbourhoods Department; and
  - b) formulates any comments and observations to be presented by the Chair of this Scrutiny Forum to the meeting of the Scrutiny Co-ordinating Committee to be held on 27<sup>th</sup> November, 2009 to enable a formal response to be presented to the Cabinet on 14<sup>th</sup> December, 2009.

**Contact Officer:-** James Walsh – Scrutiny Support Officer  
Chief Executive's Department - Corporate Strategy  
Hartlepool Borough Council  
Tel: 01429 523 647  
Email: james.walsh@hartlepool.gov.uk

### BACKGROUND PAPERS

No background papers were used in the preparation of this report.



## REGENERATION AND PLANNING SERVICES SCRUTINY FORUM

5 November 2009



**Report of:** Scrutiny Support Officer

**Subject:** SCRUTINY INVESTIGATION THE HARTLEPOOL  
TRANSPORT INTERCHANGE — ADDITIONAL  
EVIDENCE FROM TRANSPORT OPERATORS

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### 1. PURPOSE OF THE REPORT

- 1.1 To consider additional written evidence collated from the responses of the transport operators in Hartlepool in relation to the ongoing inquiry into the Hartlepool Transport Interchange.

### 2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Forum on 24 September 2009 written evidence was circulated from transport operators in Hartlepool. Having received evidence from Stagecoach North East and Go North East, Members queried if evidence had been received from any other transport operators currently active in Hartlepool.
- 2.2 Consequently following the meeting of 24 September 2009 additional evidence was received from Arriva North East, attached as **Appendix A** to this report, and National Express, attached as **Appendix B** to this report, presenting their views in relation to their potential usage of the Hartlepool Transport Interchange.

### 3. RECOMMENDATION

- 3.1 That Members of the Forum note the content of this report and the written evidence, attached as **Appendix A & B** to this report.

**Contact Officer: -** James Walsh – Scrutiny Support Officer  
Chief Executive's Department - Corporate Strategy  
Hartlepool Borough Council  
Tel: 01429 523647

Email: james.walsh@hartlepool.gov.uk

## **BACKGROUND PAPERS**

The following background paper was used in the preparation of this report:-

- (i) Minutes of the Regeneration and Planning Services Scrutiny Forum of 24 September 2009.

**Regeneration and Planning Services Scrutiny Forum**  
**investigation into the Hartlepool Transport Interchange**

1. As a transport operator in Hartlepool will you be using the facilities on offer once they are complete?

YES

2. What benefits do you think that the Hartlepool Transport Interchange will bring to your business and your customers?

A MUCH BETTER WELCOME TO HARTLEPOOL WILL BE ACHIEVED FOR THOSE ARRIVING BY RAIL AND BUS PASSENGERS WILL HAVE THE BENEFIT OF BETTER FACILITIES + INTERCHANGES WITH RAIL

3. Are there any facilities currently not shown on the plan that you would welcome being developed as part of the Hartlepool Transport Interchange site?

ARE TOILET FACILITIES AVAILABLE IN THE STATION

4. Is there anything else you would like to add?

WE HAVE A CONCERN ON THE PROXIMITY OF THE BUS/TAXI LAYOVER AREAS AS ONE COULD SPILL OVER INTO THE OTHER WITH POSSIBLE CONFLICT

Signed.....M.D. Ellis..... Company.....ARRIVA NORTH EAST.....

**The Regeneration and Services Scrutiny Forum meets on Thursday 24 September at 3.00pm, if you would like to present your views to the Forum then please contact James Walsh by Tel: 01429 523647 or Email: [james.walsh@hartlepool.gov.uk](mailto:james.walsh@hartlepool.gov.uk)**

Email response received from National Express:

“Overall we welcome the provision of the new Interchange with all modes brought together. There are some practical issues which need clarification:-

- Where our coach services would operate from within the interchange?
- Most of our services are operated by coaches which are 12m or 12.2m long
- Some of our coaches are now 14.2m long with three axles. However they are very manoeuvrable although there can be problems with outswing from the rear
- Over 50% of our coaches are now fully accessible with access through the front door using a wheelchair lift. The whole fleet should be accessible by 2012. Therefore there is a need to ensure that there is enough space to operate the lift and for wheelchairs to get on and off it.

Mike Lambden, Head of Corporate Affairs – Bus and Coach, National Express”

## **REGENERATION AND PLANNING SERVICES SCRUTINY FORUM**

**5 November 2009**



**Report of:           Regeneration and Planning Services Scrutiny  
Forum**

**Subject:            DRAFT FINAL REPORT – THE HARTLEPOOL  
TRANSPORT INTERCHANGE**

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### **1.       PURPOSE OF REPORT**

- 1.1       To present the findings of the Regeneration and Planning Services Scrutiny Forum following its investigation into 'The Hartlepool Transport Interchange'.

### **2.       SETTING THE SCENE**

- 2.1       At the meeting of the Regeneration and Planning Services Scrutiny Forum on 17 July 2009, Members determined their work programme for the 2009/10 Municipal Year. The topic of 'The Hartlepool Transport Interchange' was selected as the first scrutiny topic for consideration during the current Municipal Year.
- 2.2       Responsibility for the development of the Hartlepool Transport Interchange lies with the Neighbourhood Services Department, although there are major regeneration benefits associated with the development of the Hartlepool Transport Interchange.
- 2.3       The Hartlepool Transport Interchange is part of the Council's programme to ensure that the Town has a high quality transport interchange facility, which will enhance the development of the Town's transport strategy. The interchange will also be important to the wider regeneration of the town, potentially providing linkages and important facilities. Full planning permission for the original application was granted by the Council's Planning Committee on 3 November 2004.
- 2.4       Since November 2004 there have been a number of complex negotiations and legal issues that have delayed the start of the development of the Hartlepool Transport Interchange.

