

AN EVALUATION OF THE FACILITIES FOR DISABLED PEOPLE  
ON THE TYNE AND WEAR METRO  
VOLUME II

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PhD THESIS

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1987

C O N T E N T S                      -                      V O L U M E    I I

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Appendix I :  
Metro Station Plans  
and Notes

### Note

In this Appendix, features at stations are sometimes referred to as being of "standard" dimensions i.e. they conform to the general design in use throughout the system. These "standard" dimensions for various features are as follows:

Internal staircases: Treads 280mm (11 in.)

Risers 170mm (6.7 in.)

External staircases: Treads 300mm (12 in.)

Risers 160mm (6.3 in.)

Handrails: Circular, polished or painted metal,  
50mm to 60mm (2 in. to 2.4 in.) in  
diameter and 900mm to 1100mm  
(2 ft. 11 in. to 3 ft. 7 in.) above  
surface level.

Lifts: 1100mm (3 ft. 7 in.) wide by  
1500mm (4 ft. 11 in.) deep, with a door  
1000mm (3 ft. 3 in.) wide.

Handrails inside lifts are provided at a  
height of 1000mm (3 ft. 3 in.) above  
floor level.

Push-button controls are arranged in a  
vertical sequence at a height ranging from  
900mm (2 ft. 11 in.) to 1100mm (3 ft. 7 in.).

Car Parking Spaces: Spaces for disabled car users are

3000mm (9 ft. 10 in.) wide by

4900mm (16 ft. 1 in.) long.

(Spaces for other car users are only  
2600mm (8 ft. 6 in.) wide).

Platform Edges: At sub-surface stations, platform edges are slightly raised: the penultimate row of tiles is of contrasting colour and texture while the immediate edge is painted with white textured paint.

At surface stations, platform edges are indicated by rows of grooves adjacent to the edge and white textured paint at the immediate edge.

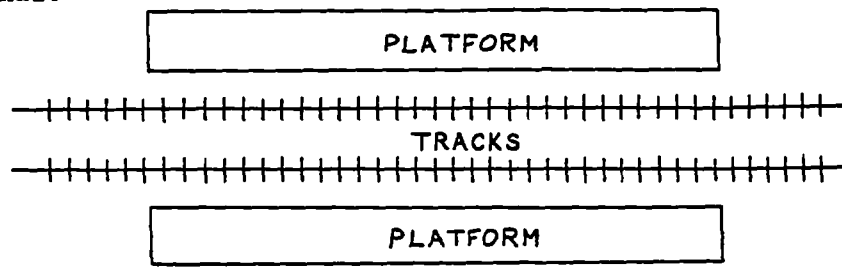
Platform Layouts: These conform to one of four basic types: conventional, island, staggered or single-sided, as illustrated on the following page.

Ticket Barriers: Layouts of ticket barriers at stations are as shown in the plans. Turnstile barriers of 520mm (1 ft. 8 in.) width and a wide barrier of 800mm (2 ft. 7 in.) width are provided at all station entrances/exits. At some stations, exit for all passengers is effected through a door 870mm (2 ft. 10 in.) wide.

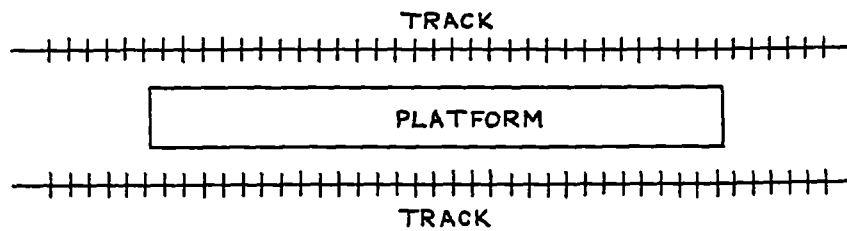
The original dates of opening of former British Rail stations are given by Hoole (1983) or Joyce (1985).

## Types of Station Layout

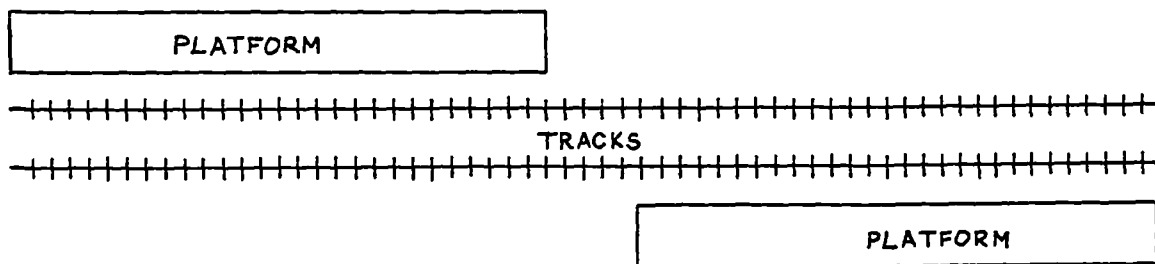
Conventional:



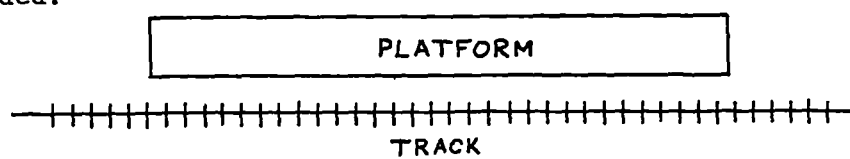
Island:




Staggered:





Single-sided:

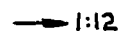



## KEY TO SYMBOLS

 = Turnstile ticket barrier (arrow indicates direction of operation)

 = Wide ticket barrier (operates in both directions)

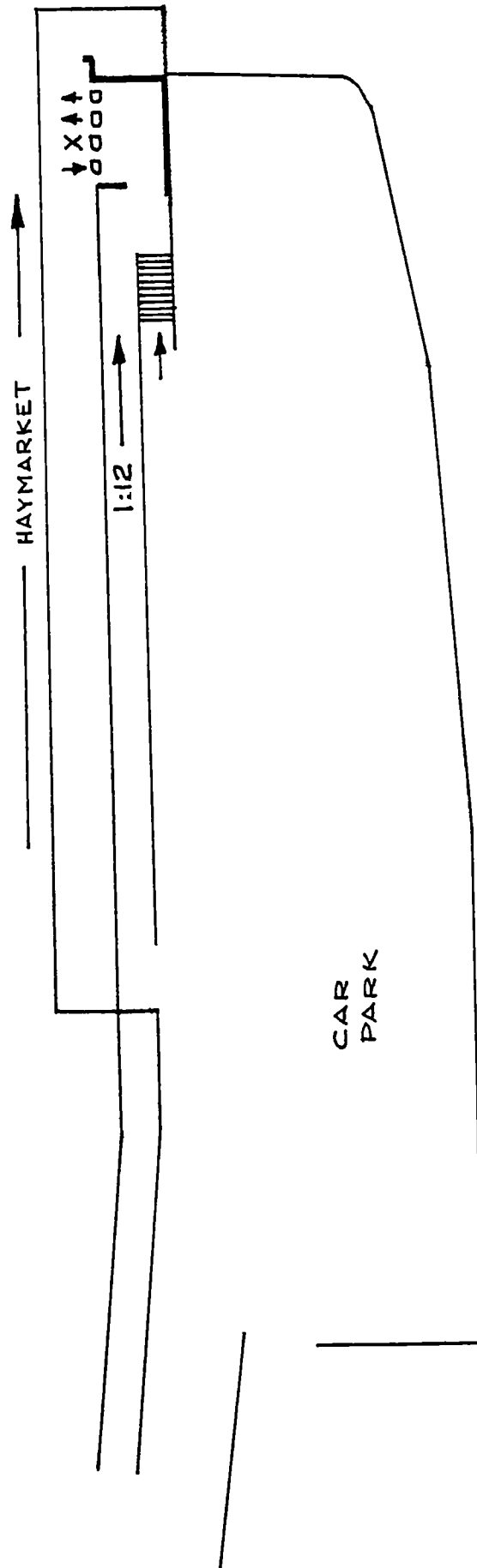
 = Exit door (in place of exit turnstile barriers)

 = Ramp gradient (arrow points upwards)

 = Stairs or escalator (arrow points upwards)

 = Lift

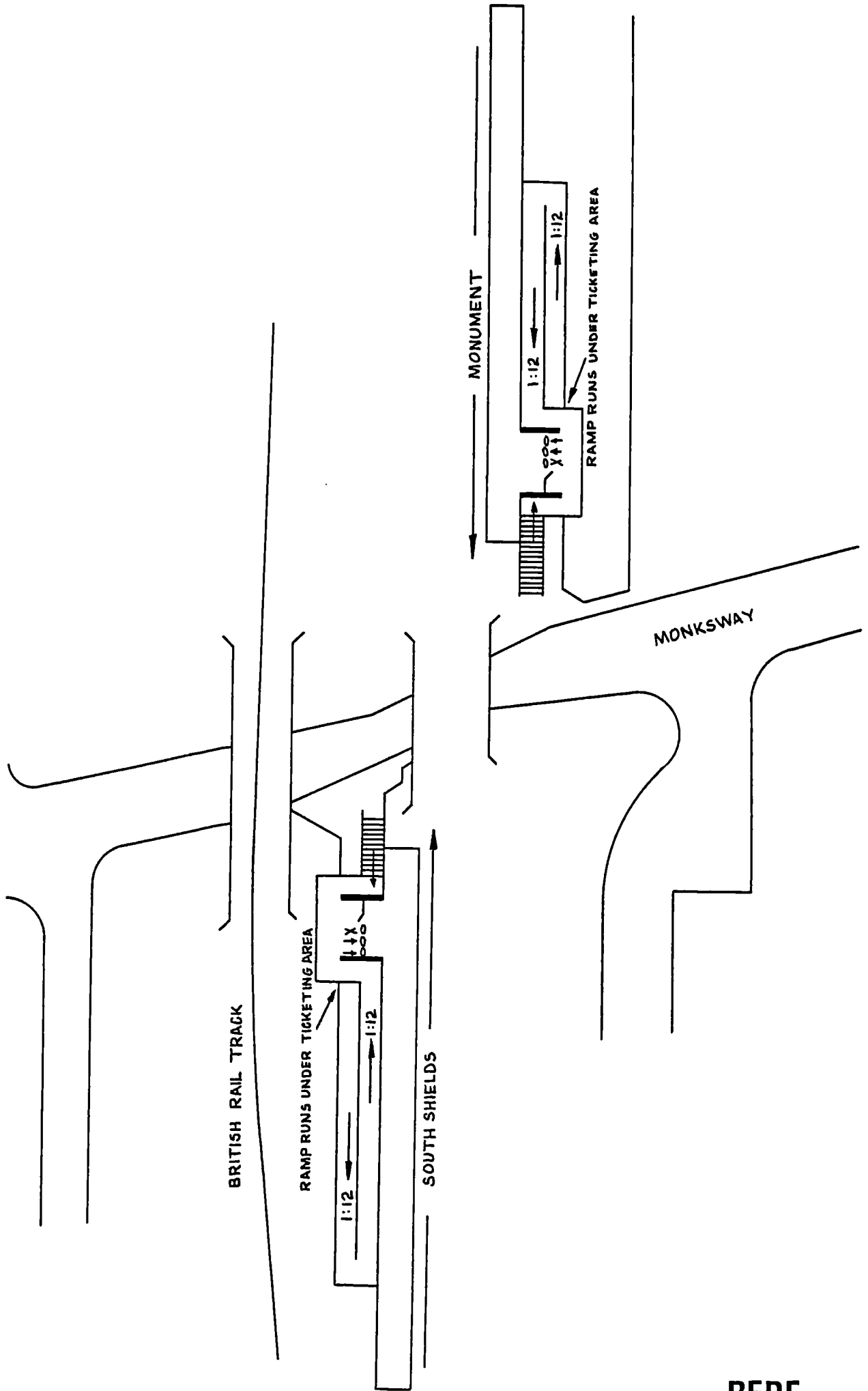
N.B. Plans are not to scale



Bank Foot

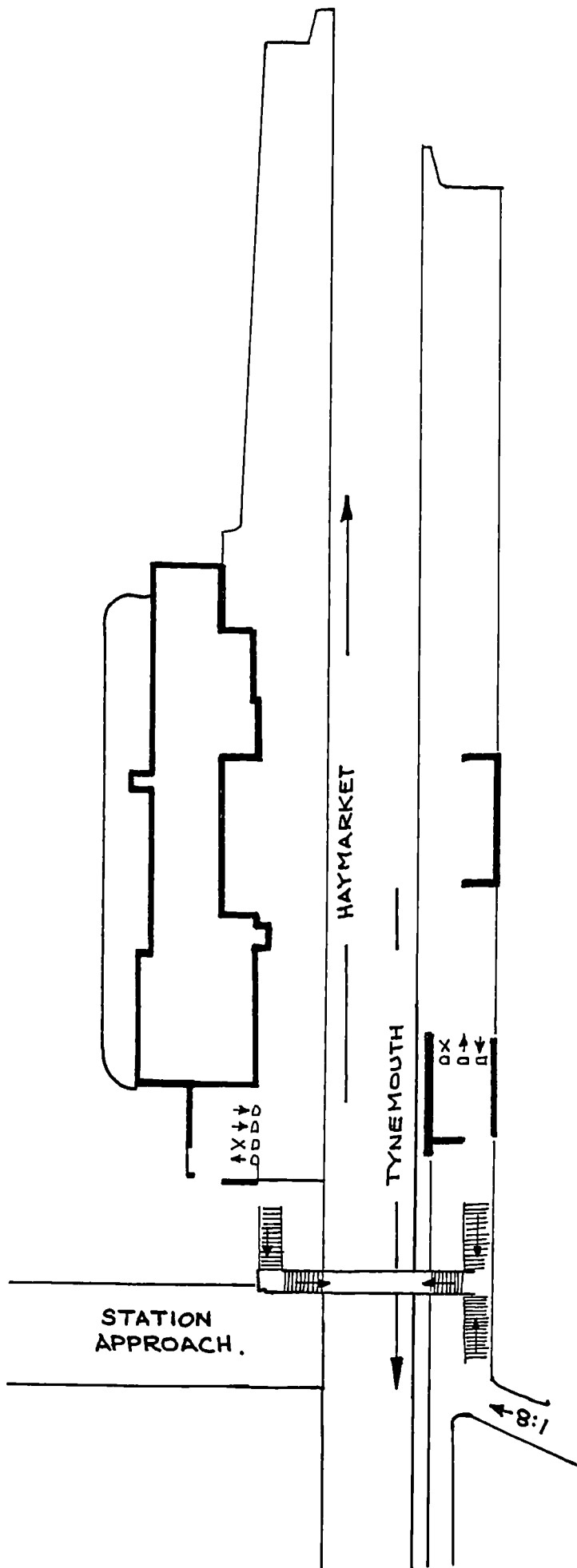
|                      |  |
|----------------------|--|
| Type:                | Purpose-built suburban terminus, opened 1981.  |
| Layout:              | Single-sided platform situated at ground level. Information displays, ticket machines and barriers at platform entrance. Access to platform from car park via steps or ramp. |
| Ramp details:        | Gradient of 1 in 12 throughout. Standard handrails fitted.   |
| Staircase details:   | Steps are of standard dimensions for external staircases. Standard handrails fitted.   |
| Platform facilities: | Seats.<br>Bus-shelter type canopy along part of platform.  |
| Platform edge:       | Flat concrete slabs with white-painted edges but no grooves.   |
| Other notes:         | Car park adjacent to platform entrance.  |





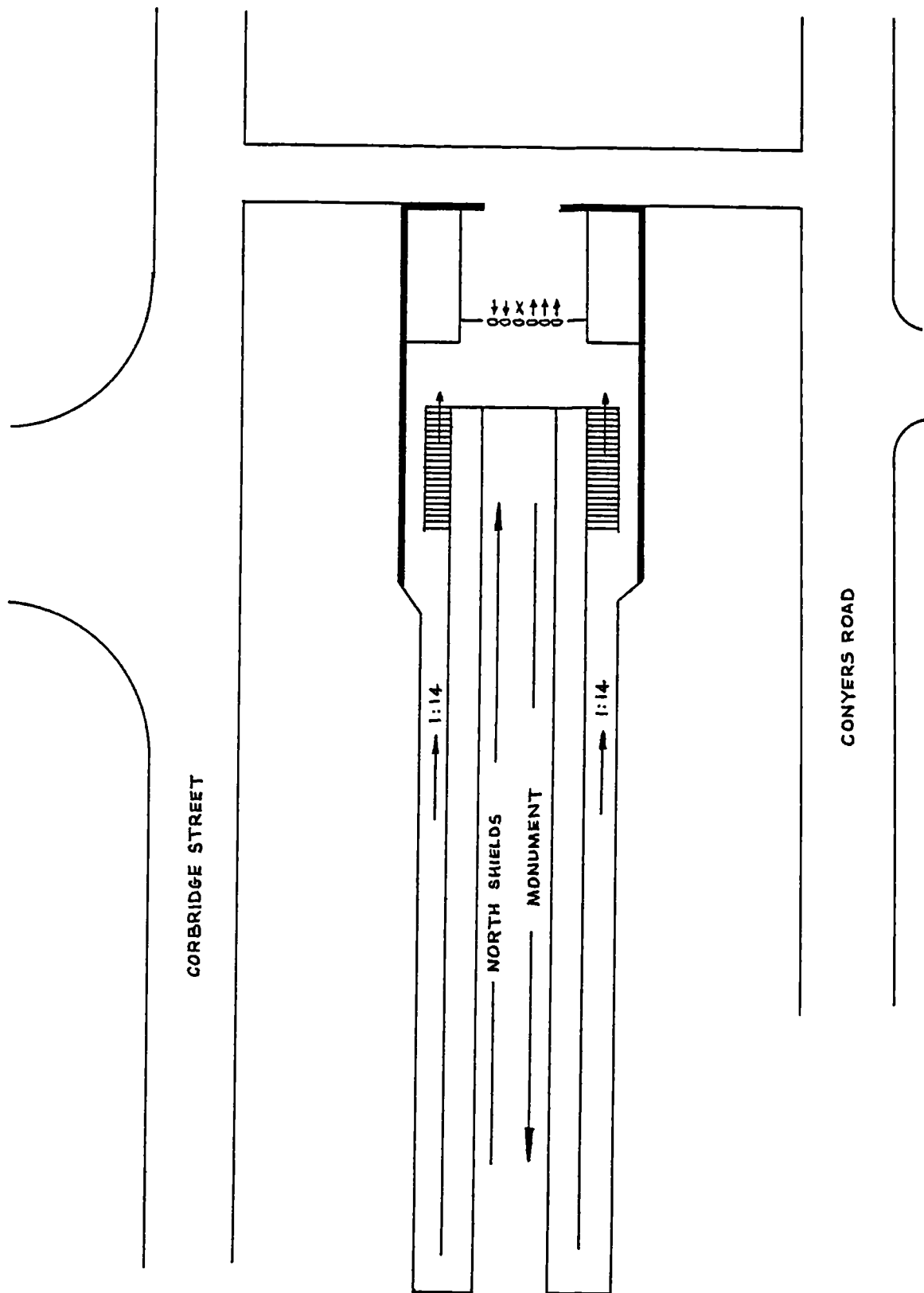
Bede

|                           |   |
|---------------------------|---|
| Type:                     | Purpose-built suburban station, opened 1984.  |
| Layout:                   | Staggered platforms on embankment. Access from ground level is via steps or ramps up to each platform. Information displays, ticket machines and barriers are located at the entrance to each platform. |
| Ramp details:             | Both ramps are of zig-zag pattern and have gradients of 1 in 12 throughout. Standard handrails are fitted.  |
| Staircase details:        | Steps are of standard dimensions for external staircases throughout. Standard handrails are fitted.   |
| Access between platforms: | Via steps/ramps and Monksway underpass.   |
| Platform facilities:      | Seats.<br><br>Bus-shelter type canopies along part of each platform.  |
| Platform edges:           | Standard for surface stations.  |



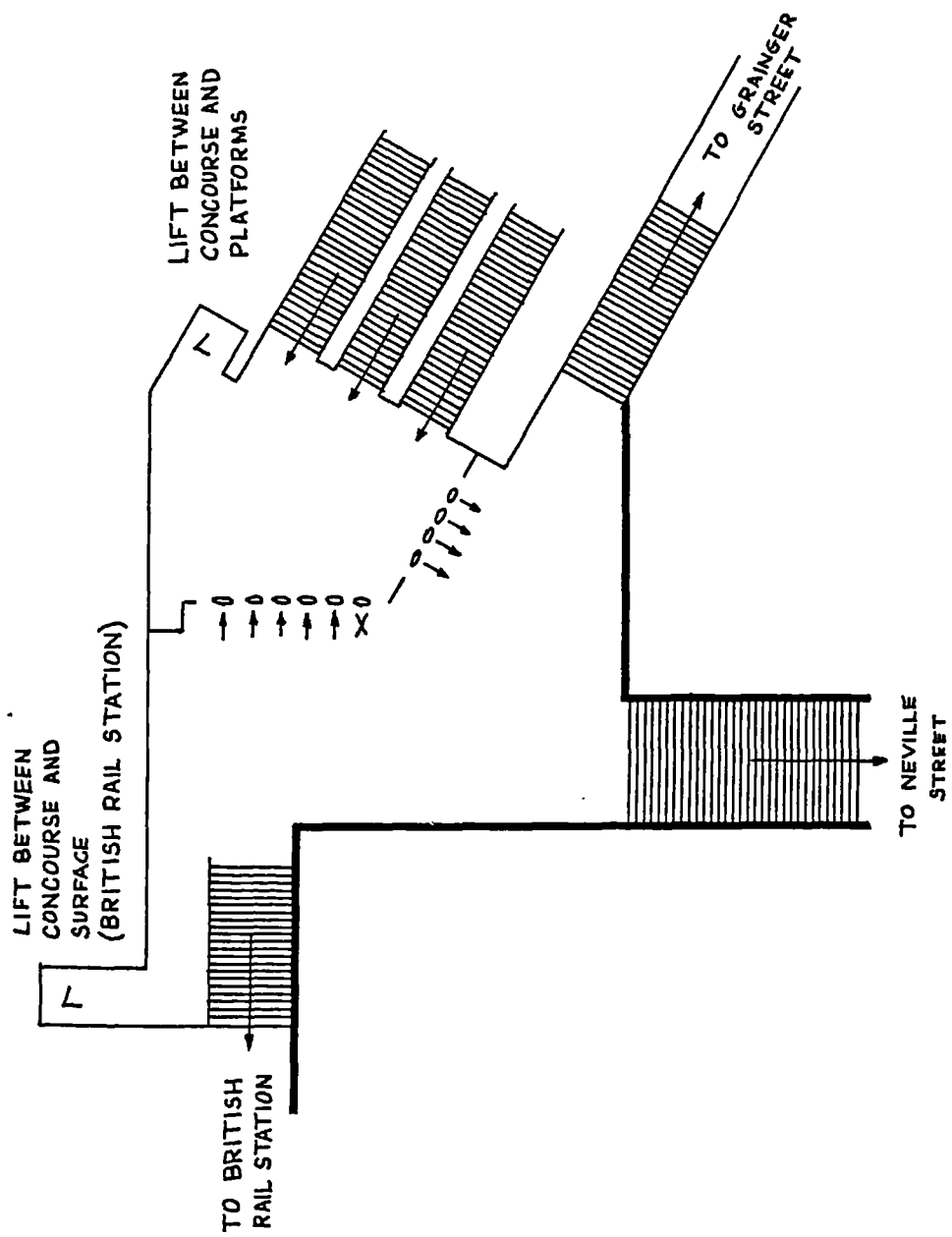
## Benton

|                           |  |
|---------------------------|--|
| Type:                     | Former BR suburban station, opened in the late 19th Century. Reopened for Metro 1980.  |
| Layout:                   | Conventional platforms situated near point where tracks cross over Station Road. Access from surrounding area to platforms is via ramped footpaths with gradients as steep as 1 in 8. Most paths are also in very poor condition. There is a small step up into the ticketing area of the platform for Haymarket. Information displays, ticket machines and barriers are located at the entrance to each platform. |
| Access between platforms: | <ul style="list-style-type: none"><li>i) Footbridge within station is part of original buildings and has steps only.</li><li>ii) Via adjacent footpaths and road.</li></ul>  |
| Footbridge details:       | Steps are non-standard and risers are open. New standard handrails have been fitted.   |
| Platform facilities:      | Seats.<br><br>Shelter is provided by old station buildings.  |
| Platform edges:           | Concrete slabs with white-painted edges.<br><br>No tactile markings.   |
| Other notes:              | Some trains terminate at Benton and reverse in adjacent sidings, thus re-entering the station on the platform for Haymarket. To avoid the problems experienced by disabled people when trying to change platforms, disabled passengers can remain on trains during reversing in sidings, and alight on the platform for Haymarket.   |