### **3. OVERALL AIM OF THE SCRUTINY INVESTIGATION**

- 3.1 The overall aim of the Scrutiny investigation was to gain an understanding of the current development milestones for the Hartlepool Transport Interchange, identifying transport operator attitudes and functionality options.

### **4. TERMS OF REFERENCE FOR THE SCRUTINY INVESTIGATION**

- 4.1 The Terms of Reference for the Scrutiny investigation were as outlined below:-
- (a) To gain an understanding of the current development position of the Hartlepool Transport Interchange and the future milestones for the project;
  - (b) To seek the views of transport operators in relation to usage of the Hartlepool Transport Interchange; and
  - (c) To explore future functionality plans for the Hartlepool Transport Interchange site.

### **5. MEMBERSHIP OF THE REGENERATION AND PLANNING SERVICES SCRUTINY FORUM**

- 5.1 The membership of the Scrutiny Forum was as detailed below:-

Councillors R W Cook, S Cook, Cranney, Gibbon, A E Lilley, London, McKenna, Rogan and Wright.

Resident Representatives: John Lynch, Brian McBean and Iris Ryder.

### **6. METHODS OF INVESTIGATION**

- 6.1 Members of the Regeneration and Planning Services Scrutiny Forum met formally from 20 August 2009 to 5 November 2009 to discuss and receive evidence relating to this investigation. A detailed record of the issues raised during these meetings is available from the Council's Democratic Services.
- 6.2 A brief summary of the methods of investigation are outlined below:-
- (a) Detailed Officer presentations supplemented by verbal evidence;
  - (b) Site visit facilitated by Officers from the Neighbourhood Services Department to illustrate the scope of current developments and where future developments will occur on site;

- (c) A questionnaire circulated to all bus, coach and taxi companies operating in Hartlepool; and
- (d) Verbal evidence from local transport operators in Hartlepool.

## FINDINGS

### 7 THE CURRENT DEVELOPMENT POSITION OF THE HARTLEPOOL TRANSPORT INTERCHANGE

- 7.1 Members of the Regeneration and Planning Services Scrutiny Forum felt that in order to understand the current development position of the Hartlepool Transport Interchange, it was important to hear evidence about the history behind the development. Evidence gathered by Members on the development position historically and currently is detailed below:-

#### History of the Development

- 7.2 The Regeneration and Planning Services Scrutiny Forum met on 20 August 2009 where Members received a presentation from the Director of Neighbourhood Services highlighting the background and history behind the development of the Hartlepool Transport Interchange.
- 7.3 Members were reminded that the original scheme had been developed in 2001/02. Planning permission was granted in November 2004 and the Forum was shown the original designs detailed in **Appendices A and B** at the end of this report. However, Members were concerned that development of the Hartlepool Transport Interchange had been extremely slow and with the imminent arrival of the Tall Ships' Races in 2010 there was now an even greater emphasis on the development being completed. The Director of Neighbourhood Services reassured Members that despite lengthy legal arguments, there were now various agreements in place between the groups involved in the development of the Interchange, these groups being Hartlepool Borough Council, Network Rail and Northern Rail. The agreements between these groups had been signed in August 2009, allowing work to commence on the Interchange.
- 7.4 The Forum heard at their meeting of 20 August 2009 that due to the length of time between the original plans and the signing of legal agreements the design of the Hartlepool Transport Interchange had been changed. The changes made to the design had seen the reduction in the number of bus bays to a more appropriate anticipated level of usage from 5 to 3 bays, increased car parking spaces and construction of stairs up to the Gateway Bridge to link the Interchange to the Marina and various nearby leisure and retail outlets. Forum Members were informed that due to these changes it had been necessary to resubmit a planning application and Members were shown the new design as detailed in **Appendix C** at the end of this report. It was anticipated that planning consent for the new design would be granted

in October 2009, although Members noted that the original design and associated planning permission granted in 2004 was still valid.

### **Site Visit to Evidence Current Development Position**

7.5 In order to fully appreciate the scale and the level of current developments that had taken place in relation to the Hartlepool Transport Interchange, Members of the Regeneration and Planning Services Scrutiny Forum undertook a visit to the site of the Hartlepool Transport Interchange on 8 September 2009. During their visit Members noted the following:-

- (i) That the development of the Hartlepool Transport Interchange site will also see Hartlepool Railway Station renovated, but Members were pleased to hear that the renovation would maintain the Victorian style of the station. The renovation of the Railway Station would see the installation of a new canopy and the unused platform developed to a standard with the installation of planters and lightweight casings to hold artwork of a poster specification. Members also noted that currently the unused platform had been dug up whilst new signalling work is installed as detailed below in Picture1:-



**Picture1: Unused platform at Hartlepool Railway Station**

- (ii) That the unused platform at the Railway Station had been reviewed by Network Rail, but due to the lack of footfall numbers and the cost of ensuring that access is compliant with the Disability Discrimination Act, Members were informed that focus for the potential introduction of the Tees Valley Metro would be along a spur of line that leads off from the main platform as shown overleaf in Picture2:-





**Picture2: Spur of line that may be possibly used for Tees Valley Metro**

- (iii) That work has already started at the Western end of the site to clear scrub land, remove bushes and trees before levelling work can commence for the installation of the car park, as detailed below in Picture3. Once developed, this area of the site will be landscaped and include real time information on all transport operators utilising the Hartlepool Transport Interchange



**Picture3: Western end of site being cleared and levelled for car park**

- (iv) That the most technical aspect of the development of the Western end of the site would be the filling in of the disused underpass. Work on this development would take two weeks to complete and ensure that no voids are left, the disused underpass can be seen in Picture4 below:-



**Picture4: Disused underpass currently gated to prevent usage.**

- (v) That developments at the Eastern end of the site have seen the inclusion of potential business parking facilities and the construction of a permanent maintenance compound for Network Rail as show in Picture5 below:-



**Picture5: New maintenance compound for Network Rail.**

## **Current Milestones**

- 7.6 With Members mindful of the Tall Ships' Races visiting Hartlepool from 7-10 August 2010, there was a concern about the timescales for development of the Hartlepool Transport Interchange. The Forum were keen that an emphasis be placed on developments so that visitors to Hartlepool would benefit from not only an improved transport infrastructure, but also the aesthetically pleasing changes that the Interchange would bring to the area around the Railway Station.
- 7.7 During the meeting of the Regeneration and Planning Services Scrutiny Forum of 20 August 2009, Forum Members were reassured that the car park to the Eastern end of the development would be completed and commissioned by November 2009, that between November 2009 and February 2010 Network Rail would be completing canopy works at the Station, with the final stage of completion work to the front of the railway station and the new layout to the Western end of the site being carried out between February and June 2010.

## **8 VIEWS OF TRANSPORT OPERATORS TOWARDS THE HARTLEPOOL TRANSPORT INTERCHANGE**

- 8.1 Although Members of the Regeneration and Planning Services Scrutiny Forum supported the creation of the Hartlepool Transport Interchange, they wanted to ensure that the transport operator in Hartlepool would use the facilities and were happy with the 'new' design for the Interchange. With this in mind a questionnaire was sent to all bus, coach, taxi and private hire companies in Hartlepool to gather their views, along with an open invitation to attend a meeting of the Regeneration and Planning Services Scrutiny Forum.
- 8.2 Members met on 24 September when the views of the transport operators in Hartlepool were presented to Members. The information gathered by Members from the transport operators is summarised below:-
- (i) That three of the major bus / coach companies in Hartlepool and those taxi firms completing the questionnaire and attending the Forum meeting on 24 September, were very supportive of the 'new' plans for the Hartlepool Transport Interchange, with the other major bus company operating in Hartlepool wishing more detailed dialogue before they could commit to using the Interchange;
  - (ii) That the plans for the Hartlepool Transport Interchange would see an increase in passenger numbers for all transport operators and that the Interchange could provide additional security for transport users;
  - (iii) That driver facilities, such as toilets, needed to be provided as part of the Transport Interchange complex;

- (iv) That the taxi layover areas on the plans needed to be re-assessed after consultation with the bus, coach and taxi companies in the Town as each group had differing concerns and suggestions;
- (v) That sufficient space be provided for wheelchair users to access those coaches / buses that utilise wheelchair lifts;
- (vi) That out of hours use of the site needed to be maximised, such as using loading bays as Taxi pick-up points; and
- (vii) That looking at the flow into the Transport Interchange for buses / coaches may negate the need, currently planned, for buses to loop around the roundabout, therefore, saving time and increasingly desirability for the bus companies to access the site.

## **9 FUTURE FUNCTIONALITY PLANS FOR THE HARTLEPOOL TRANSPORT INTERCHANGE**

- 9.1 Members of the Regeneration and Planning Services Scrutiny Forum were anxious that the development of the Hartlepool Transport Interchange, would consider how the development might meet the future functionality plans of the users and the potential regenerative value of the site. Evidence gathered by Members in this aspect is detailed below:-

### **Transport Users**

- 9.2 Members received a presentation from the Head of Technical Services at their meeting of 24 September 2009 in relation to the future functionality of the Hartlepool Transport Interchange for those people who would be accessing the site as transport users.
- 9.3 Members were pleased to learn that lighting and landscaping of the site would encourage an open and safe environment for transport users to move around the Interchange, through the usage of low covering foliage, grassed areas, 'white' lighting and the reassurance of CCTV cameras.
- 9.4 The Forum were informed that real time information would be a key component of the site, ensuring that transport users had regularly updated information about the various transport operators accessing the Hartlepool Transport Interchange, although the views of Members were that the site should also not alienate the non-technologically minded transport users, as well as ensuring the disabled transport users were catered for in the design.
- 9.5 Multi-ticketing development was also another future functionality that may arise out of the development of the Transport Interchange along the lines of the Oyster card that operates in London, allowing transport users to move from different modes of transport without the need to purchase separate tickets. Members were, however, concerned that such developments were

future proofed, although the Head of Technical Services commented that this development was only in very early stages of development.

- 9.6 Support was also voiced by Members and representatives from the transport providers in Hartlepool, during the meeting of the Forum on 24 September 2009, for the need to address, in the longer term, the daytime economy of the Interchange through the encouragement of eating and drinking facilities as dictated by market forces.

### **Cyclists**

- 9.7 During their meeting of 24 September 2009 Members were reminded of the government cycling initiatives that were looking towards both the environmental and health benefits through cycling as a mode of transport. Members were pleased to learn that Network Rail were going to fund the provision of additional bike storage as part of the Hartlepool Transport Interchange and that the site would have a cycleway spine which would enable quick access to the site for cyclists, as well as ensuring other road users and pedestrians were clearly aware of the cycle routes on site.
- 9.8 At the site meeting held on 8 September 2009, the Portfolio Holder for Transport and Neighbourhoods raised the importance of cycle routes throughout the Interchange and the need to ensure that the cycleway spine was linked beyond the Interchange to other cycleways in the Town.