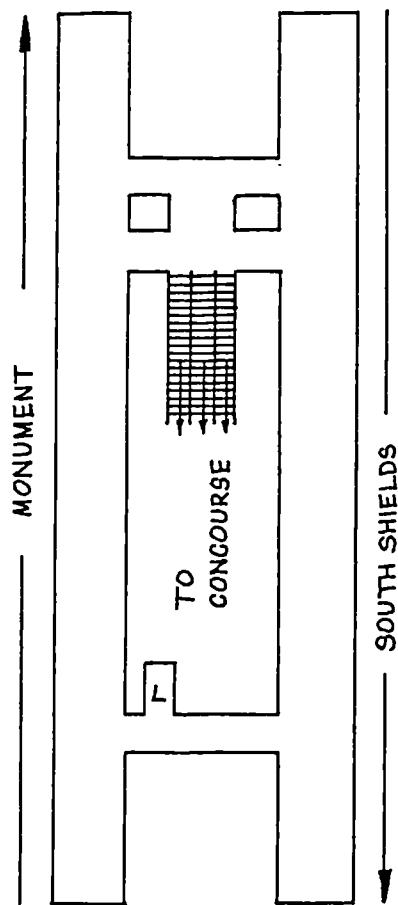


Byker

|                           |   |
|---------------------------|---|
| Type:                     | Purpose-built suburban station opened 1982.   |
| Layout:                   | Platforms of conventional layout in cutting.<br>Entrance and concourse containing information displays, ticket machines and barriers are at street level from which steps and ramps lead down to platforms. |
| Ramp details:             | Both ramps have gradients of 1 in 14 throughout. Standard handrails are fitted.   |
| Staircase details:        | Steps are of standard dimensions for internal staircases. Standard handrails are fitted throughout.   |
| Access between platforms: | Via steps/ramps and concourse.  |
| Platform facilities:      | Seats.<br>Shelter provided by overhang of concourse buildings.  |
| Platform edges.           | Standard for surface stations.  |



**CENTRAL  
Concourse**





## Central Station

- Type: Purpose-built underground station, opened 1981.
- Layout: Concourse containing Travelcard Centre, "speak and receive" devices, information displays, ticket machines and barriers is situated just below surface level. Access from street level is via steps from Neville Street, Grainger Street and the BR station concourse, or by lift from the BR station. Access from concourse to the island platforms is via escalators, stairs or a second lift running between concourse and platform level only.
- Lift details: The "upper" lift runs between concourse and BR station. Entrance/exit at concourse level is adjacent to the foot of the stairs from the BR station. At concourse level, the entrance/exit to the "lower" lift is adjacent to the escalators and stairs. At platform level, the lift entrance/exit is in the middle of the island platforms. Both lifts are of standard dimensions.
- Staircase details: Steps on all staircases between surface level and concourse are of standard dimensions for external staircases. Standard handrails are fitted on both sides and centre of all staircases but some handrails have gaps. Steps on

Central Station (continued)

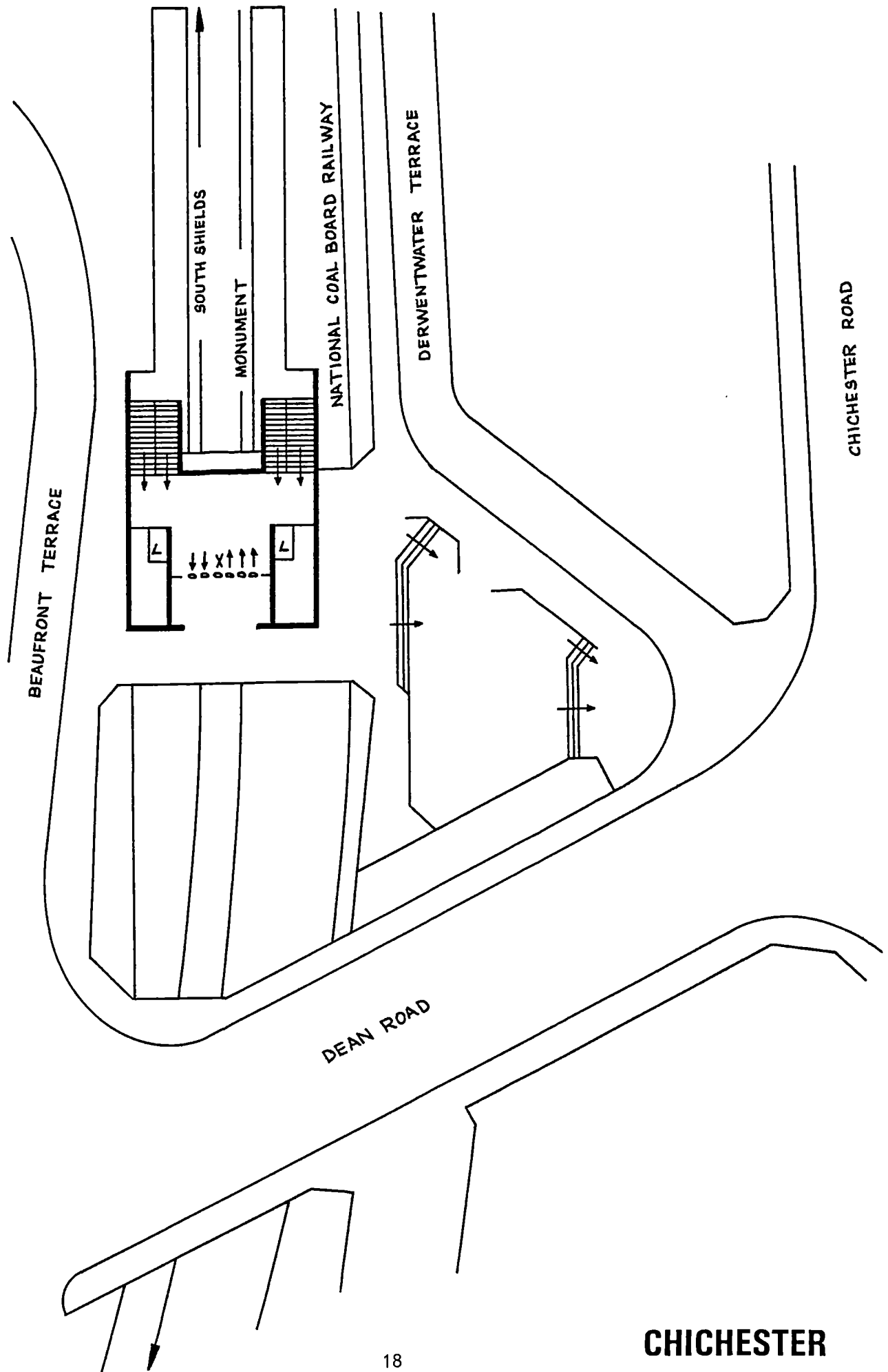
staircase between concourse and platform level  
are of standard dimensions for internal stair-  
cases. Standard handrails are fitted.

Access between platforms: Level.

Platform facilities: Roller blind next train destination indicators.  
"Speak and receive" devices.  
Alarm buttons.  
Seats.

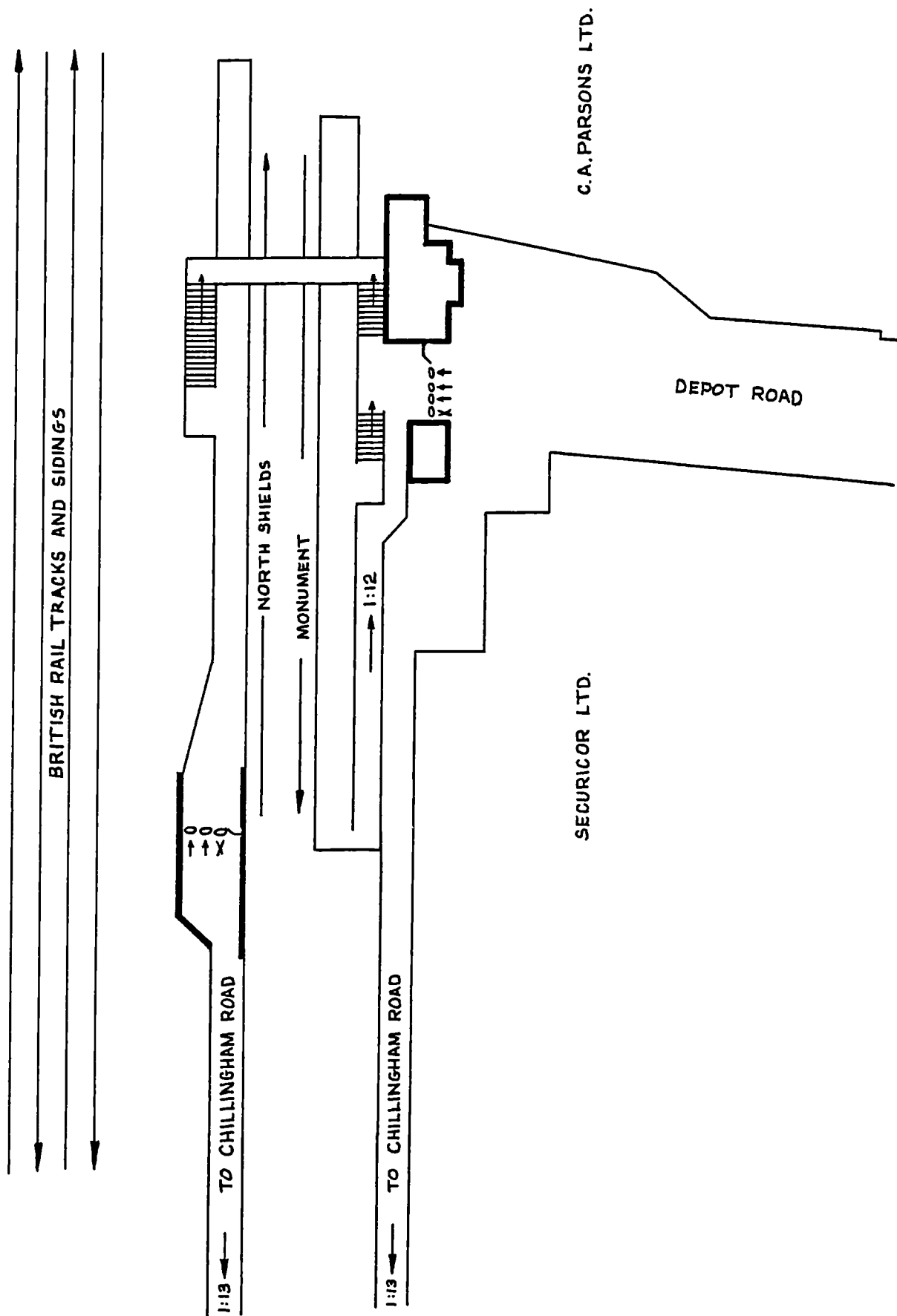
Platform edges: Standard for sub-surface stations.

Other notes: British Rail Newcastle Central station, a taxi  
rank and a row of bus stops are all adjacent.



## Chichester

|                           |   |
|---------------------------|---|
| Type:                     | Purpose-built interchange station, opened 1984.   |
| Layout:                   | Entrance and concourse containing information displays, ticket machines and barriers are situated at surface level. Access from surrounding area to entrance is level. Platforms are of conventional layout situated in cutting. From concourse, lifts and stairs lead down to each platform. |
| Lift details:             | Entrances/exits at concourse level are adjacent to barriers. At platform level, entrances/exits are approximately halfway along each platform. Both lifts are of standard dimensions.   |
| Staircase details:        | Steps are of standard dimensions for internal staircases throughout. Standard handrails are fitted.   |
| Access between platforms: | Via stairs/lifts and concourse.   |
| Platform facilities:      | Seats.<br><br>Shelter provided along part of both platforms by overhang of concourse structure.   |
| Platform edges:           | Standard for surface stations.  |