### **Tees Valley Metro**

- 9.9 Members of the Regeneration and Planning Services Scrutiny Forum were aware of the plans for the development of a Tees Valley Metro and the potential regenerative benefits that such a scheme could have in increasing the linkage of Hartlepool to other areas in the Tees Valley.
- 9.10 Those Members attending the site visit on 8 September 2009 had already seen the potential development area for the Tees Valley Metro, see paragraph 7.5(ii). In addition Members were informed that the introduction of the Tees Valley Metro should also see the resurfacing of the platform in that area and the installation of a new canopy.
- 9.11 When the Forum met on 20 August 2009 the Director for Neighbourhood Services informed Members that the development of the car park to the Western end of the site, would allow for future functionality of this area as a park and ride for the Tees Valley Metro should the scheme be completed and linked into Hartlepool. At their meeting of 24 September 2009, Members learnt that the real time information planned for the site would also incorporate the Tees Valley Metro.

## **10 CONCLUSIONS**

10.1 The Regeneration and Planning Services Scrutiny Forum concluded:-

- (a) That the development of the Hartlepool Transport Interchange was something that was welcomed by the majority of the major transport operators in Hartlepool;
- (b) That the legal delays to the development of the Transport Interchange had created scepticism about when and what the Interchange would deliver;
- (c) That the arrival of the Tall Ships' Races from 7-10 August 2010 had placed pressure on the aesthetic site developments and enhanced transport users experience to be delivered within a tight timescale;
- (d) That due to increased legal costs and a rationalization of the requirements of transport operators this had meant that the development of a 'new' design had been necessary; and
- (e) That despite aesthetic recommendations emanating from the Regeneration and Planning Services Scrutiny Forum's investigation into Railway Approaches in March 2007, Hartlepool Railway Station's unused platform was still visually unappealing.

## **11 RECOMMENDATIONS**

11.1 The Regeneration and Planning Services Scrutiny Forum has taken evidence from a wide range of sources to assist in the formulation of a balanced range of recommendations. The Forum's key recommendations to the Cabinet are as outlined below:-

- (a) That signage in and around the Transport Interchange is clear and ensures users are fully aware of where amenities are located;
- (b) That the Council sets in place an agreed procedure with Network Rail to ensure that the unused platform is cosmetically enhanced and made aesthetically pleasing;
- (c) That a review is carried out with all transport operators as potential users of the Hartlepool Transport Interchange into the plans for layover areas and loading / unloading bays, with the aim of maximising out of hours usage; and
- (d) That a process is put in place to regularly review and keep Members informed of the development of the Hartlepool Transport Interchange with particular reference to usage and transport operator linkage.

## **ACKNOWLEDGEMENTS**

The Committee is grateful to all those who have presented evidence during the course of our investigation. We would like to place on record our appreciation, in particular of the willingness and co-operation we have received from the below named:-

### Hartlepool Borough Council:

Councillor Peter Jackson – Portfolio Holder for Transport and Neighbourhoods

Dave Stubbs – Director of Neighbourhood Services

Peter Scott – Director of Regeneration and Planning Services

Stuart Green – Assistant Director, Planning and Economic Development

Alastair Smith – Head of Technical Services

David Wilson – Principal Engineer (Construction)

Brendon Colarossi – Senior Engineer (Construction)

### External Representatives:

Rob Pattison – Manager, Streamline Taxis

All those transport operators in Hartlepool who took the time to complete the questionnaire into their potential usage of the Hartlepool Transport Interchange.

## **COUNCILLOR TREVOR ROGAN CHAIR OF THE REGENERATION AND PLANNING SERVICES SCRUTINY FORUM**

**November 2009**

**Contact Officer:** James Walsh – Scrutiny Support Officer  
Chief Executive's Department – Corporate Strategy  
Hartlepool Borough Council  
Tel:- 01429 523647  
Email:- james.walsh@hartlepool.gov.uk

## **BACKGROUND PAPERS**

The following background papers were consulted or referred to in the preparation of this report:-