## Chillingham Road

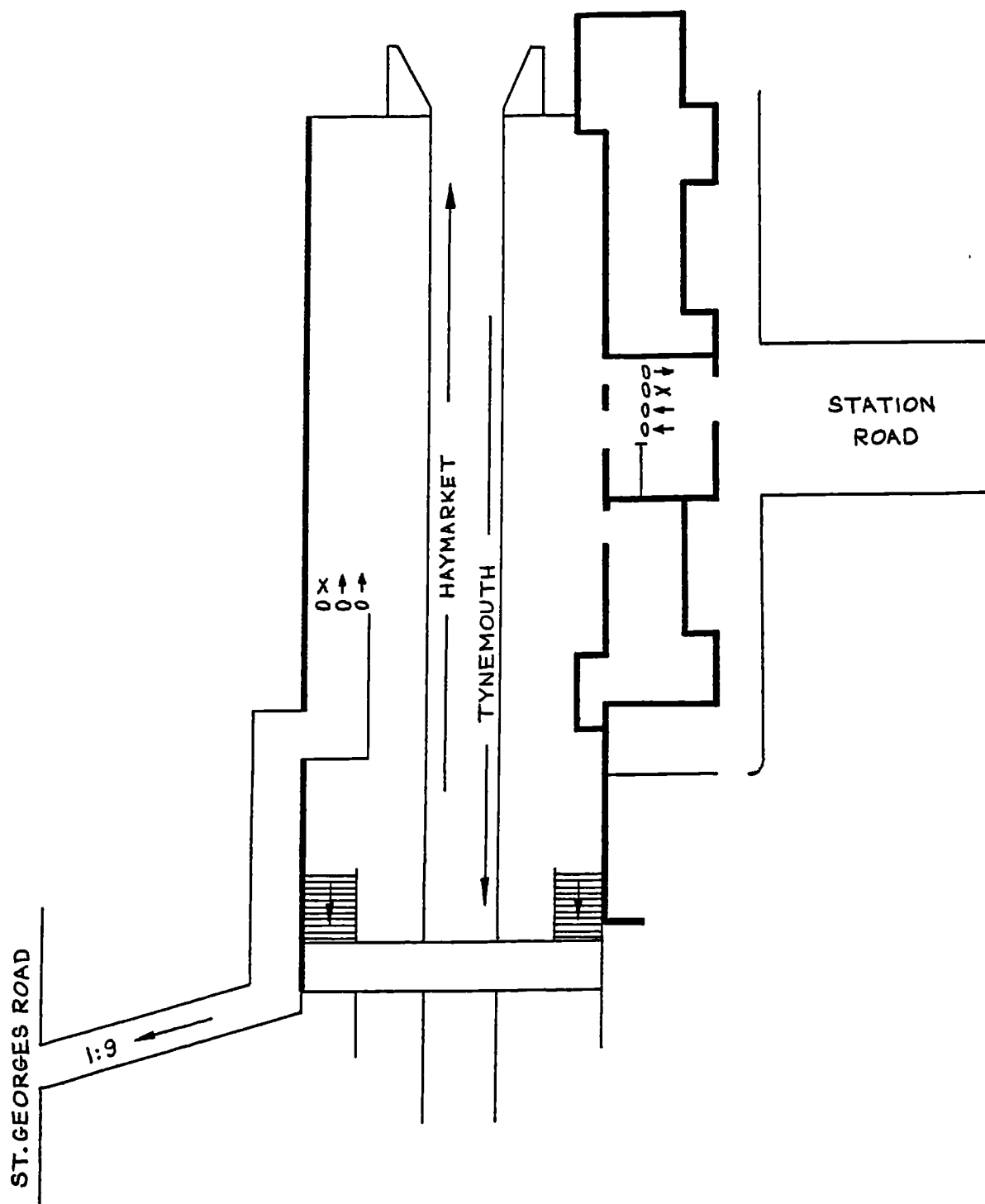
|                           |  |
|---------------------------|--|
| Type:                     | Purpose-built suburban station opened 1982.  |
| Layout:                   | Platforms of conventional layout situated in shallow cutting. From Depot Road, access to platform for St James is via steps of standard dimensions for internal staircases or a ramp. From Chillingham Road, access to each platform is downwards via ramps. Information displays, ticket machines and barriers on the platform for St James are situated at the Depot Road entrance. On the platform for North Shields, these items are situated at the foot of the ramp. |
| Ramp details:             | Ramp from Depot Road entrance to platform for St James has gradient of 1 in 12. Both ramps from Chillingham Road to each platform have gradients of 1 in 13. Standard handrails are fitted on both the ramps serving the platform for St James but there are no handrails on the ramp serving the platform for North Shields.  |
| Access between platforms: | <ul style="list-style-type: none"><li>i) Via footbridge with steps only within station.</li><li>ii) Via ramps and road overbridge involving journey of approximately 400 metres.</li></ul>   |
| Footbridge details:       | Steps are of standard dimensions for external staircases. A standard handrail is fitted on one side only.  |

Chillingham Road (continued)

Platform facilities: Seats.

Bus-shelter type canopies along part of each  
platform.

Platform edges: Standard for surface stations.

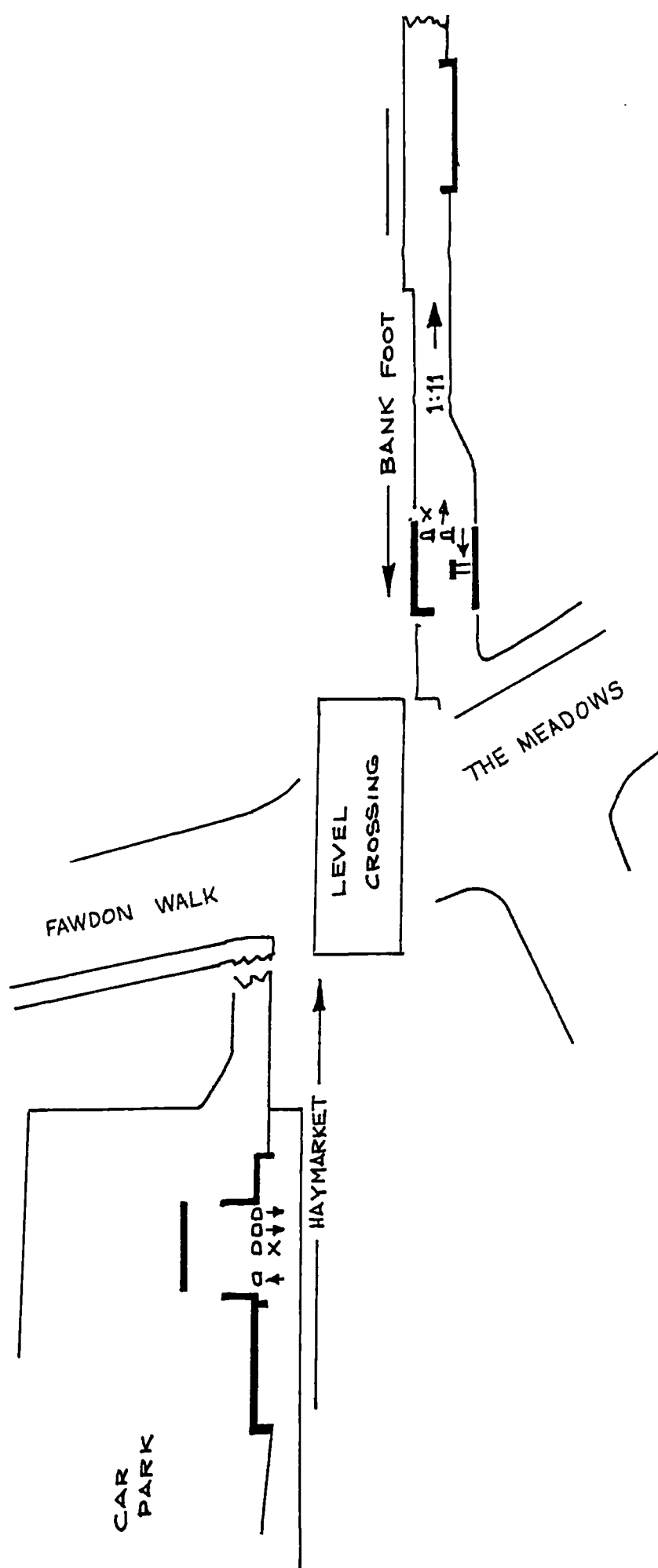


**CULLERCOATS**



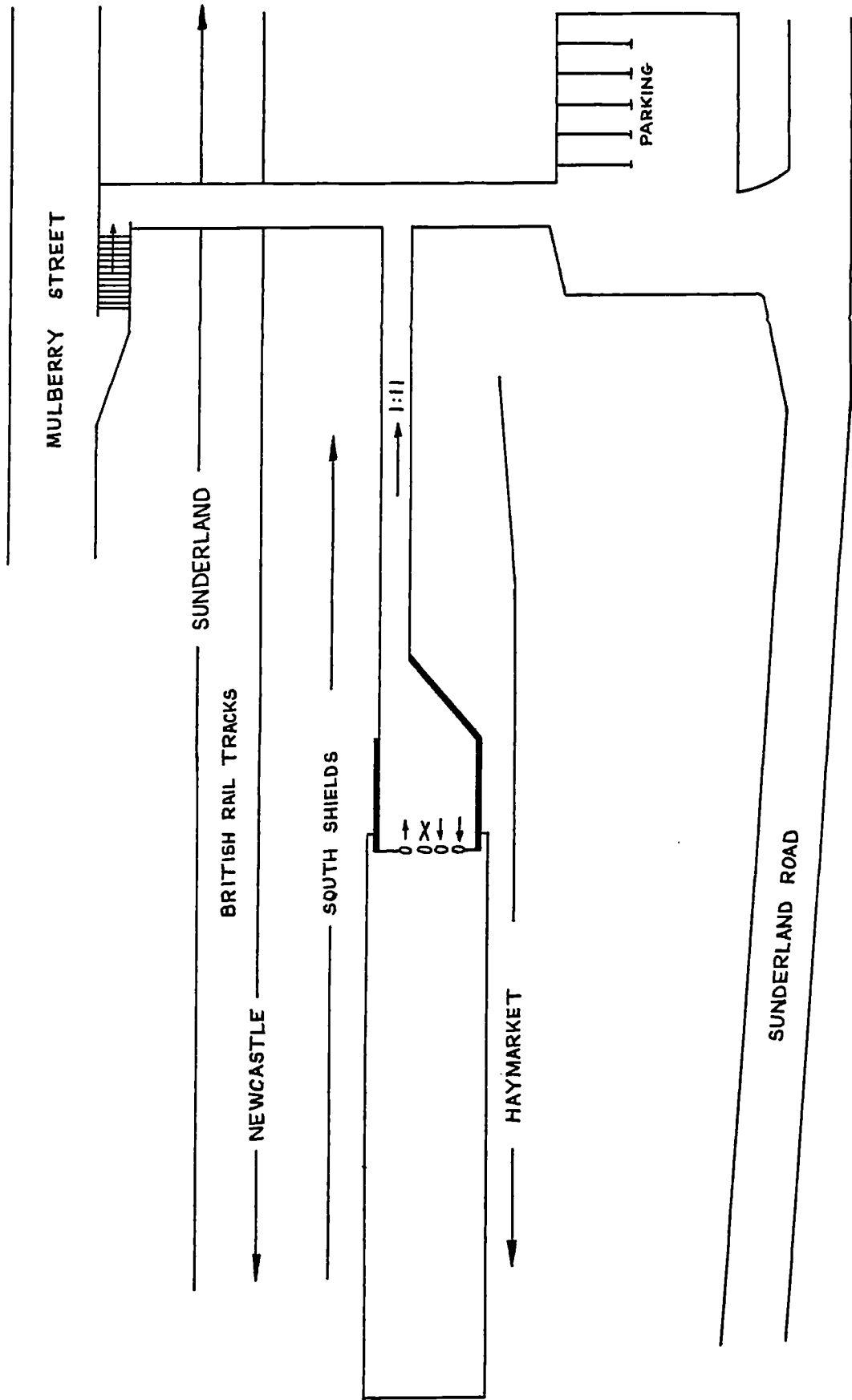
## Cullercoats

|                           |  |
|---------------------------|--|
| Type:                     | Former BR suburban station, opened in the late 19th Century. Reopened for Metro 1980.  |
| Layout:                   | Platforms of conventional layout situated in shallow cutting. Level access from Station Road to platform for Tynemouth. Access from St George's Road to platform for Haymarket is via a ramp. Information displays, ticket machines and barriers located at entrance to each platform. |
| Ramp details:             | Gradient of 1 in 9 down from St George's Road to platform. Ramp surface is uneven.   |
| Access between platforms: | <ul style="list-style-type: none"><li>i) Footbridge within station is part of original structure and has steps only.</li><li>ii) Alternative access is via adjacent road overbridge and involves additional journey of approximately 400 metres.</li></ul>                             |
| Footbridge details:       | Steps are non-standard. Risers 140mm (5.4 in.) and treads 300mm (12 in.) Nosings protrude by 20mm (0.8 in.). Many of the steps are worn and uneven. Old non-standard handrails fitted.   |
| Platform facilities:      | Seats.<br><br>Shelter provided by old station buildings and canopies.  |
| Platform edges:           | Standard for surface stations, having been rebuilt.  |



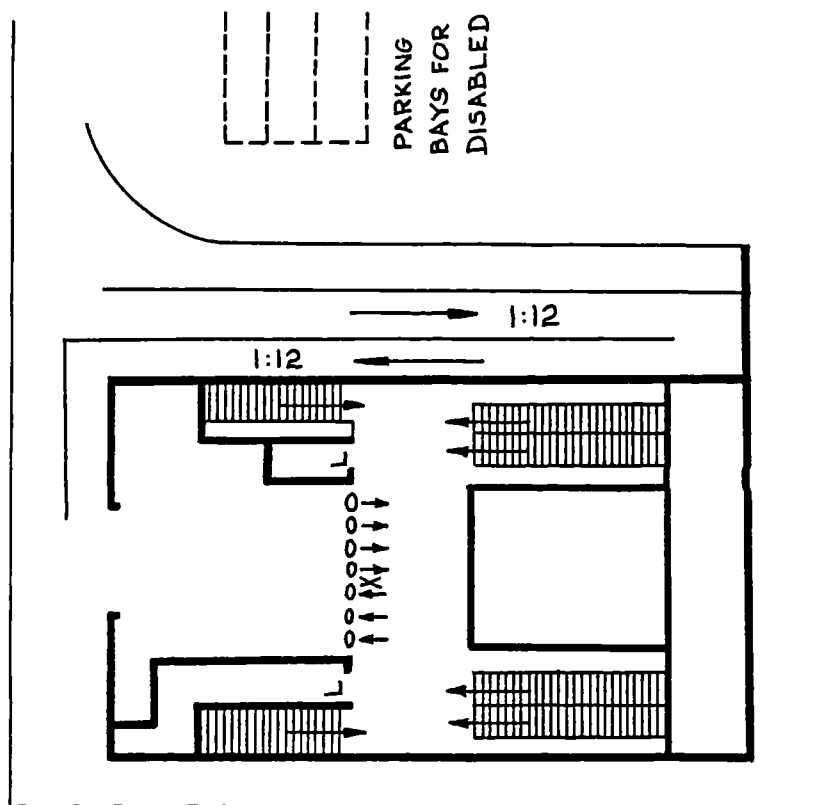
Fawdon

|                           |   |
|---------------------------|---|
| Type:                     | Purpose-built suburban station, opened 1981.  |
| Layout:                   | Ground level platforms staggered either side of road level crossing. Level access from Fawdon Walk to platform for Haymarket, short ramp from The Meadows to platform for Bank Foot. Information displays, ticket machines and barriers located at entrance to each platform. |
| Ramp details:             | Gradient of 1 in 11 upwards from ticket barriers to platform for Bank Foot. Standard handrails fitted.  |
| Access between platforms: | Via road level crossing.  |
| Platform facilities:      | Seats.<br>Bus-shelter type canopies along part of each platform.  |
| Platform edges:           | Flat concrete slabs with white-painted edges, no grooves.   |
| Other notes:              | Car park adjacent to platform for Haymarket, but without direct access to platform.   |

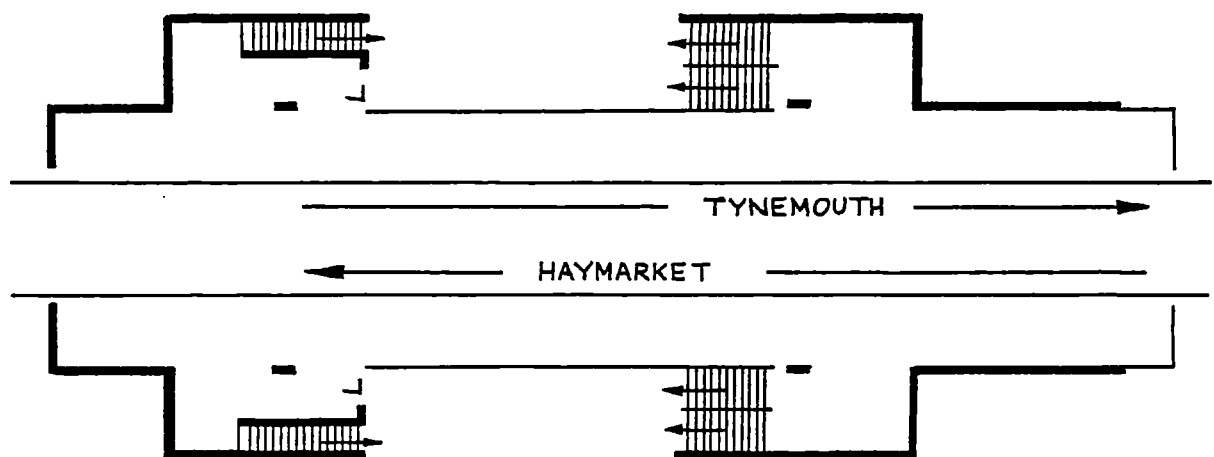


## Felling

|                           |  |
|---------------------------|--|
| Type:                     | Purpose-built suburban station, opened 1981 but incorporating parts of former BR station on the same site.   |
| Layout;                   | Island platforms situated in cutting. Level access from Sunderland Road to footbridge over tracks. Access from Mulberry Street to footbridge is via steps only. From footbridge, access to platforms is down ramp only. Footbridge and ramp are part of old BR station structure. Information displays, ticket machines and barriers are situated at foot of ramp. |
| Ramp details:             | Gradient of 1 in 11 throughout. New standard handrails and a canopy roof have been added. Asphalt surface of ramp is in poor condition.  |
| Access between platforms: | Level.   |
| Platform facilities:      | Seats.<br><br>Bus-shelter type canopies along part of each platform.   |
| Platform edges:           | Standard for surface stations.   |
| Other notes:              | There are a few car parking spaces adjacent to the entrance from Sunderland Road.  |



**Surface Section.**



**FOUR LANE ENDS.  
Underground Section.**

### Four Lane Ends

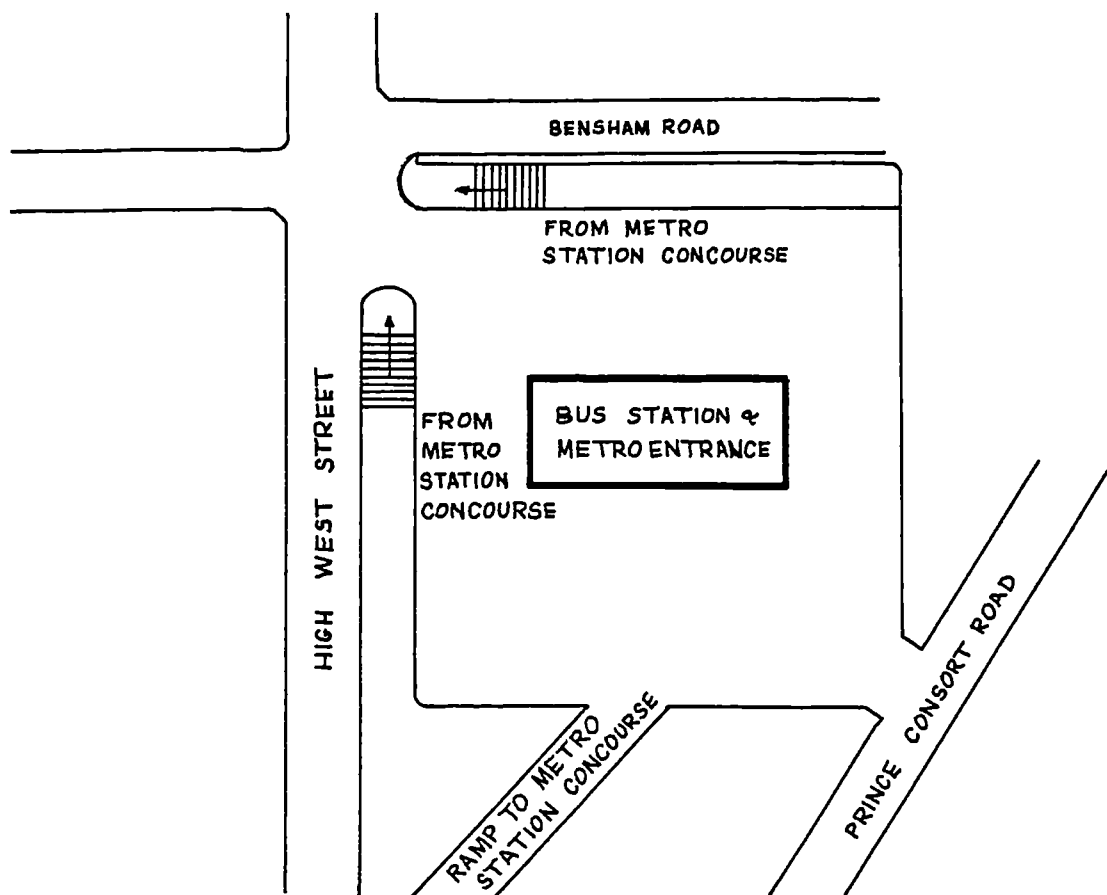
|                           |  |
|---------------------------|--|
| Type:                     | Purpose-built interchange station opened 1980.   |
| Layout:                   | Surface level concourse contains information displays, ticket machines and barriers as well as a Travelcard Centre. Level access from bus stops to concourse. Access from car park is via a ramp with gradient of 1 in 12. There is no dropped kerb between the car park and the foot of the ramp. Platforms are of conventional layout and access from the concourse is via staircases, escalator and lift. |
| Lift details:             | At concourse level, the entrance/exit to each lift is adjacent to the stairs and escalator. Entrance/exit at platform level is approximately halfway along each platform. Both lifts are of standard dimensions.   |
| Staircase details:        | Steps are of standard dimensions for internal staircases and standard handrails are fitted on both sides.  |
| Access between platforms: | Via stairs/escalators/lifts and concourse.   |
| Platform facilities:      | Roller blind next train destination indicators.<br>"Speak and receive" devices.<br>Alarm buttons.<br>Seats.  |

Four Lane Ends (continued)

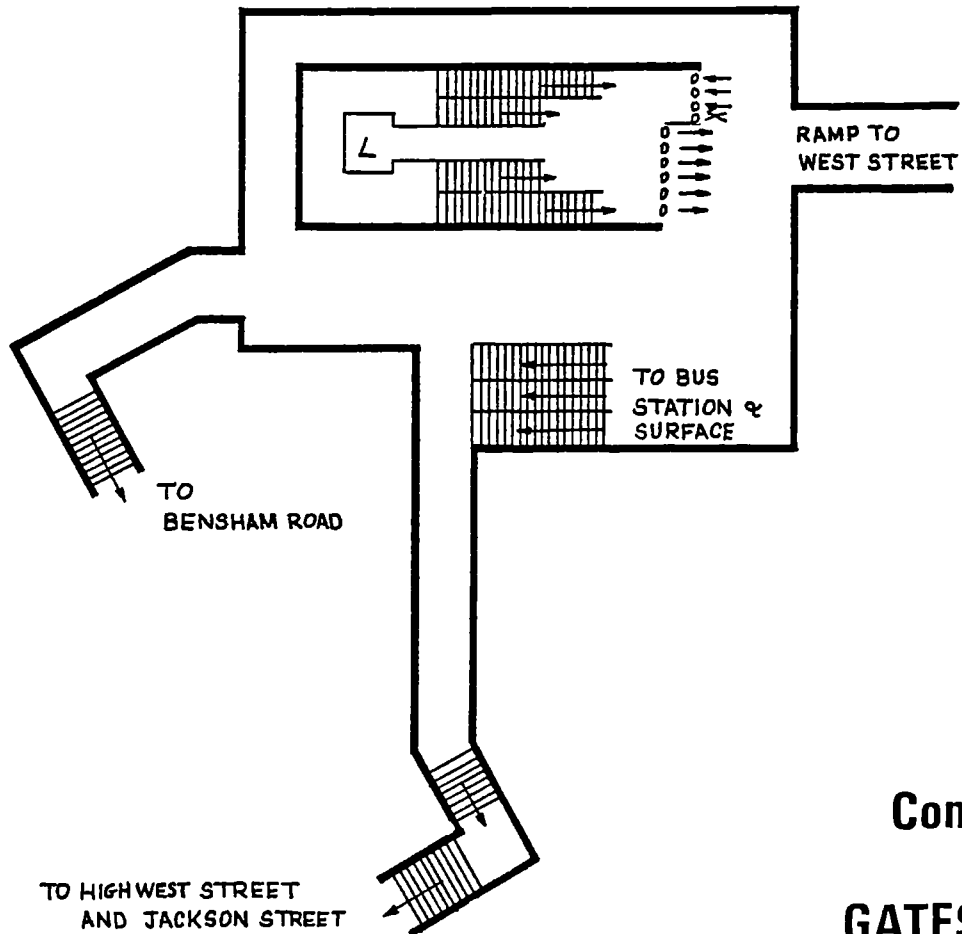
Platform edges: Standard for surface stations.

Other notes: Toilets for able-bodied and disabled people are situated adjacent to the bus stops at surface level. In the car park the row of spaces nearest the concourse are of standard size for disabled car users.