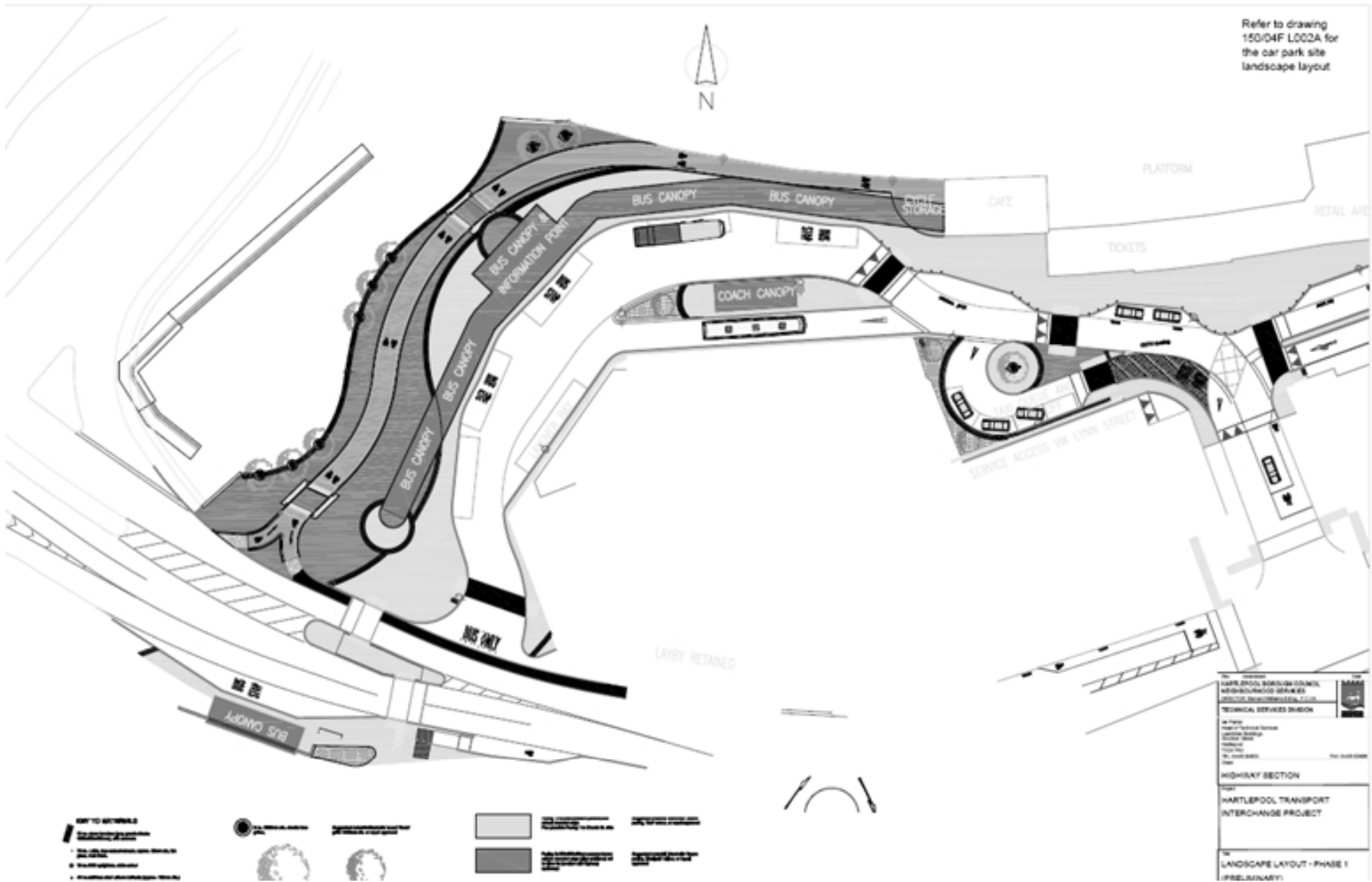
- (a) Report of the Director of Neighbourhood Services entitled 'Hartlepool Transport Interchange' presented at the meeting of Cabinet of 7 January 2008.
- (b) Report of the Head of Technical Services entitled 'Hartlepool Transport Interchange Progress Report' presented at the meeting of Culture, Housing and Transportation Portfolio of 3 May 2006.
- (c) Report of the Head of Procurement and Property Services entitled 'Land Exchange, Hartlepool Transport Interchange' presented at the meeting of Finance and Performance Management Portfolio of 2 May 2006.
- (d) Hartlepool Borough Council (2006) *Hartlepool Borough Council – Local Transport Plan 2006-2011*, Available from: [http://www.hartlepool.gov.uk/downloads/Hartlepool\\_LTP\\_2006.pdf](http://www.hartlepool.gov.uk/downloads/Hartlepool_LTP_2006.pdf)
- (e) Minutes and Decision Record of Planning Committee of 3 November 2004.
- (f) Report of the Scrutiny Support Officer entitled 'Scrutiny Investigation into the Hartlepool Transport Interchange – Scoping Report' presented to the Regeneration and Planning Services Scrutiny Forum of 20 August 2009.
- (g) Report of the Scrutiny Support Officer entitled 'The Hartlepool Transport Interchange – Setting the Scene Presentation – Covering Report' presented to the Regeneration and Planning Services Scrutiny Forum of 20 August 2009.
- (h) Presentation by the Director of Neighbourhood Services entitled 'Hartlepool Transport Interchange' delivered to the Regeneration and Planning Services Scrutiny Forum of 20 August 2009.
- (i) Report of the Scrutiny Support Officer entitled 'Scrutiny Investigation the Hartlepool Transport Interchange – Evidence from Transport Operators' presented to the Regeneration and Planning Services Scrutiny Forum of 24 September 2009.
- (j) Report of the Scrutiny Support Officer entitled 'Scrutiny Investigation the Hartlepool Transport Interchange – Evidence on the Future Functionality of the Hartlepool Transport Interchange – Covering Report' presented to the Regeneration and Planning Services Scrutiny Forum of 24 September 2009.
- (k) Presentation by the Head of Technical Services entitled 'Future Functionality of the Interchange Site' delivered to the Regeneration and Planning Services Scrutiny Forum of 24 September 2009.



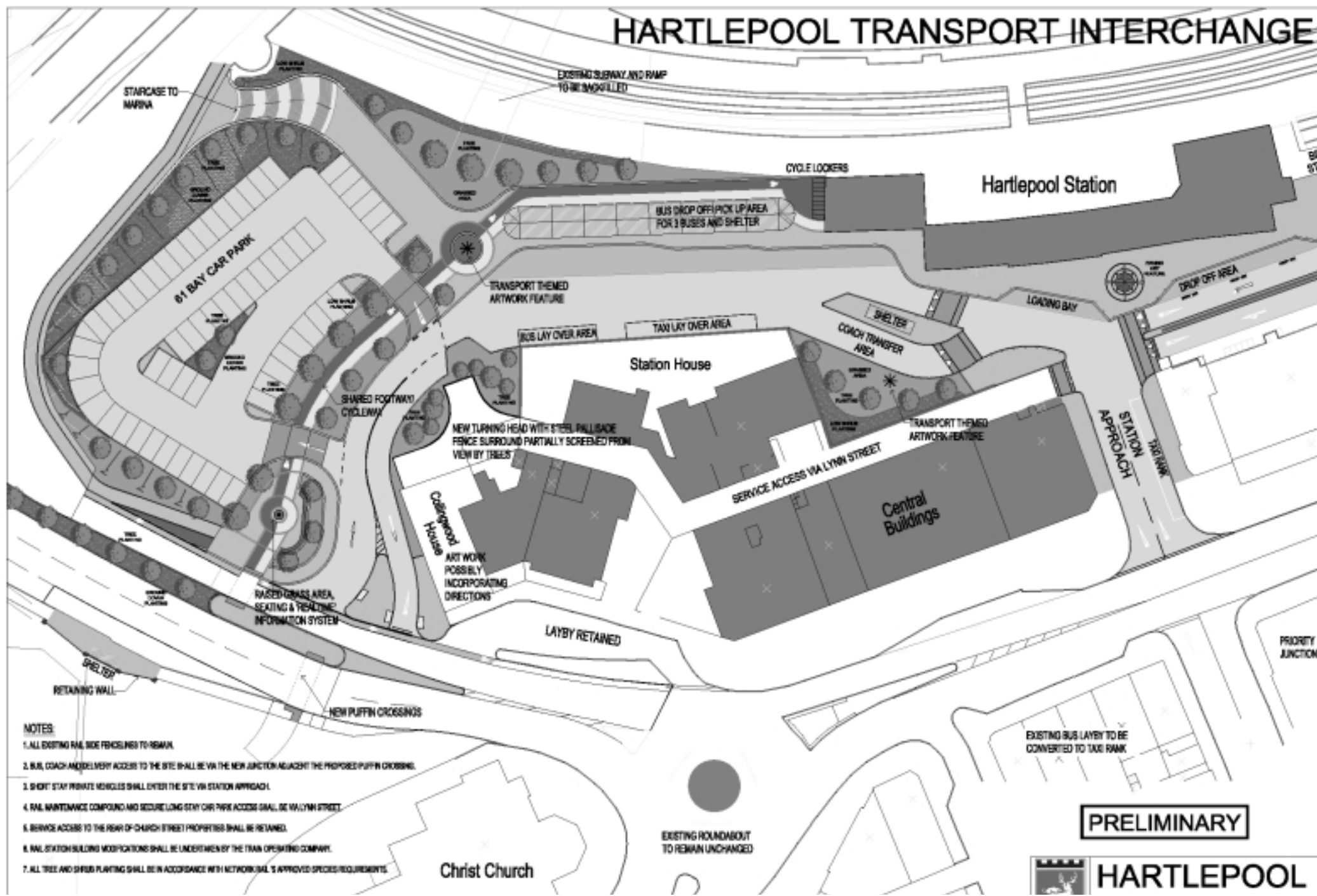
- (l) Report of the Scrutiny Support Officer entitled 'Scrutiny Investigation into the Hartlepool Transport Interchange – Feedback from Site Visit – Covering Report' presented to the Regeneration and Planning Services Scrutiny Forum of 24 September 2009.
- (m) Report of the Scrutiny Support Officer entitled 'Scrutiny Investigation into the Hartlepool Transport Interchange – Additional Evidence from Transport Operators' presented to the Regeneration and Planning Services Scrutiny Forum of 5 November 2009.
- (n) Minutes of the Regeneration and Planning Services Scrutiny Forum of 20 August and 24 September 2009.