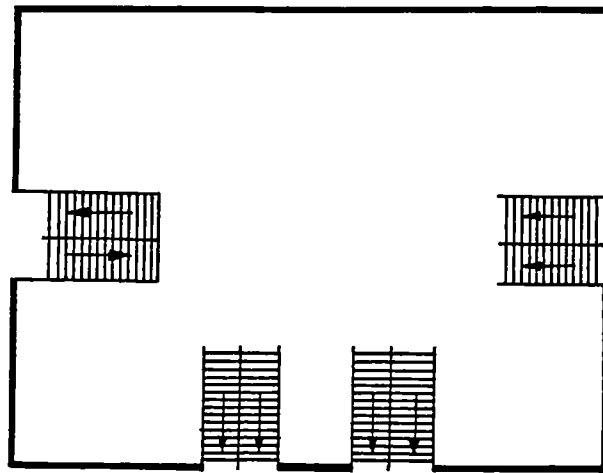


**Surface Level**



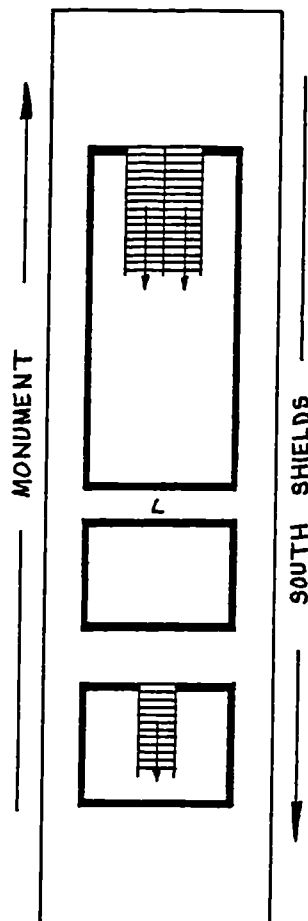
**Concourse**

**GATESHEAD**



N.B. LIFT DOES NOT CALL AT BRIDGE LEVEL

**Bridge Level**



**Platform Level**

**GATESHEAD**

## Gateshead

- Type: Purpose-built underground station with bus interchange, opened 1981.
- Layout: Entrance containing information displays and Travelcard Centre is located at surface level in the centre of the bus station. Stairs and escalators lead down to the main concourse level, which contains additional information displays together with "speak and receive" devices, ticket machines and barriers. Access from surrounding streets to concourse is via footpaths, steps and ramps, avoiding the need to use bus station entrance. From the concourse, escalators and stairs lead down to bridge level and further escalators and stairs lead from bridge level to the island platforms. A lift travels between concourse and platform levels but does not call at bridge level.
- Lift details: Lift is of standard dimensions. Entrance/exit at concourse level is adjacent to stairs and escalators. At platform level entrance/exit is situated at centre of island platform.
- Staircase details: All staircases from surrounding area to concourse have steps of standard dimensions for external staircases and standard handrails are fitted throughout. Staircases between bus station entrance and concourse, between con-

Gateshead (continued)

course and bridge level and between bridge level and platforms all have steps of standard dimensions for internal staircases. Standard handrails are fitted throughout.

Access between platforms:

Level.

Platform facilities: Roller blind next train destination indicators.

"Speak and receive" devices.

Alarm buttons.

Seats.

Platform edges:

Standard for sub-surface stations.

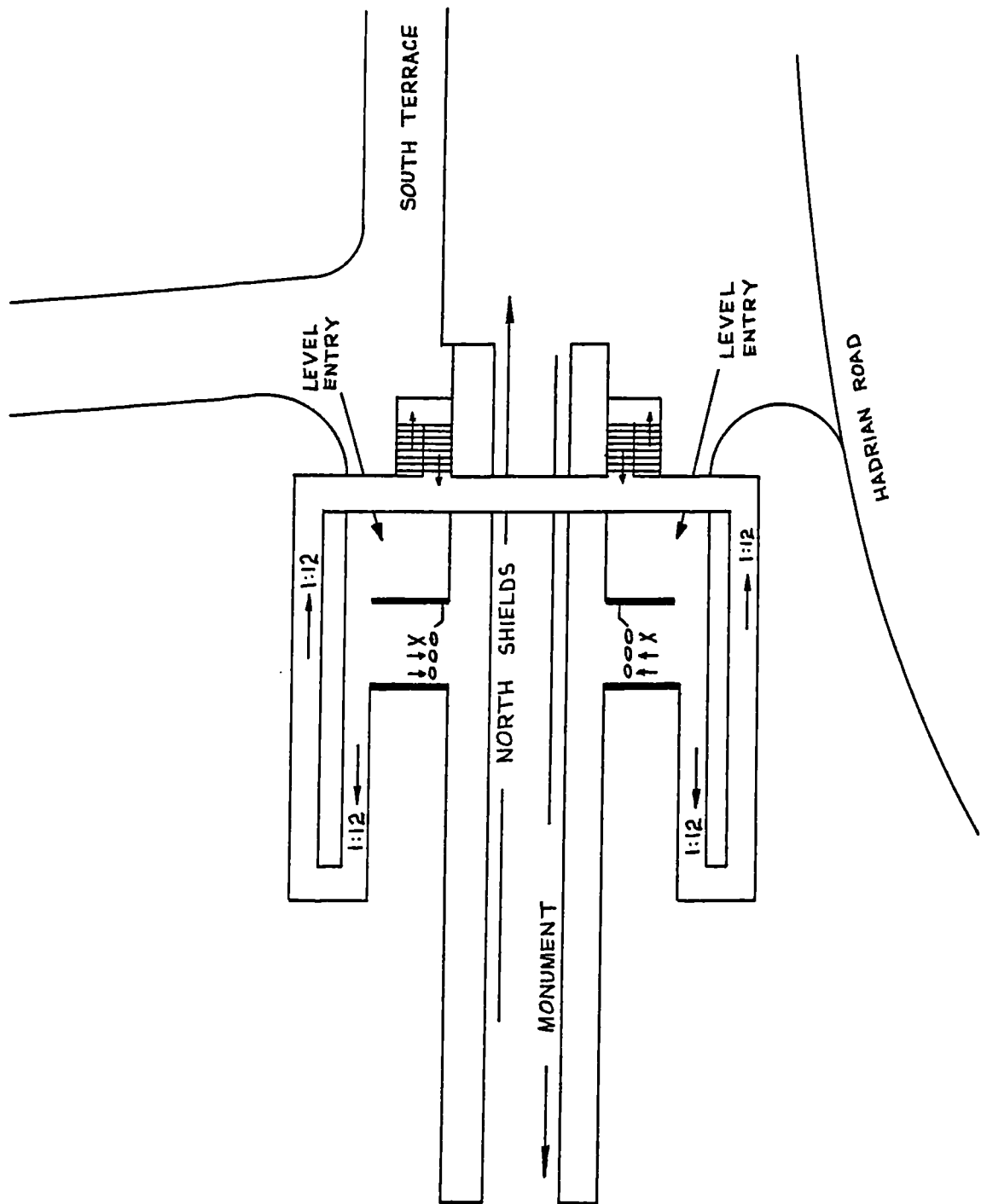
Other notes:

Toilets for able-bodied people are situated in adjacent shopping centre. Bus station is at surface level.



### Gateshead Stadium

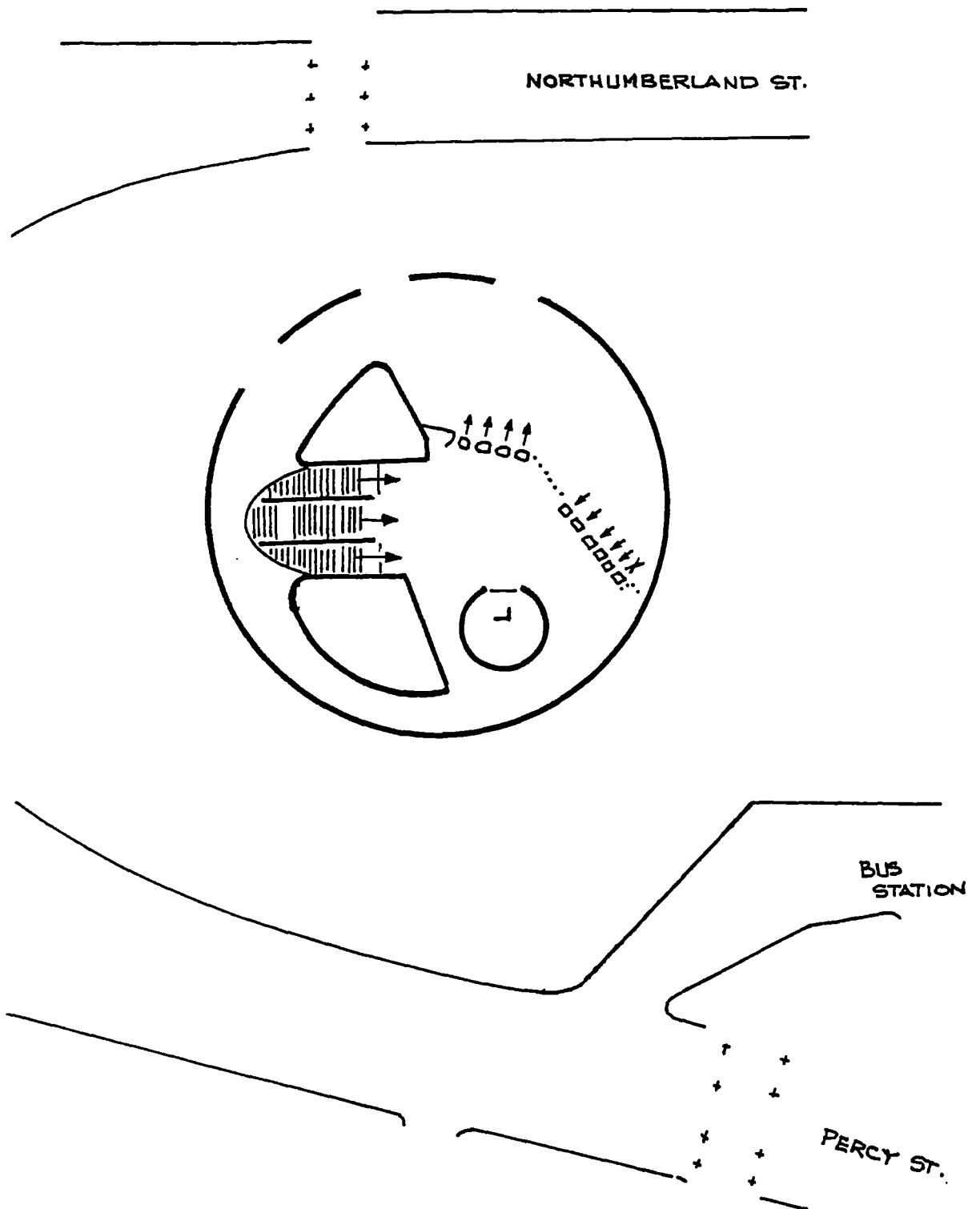
|                           |  |
|---------------------------|--|
| Type:                     | Purpose-built suburban station, opened 1981.   |
| Layout:                   | Island platforms situated in cutting. Level access from St James Road/Shelley Drive to station entrance area, in which are situated information displays, ticket machines and barriers. Ramp and steps lead down to platforms. |
| Ramp details:             | Gradient of 1 in 12 throughout, with standard handrails on both sides.   |
| Staircase details:        | Steps are of standard dimensions for external staircases. Standard handrails are fitted on both sides.   |
| Access between platforms: | Level.   |
| Platform facilities:      | Seats.<br><br>Bus-shelter type canopies along part of each platform.   |
| Platform edges:           | Standard for surface stations.   |



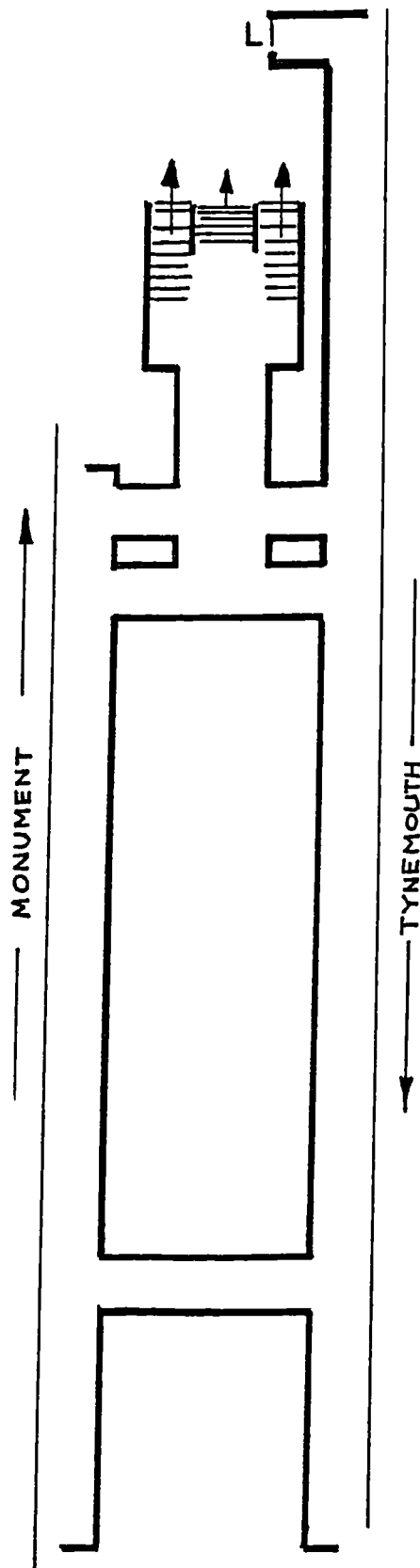
## Hadrian Road

|                           |   |
|---------------------------|---|
| Type:                     | Purpose-built suburban station opened 1982.   |
| Layout:                   | Platforms of conventional layout situated at ground level. Access from South Terrace to platform for North Shields and from Hadrian Road to platform for St James is level.<br><br>Information displays, ticket machines and barriers located at entrance to each platform. |
| Access between platforms: | Footbridge over tracks, with steps and ramps.   |
| Footbridge details:       | Ramps have gradients of 1 in 12 throughout.<br><br>Steps are of standard dimensions for external staircases. Standard handrails fitted to all ramps and staircases.   |
| Platform facilities:      | Seats.<br><br>Bus-shelter type canopies along part of each platform.  |
| Platform edges:           | Standard for surface stations.  |