## Appendix A

## Original Design – West of Station

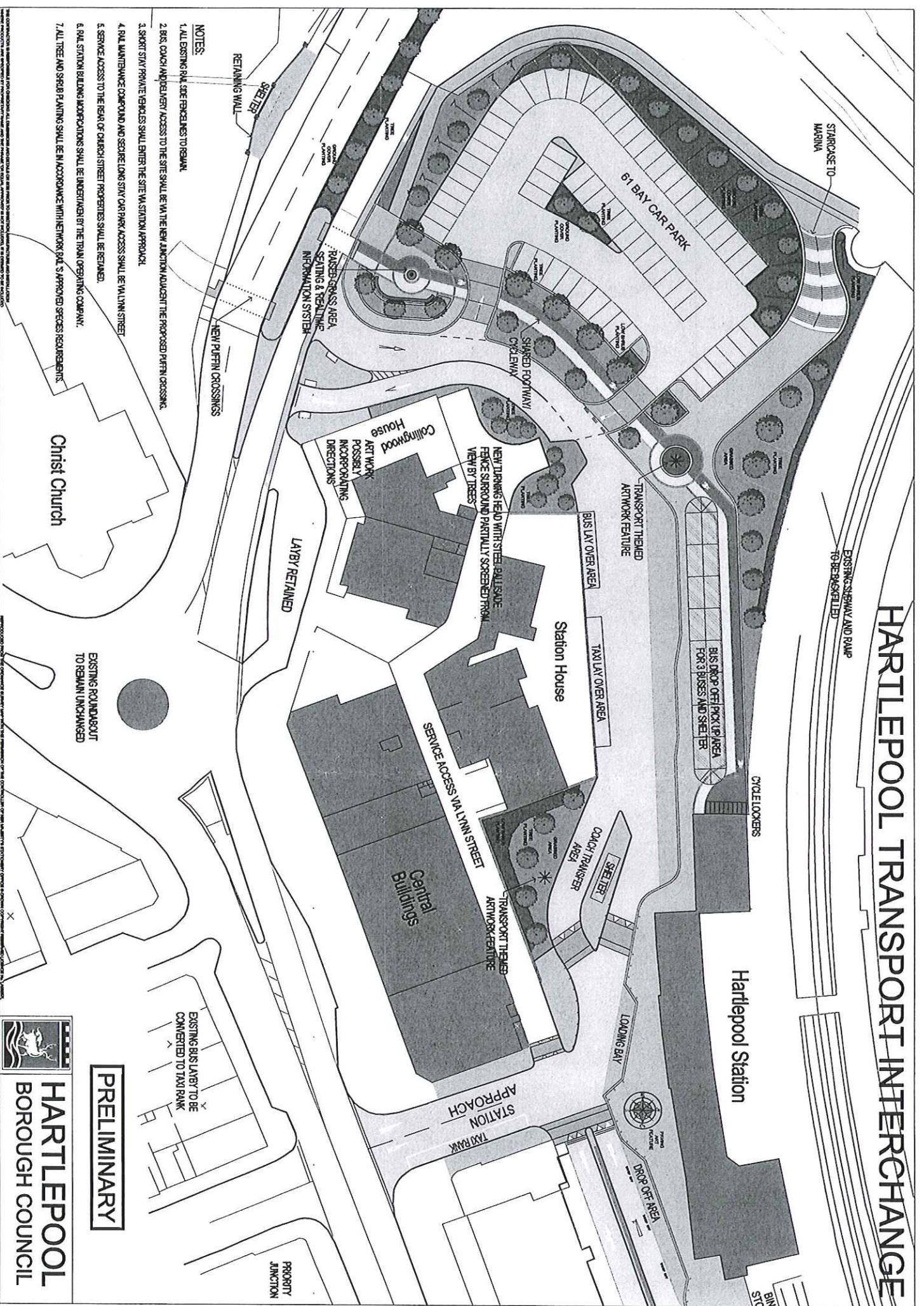








# HARTLEPOOL TRANSPORT INTERCHANGE



## NOTES:

1. ALL EXISTING RAIL SIDE FENCING LINES TO REMAIN.
2. BUS, COACH AND DELIVERY ACCESS TO THE SITE SHALL BE VIA THE NEW JUNCTION ADJACENT THE PROPOSED PUFFIN CROSSING.
3. SHORT STAY PRIVATE VEHICLES SHALL ENTER THE SITE VIA STATION APPROACH.
4. RAIL MAINTENANCE COMPOUND AND SECURE LONG STAY CAR PARK ACCESS SHALL BE VIA LYNN STREET.
5. SERVICE ACCESS TO THE REAR OF CHURCH STREET PROPERTIES SHALL BE RETAINED.
6. RAIL STATION BUILDING MODIFICATIONS SHALL BE UNDERTAKEN BY THE TRAIN OPERATING COMPANY.
7. ALL TREE AND SHRUB PLANTING SHALL BE IN ACCORDANCE WITH NETWORK RAIL'S APPROVED SPECIES REQUIREMENTS.

**PRELIMINARY**

## **REGENERATION AND PLANNING SERVICES SCRUTINY FORUM**

5 November 2009



**Report of:** Scrutiny Support Officer

**Subject:** SCRUTINY INVESTIGATION INTO HARTLEPOOL'S  
BUSINESS INCUBATION SYSTEM – SCOPING  
REPORT

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### **1. PURPOSE OF REPORT**

- 1.1 To make proposals to Members of the Regeneration and Planning Services Scrutiny Forum for their forthcoming investigation into Hartlepool's Business Incubation System.

### **2. BACKGROUND INFORMATION**

- 2.1 At the meeting of this Forum on 17 July 2009, Members determined their work programme for the 2009/10 Municipal Year. The topic of 'Hartlepool's Business Incubation System' was selected as the second Scrutiny topic for consideration during the current Municipal Year.
- 2.2 Responsibility for the monitoring and development of Hartlepool's Business Incubation System lies with the Economic Development Section which is part of the Authority's Regeneration and Neighbourhood's Department.
- 2.3 Business Incubation has many different connotations and meaning, but UK Business Incubation the professional body for the business incubation industry defines business incubation as providing:-

"SMEs [Small and Medium Enterprises] and start-ups with the ideal location to develop and grow their businesses, offering everything from virtual support, rent-a-desk through to state of the art laboratories and everything in between. They provide direct access to hands on intensive business support, access to finance and experts and to other entrepreneurs and suppliers to really make businesses and entrepreneurs grow."<sup>1</sup>

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<sup>1</sup> UK Business Incubation, 2009

- 2.4 The strategy for the development of the Hartlepool Business Incubation System is founded on a feasibility study commissioned by Hartlepool Borough Council and Hartlepool New Deal for Communities, undertaken by DTZ Pida Consulting in 2002. The results of this feasibility study resulted in the Hartlepool Business Incubation Strategy being formalised in 2003.
- 2.5 The Hartlepool Business Incubation Strategy had five main recommendations<sup>2</sup>:-
- (i) That a 'hot house' development be created at the Town's Queens Meadow site;
  - (ii) That a major enhancement scheme take place at Brougham Enterprise Centre;
  - (iii) That an overarching support mechanism be developed to incubate start-up and existing small businesses;
  - (iv) That consideration be made towards community incubation, with any physical developments deferred until the main system is fully operational and integrated into the local economy; and
  - (v) That the issue of move-on accommodation requirements be considered to ensure a flow through the system.

### **3. OVERALL AIM OF THE SCRUTINY INVESTIGATION/ENQUIRY**

- 3.1 To gain an understanding of the Business Incubation System Strategy and how the businesses in Hartlepool are benefitting from this support, with the ultimate aim of making Hartlepool more globally competitive.