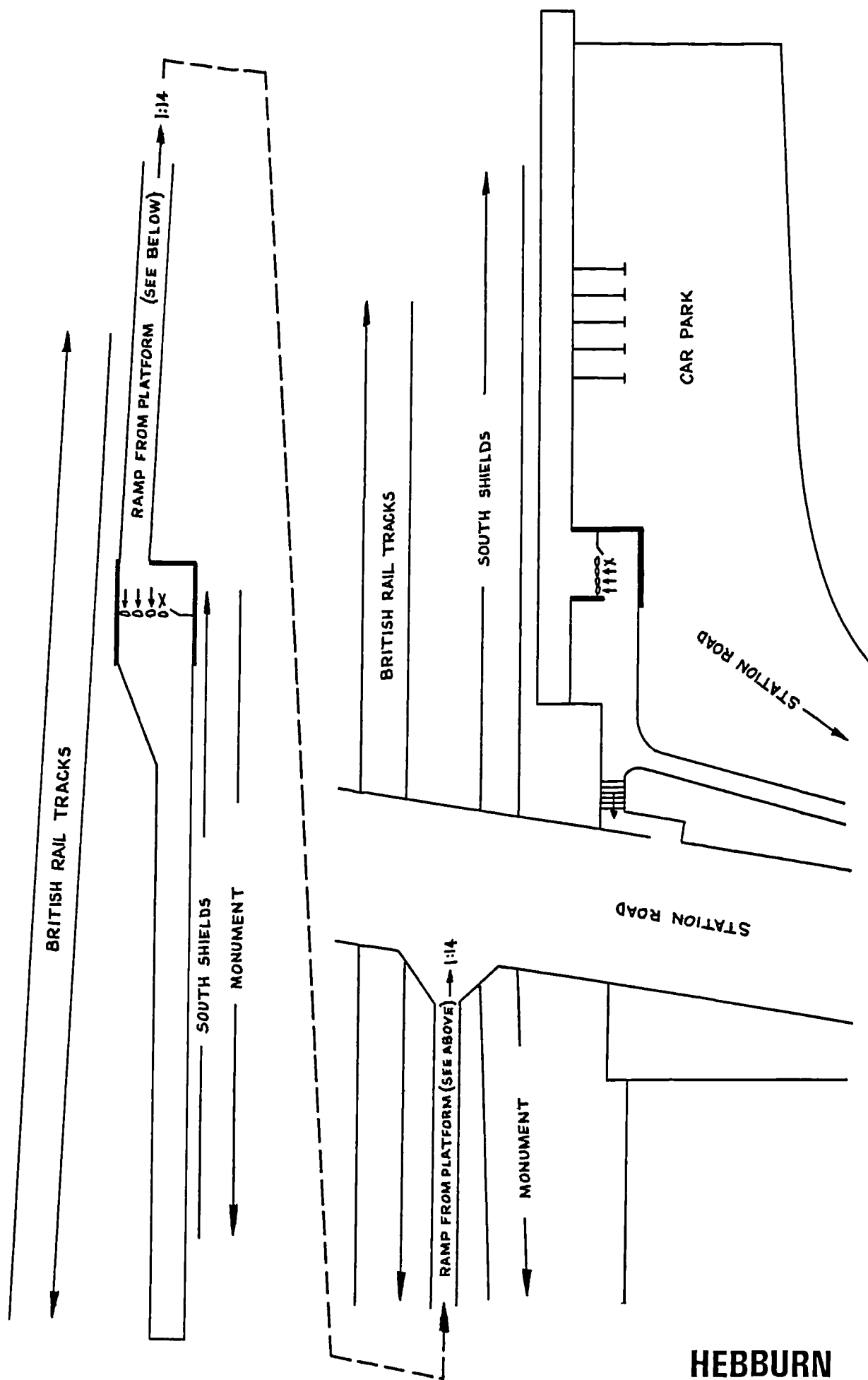


# **HAYMARKET** **Surface Section**



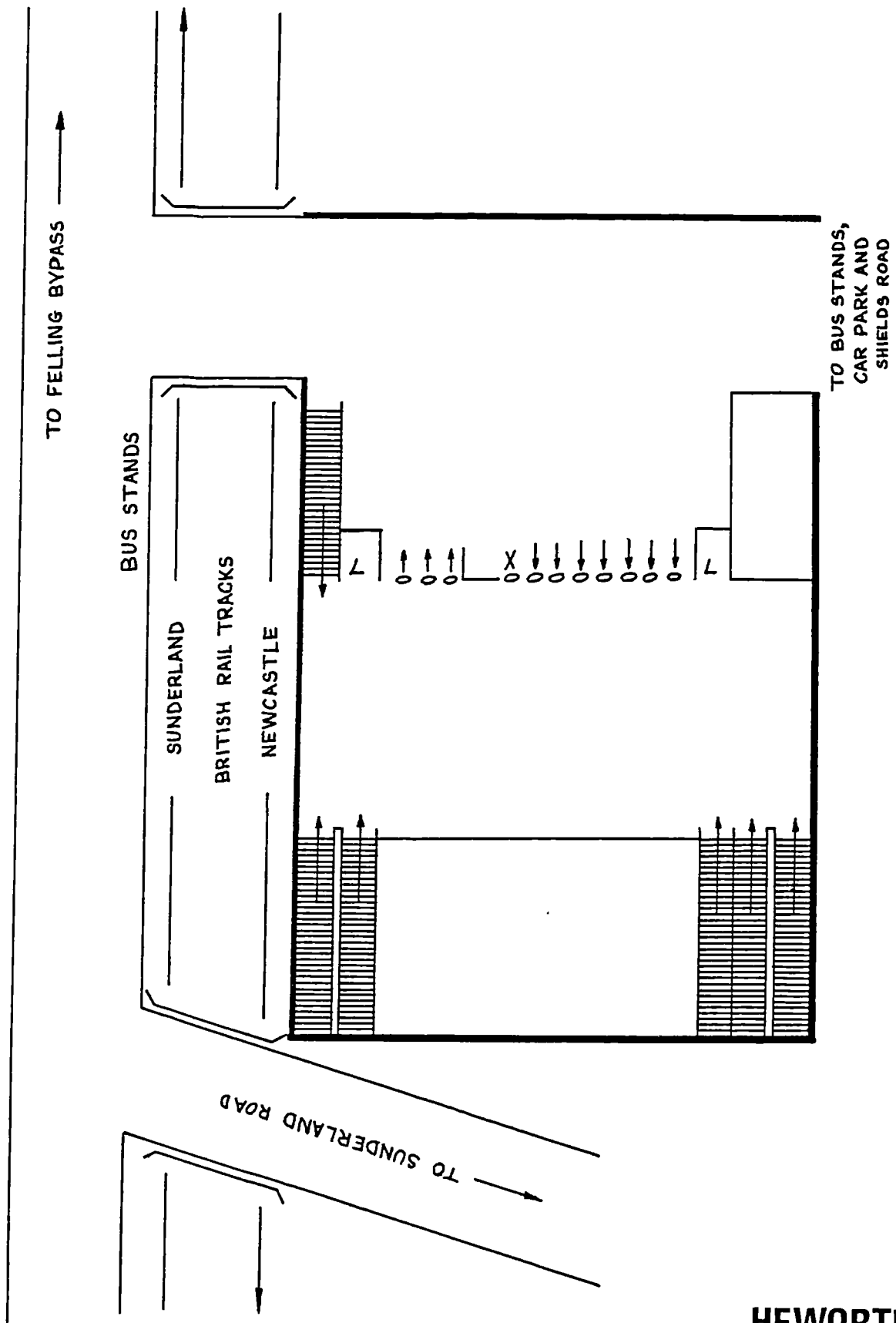
## Haymarket

|                           |  |
|---------------------------|--|
| Type:                     | Purpose-built underground station, opened 1980.  |
| Layout:                   | Surface-level concourse of circular structure contains information displays, ticket machines and barriers and a "speak and receive" information device. From concourse, two escalators, a staircase and a lift run down to island platforms. |
| Lift details:             | At concourse level, the lift entrance/exit is adjacent to stairs and escalator. Entrance/exit at platform level is at the far end of the platform for Jesmond. The lift is of standard dimensions.   |
| Staircase details:        | Steps are of standard dimensions for internal staircases. Standard handrails are fitted on both sides.   |
| Access between platforms: | Level.   |
| Platform facilities:      | Roller blind next train destination indicators.<br>"Speak and receive" devices.<br>Alarm buttons.<br>Seats.  |
| Platform edges:           | Standard for sub-surface stations.   |

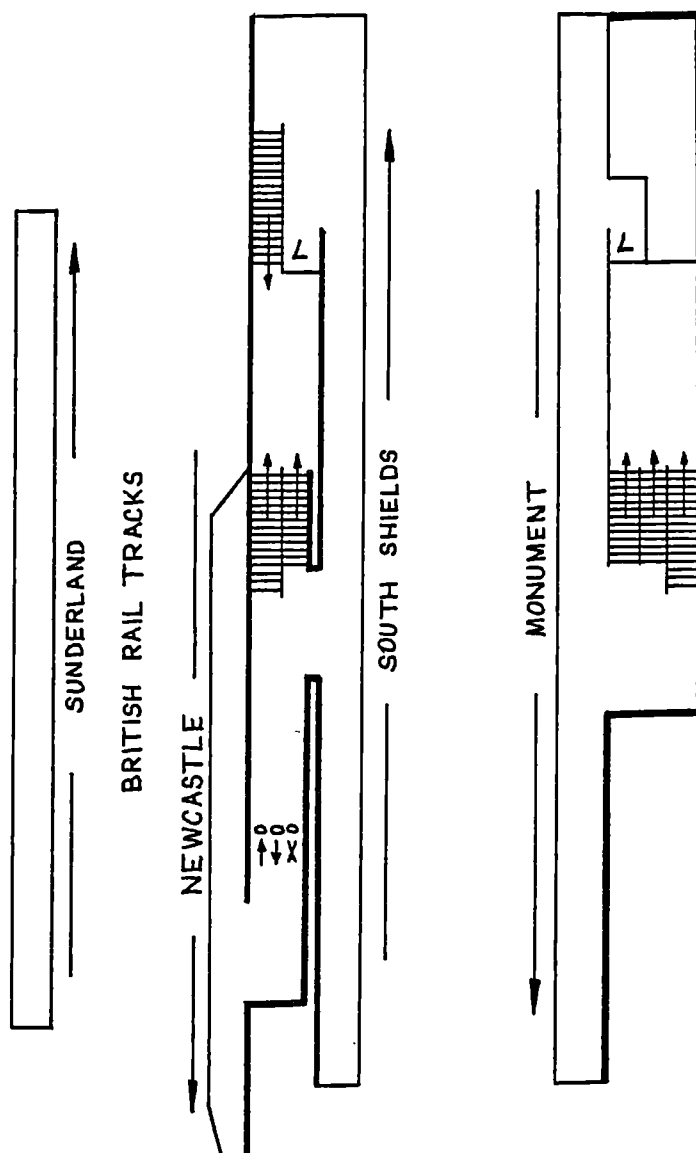


## Hebburn

|                           |  |
|---------------------------|--|
| Type:                     | Purpose-built suburban station, opened 1984.   |
| Layout:                   | Platforms are staggered on either side of road overbridge. Access to platform for South Shields is via ramp downwards from Station Road. Access to platform for Monument is level from slip road off Station Road or via steps down from Station Road. On platform for South Shields, information displays, ticket machines and barriers are situated adjacent to foot of ramp. On platform for Monument, these items are situated at entrance from slip road. |
| Ramp details:             | Gradient is 1 in 14 throughout. Standard handrails are fitted on one side only.  |
| Staircase details:        | Steps are standard for external staircases. Standard handrails are fitted.   |
| Access between platforms: | Via ramp, Station Road and slip road or steps.   |
| Platform facilities:      | Seats.<br><br>Bus-shelter type canopies along part of each platform.   |
| Platform edges:           | Standard for surface stations.   |