### **4. PROPOSED TERMS OF REFERENCE FOR THE SCRUTINY INVESTIGATION/ENQUIRY**

- 4.1 The following Terms of Reference for the investigation/review are proposed:-
- (a) To gain an understanding of the Business Incubation Business System Strategy;
  - (b) To seek the views of local businesses of the value of the Business Incubation System in Hartlepool;
  - (c) To explore the work of other support agencies involved in the role of business incubation;

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<sup>2</sup> HBC, 2009

- (d) To assess the effectiveness of the Business Incubation System in Hartlepool in comparison to national / local baselines; and
- (e) To examine the future development plans for the Business Incubation System.

## **5. POTENTIAL AREAS OF ENQUIRY / SOURCES OF EVIDENCE**

5.1 Members of the Forum can request a range of evidential and comparative information throughout the Scrutiny review.

5.2 The Forum can invite a variety of people to attend to assist in the forming of a balanced and focused range of recommendations as follows:-

- (a) Member of Parliament for Hartlepool;
- (b) Cabinet Member with Portfolio Holder for Regeneration and Economic Development;
- (c) Director, or appropriate officers, from the Regeneration and Neighbourhoods Department;
- (d) Business Link;
- (e) UK Steel Enterprise (UKSE);
- (f) Local Businesses, who have had contact with Hartlepool's Business Incubation System;
- (g) Hartlepool Community Network;
- (h) Local residents; and
- (i) Ward Councillors.

5.3 The Forum may also wish to refer to a variety of documentary / internet sources, key suggestions are as highlighted below:-

- (a) [www.investinhartlepool.com](http://www.investinhartlepool.com) – The Official Hartlepool Business Information Website

## **6. COMMUNITY ENGAGEMENT / DIVERSITY AND EQUALITY**



- 6.1 Community engagement plays a crucial role in the Scrutiny process and paragraph 5.2 details who the Forum could involve. However, thought will need to be given to the structure in the way that the Forum wishes to encourage those views.
- 6.2 In addition, diversity issues have been considered in the background research for this enquiry under the Equality Standards for Local Government. As such the views of local diversity groups will be sought throughout the inquiry where felt appropriate and time allows. Consequently, consideration has been given as to how the views of people from minority communities of interest or heritage (for example, people with disabilities, people with learning disabilities, people with mental health problems, black and minority ethnic people, and Lesbian, Gay, Bisexual and Transgender people), which may not be gathered through the usual community engagement routes, can be included over the course of the inquiry.

## **7. REQUEST FOR FUNDING FROM THE DEDICATED OVERVIEW AND SCRUTINY BUDGET**

- 7.1 Consideration has been given, through the background research for this scoping report, to the need to request funding from the dedicated Overview and Scrutiny budget to aid Members in their enquiry. At this stage no additional funding has been identified as being necessary to support Members in their investigation. Members, however, may wish to seek additional funding over the course of the investigation and the pro forma attached at **Appendix A** outlines the criteria on which a request to Scrutiny Co-ordinating Committee will be judged.

## **8. PROPOSED TIMETABLE OF THE SCRUTINY INVESTIGATION**

- 8.1 Detailed below is the proposed timetable for the review to be undertaken, which may be changed at any stage:-

**5 Nov 2009** – Formal Meeting of the Forum to Receive:-

- (i) Scoping Report.

**4 Feb 2010** – *Possibility of meeting being held at Hartlepool Enterprise Centre (Brougham Terrace)*

Formal Meeting of the Forum to Receive:-

- (i) Setting the Scene Presentation;
- (ii) Evidence from Member of Parliament for Hartlepool; and
- (iii) Evidence from Portfolio Holder

(ii) and (iii) subject to availability

**February 2010** – Possible site visits to Hartlepool Enterprise Centre and Hartlepool Innovation Centre if Forum meeting venues for February and March are not altered.

**4 Mar 2010** – *Possibility of meeting being held at Hartlepool Innovation Centre (Queens Meadow Business Park)*

Formal Meeting of the Forum to Receive:-

- (i) Evidence from local businesses;
- (ii) Evidence from other support agencies; and
- (iii) Comparison of Hartlepool's Business Incubator System to national figures and future developmental plans.

**1 Apr 2010** – Consideration of Draft Final Report by Regeneration and Planning Services Scrutiny Forum

**23 Apr 2010** – Consideration of Final Report by Scrutiny Co-ordinating Committee

**10 May 2010** – Consideration of Final Report by the Cabinet

## **9. RECOMMENDATION**

- 9.1 Members are recommended to agree the Regeneration and Planning Services Scrutiny Forum's remit of the Scrutiny investigation as outlined in paragraph 4.1

**Contact Officer:** - James Walsh – Scrutiny Support Officer  
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## BACKGROUND PAPERS

The following background papers were used in the preparation of this report:-

- (a) UK Business Incubation (2009) *What is Business Incubation?*, Available from:  
<http://www.ukbi.co.uk/index.asp?SID=222> (Accessed 20 October 2009)
- (b) Hartlepool Borough Council (2009) *Business Incubation System*

## APPENDIX A

**PRO-FORMA TO REQUEST FUNDING TO SUPPORT  
CURRENT SCRUTINY INVESTIGATION**

**Title of the Overview and Scrutiny Committee:** Regeneration and Planning Services Scrutiny Forum

**Title of the current scrutiny investigation for which funding is requested:**  
Hartlepool's Business Incubator System

**To clearly identify the purpose for which additional support is required:**

**To outline indicative costs to be incurred as a result of the additional support:**

**To outline any associated timescale implications:**

**To outline the 'added value' that may be achieved by utilising the additional support as part of the undertaking of the Scrutiny Investigation:**

**To outline any requirements / processes to be adhered to in accordance with the Council's Financial Procedure Rules / Standing Orders:**

**To outline the possible disadvantages of not utilising the additional support during the undertaking of the Scrutiny Investigation:**

**To outline any possible alternative means of additional support outside of this proposal:**