**HEWORTH  
Concourse**



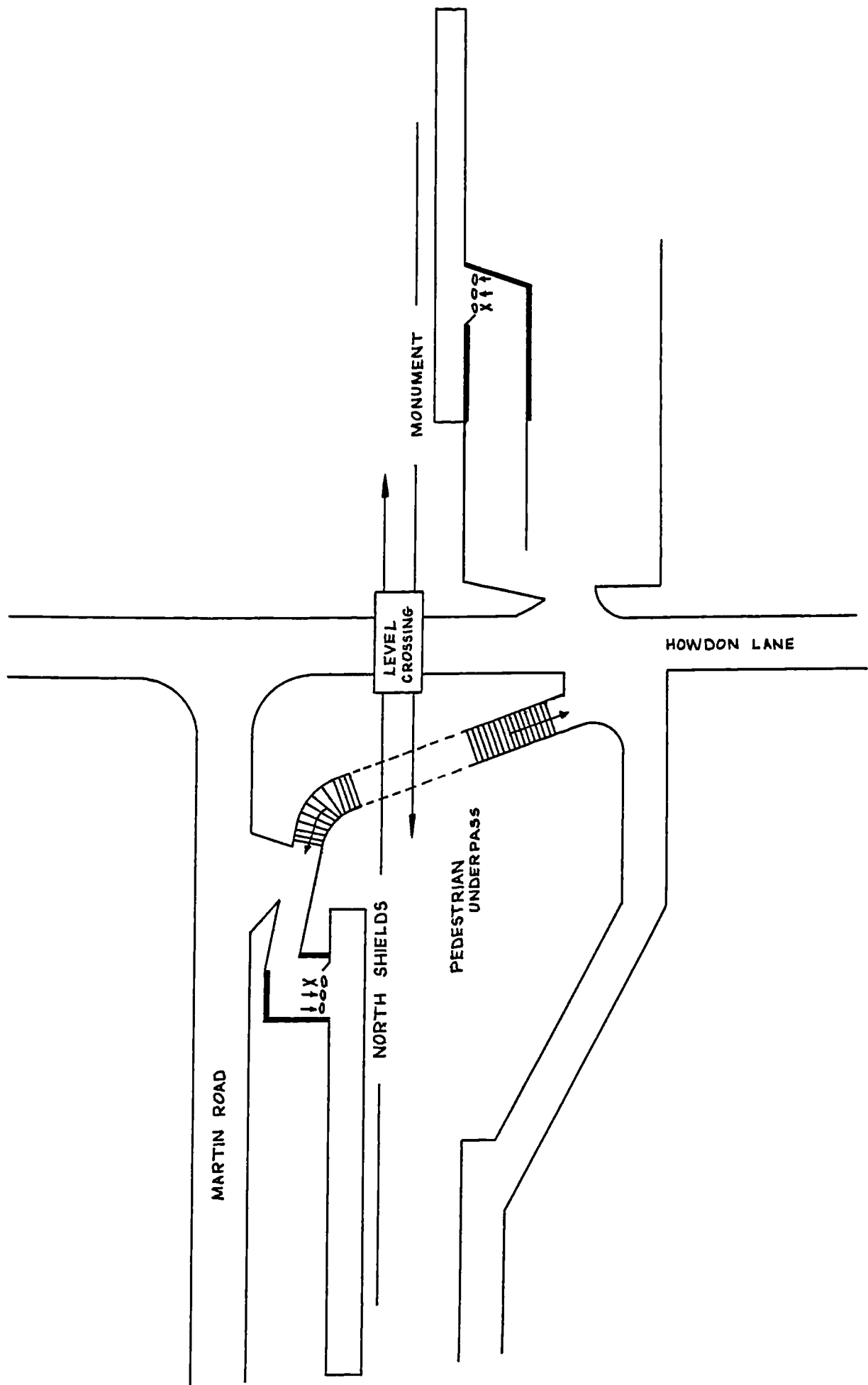
## Heworth

- Type: Purpose-built interchange station, opened 1981.
- Layout: Entrance and concourse containing information displays, "speak and receive" devices, ticket machines and barriers is situated at surface level. Access to concourse from car park, bus station and surrounding area is level. Platforms are of conventional layout and access between concourse and each platform is by stairs, escalator or lift. Access from surface level to British Rail station is through bus station and via ramps or steps.
- Ramp details: Ramps from surface level to each of the BR platforms have gradients of 1 in 12 throughout. Standard handrails are fitted.
- Lift details: Entrances/exits at concourse level are adjacent to ticket barriers. Entrance/exit at platform level is at South Shields end of each platform. Both lifts are of standard dimensions.
- Staircase details: Steps down to BR station are of standard dimensions for external staircases and standard handrails are fitted. Steps from concourse to Metro station platforms are of standard dimensions for internal staircases and standard handrails are fitted throughout.



Heworth (continued)

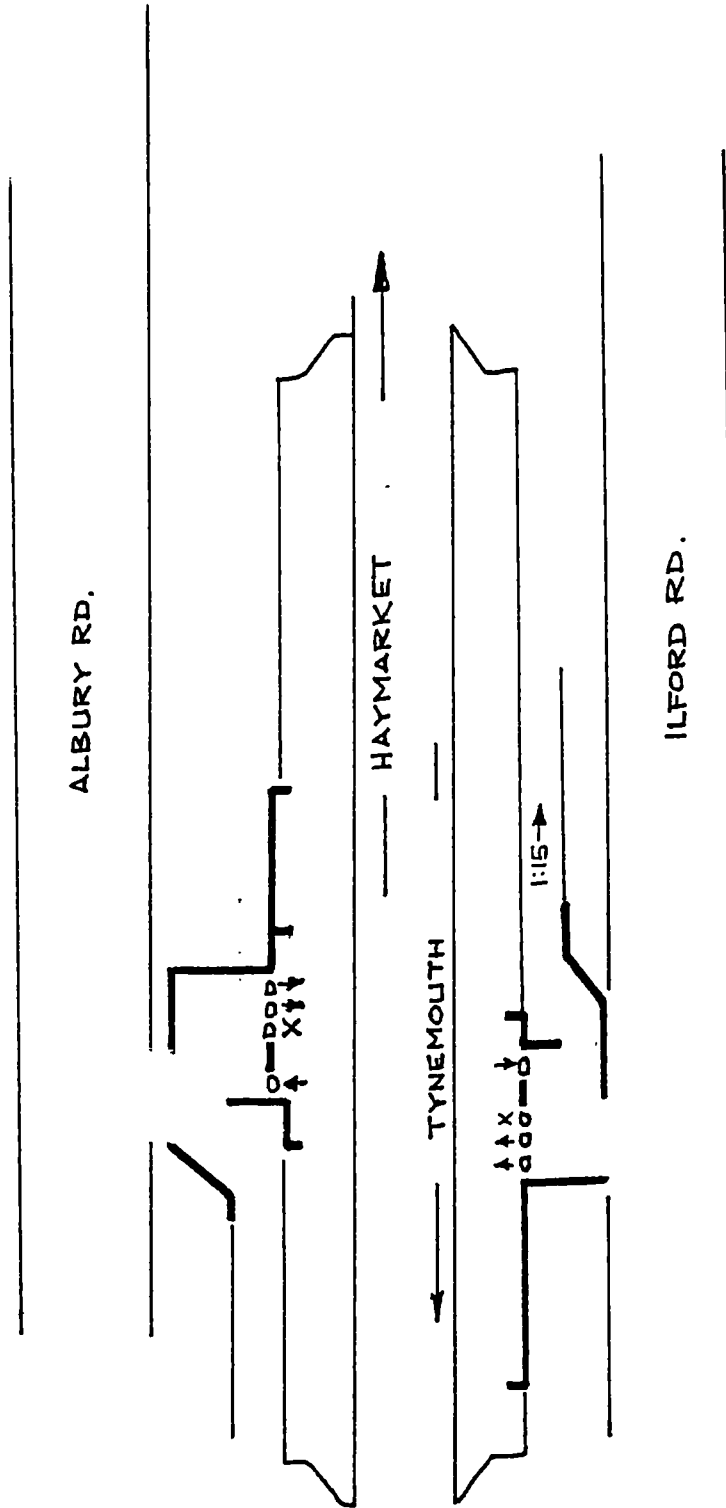
- Access between platforms:
- i) Access between Metro platforms is via escalators/stairs/lifts and concourse.
  - ii) Access between Metro platforms and BR platforms is via escalators/stairs/lifts, Metro concourse, bus station and steps/ramps.
  - iii) There is also level access between the Metro platform for South Shields and the BR platform for Newcastle.
- Platform facilities:
- Roller blind next train destination indicators.
  - "Speak and receive" devices.
  - Alarm buttons.
  - Seats.
- Platform edges:
- Standard for sub-surface stations.
- Other notes:
- British Rail station is adjacent. Bus station is at surface level. Car park includes some spaces of standard dimensions for disabled car users.



HOWDON

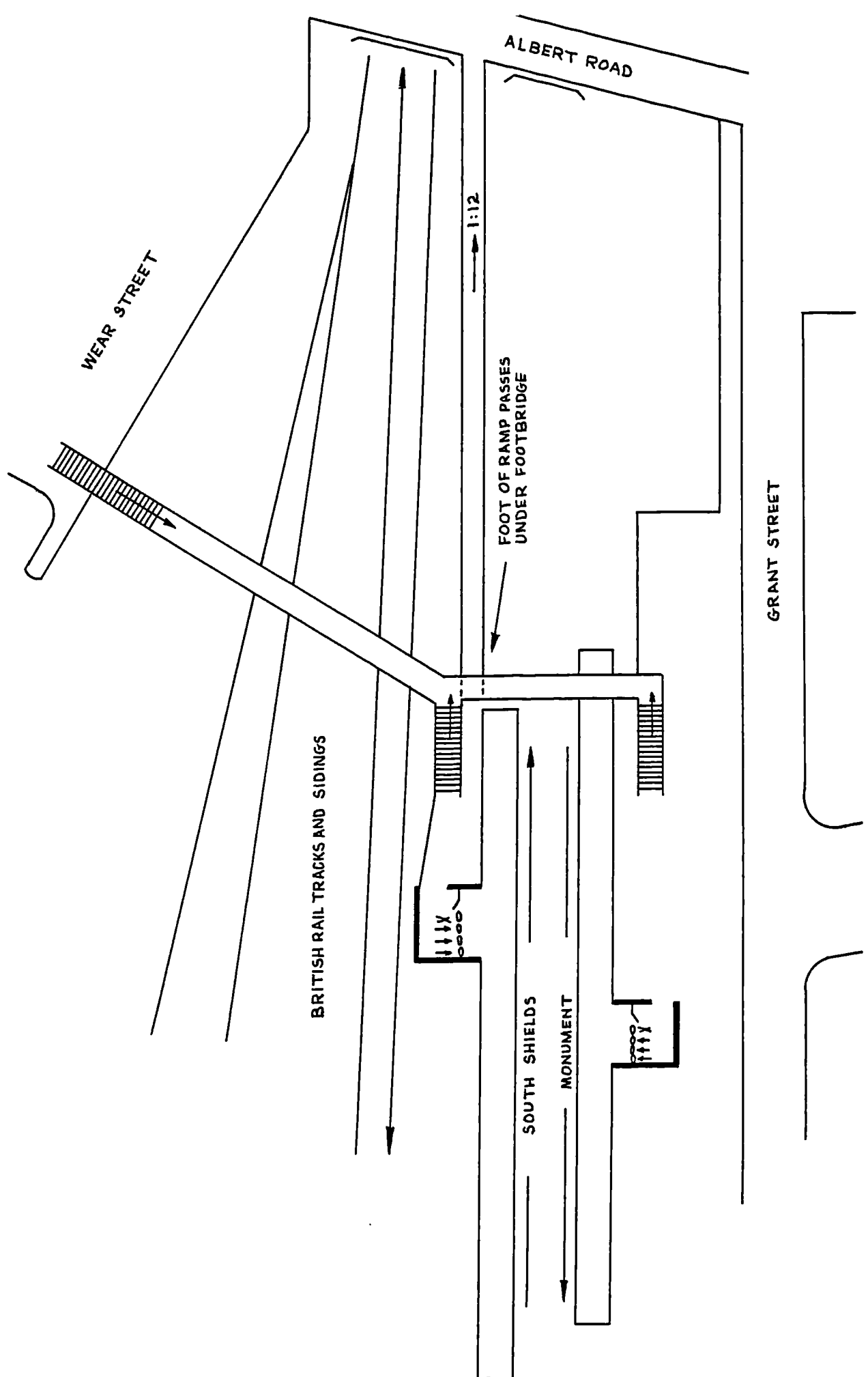
## Howdon

|                           |   |
|---------------------------|---|
| Type:                     | Purpose-built suburban station opened 1982.   |
| Layout:                   | Staggered platforms situated at ground level either side of road level crossing. Access to both platforms from Howdon Lane is virtually level, with only slight gradients in places. Information displays, ticket machines and barriers located at entrance to each platform. |
| Access between platforms: | <ul style="list-style-type: none"><li>i) Road level crossing.</li><li>ii) Pedestrian underpass with steps only.</li></ul>   |
| Platform facilities:      | Seats.<br>Bus-shelter type canopies along each platform.  |
| Platform edges:           | Standard for surface stations.  |



### Ilford Road

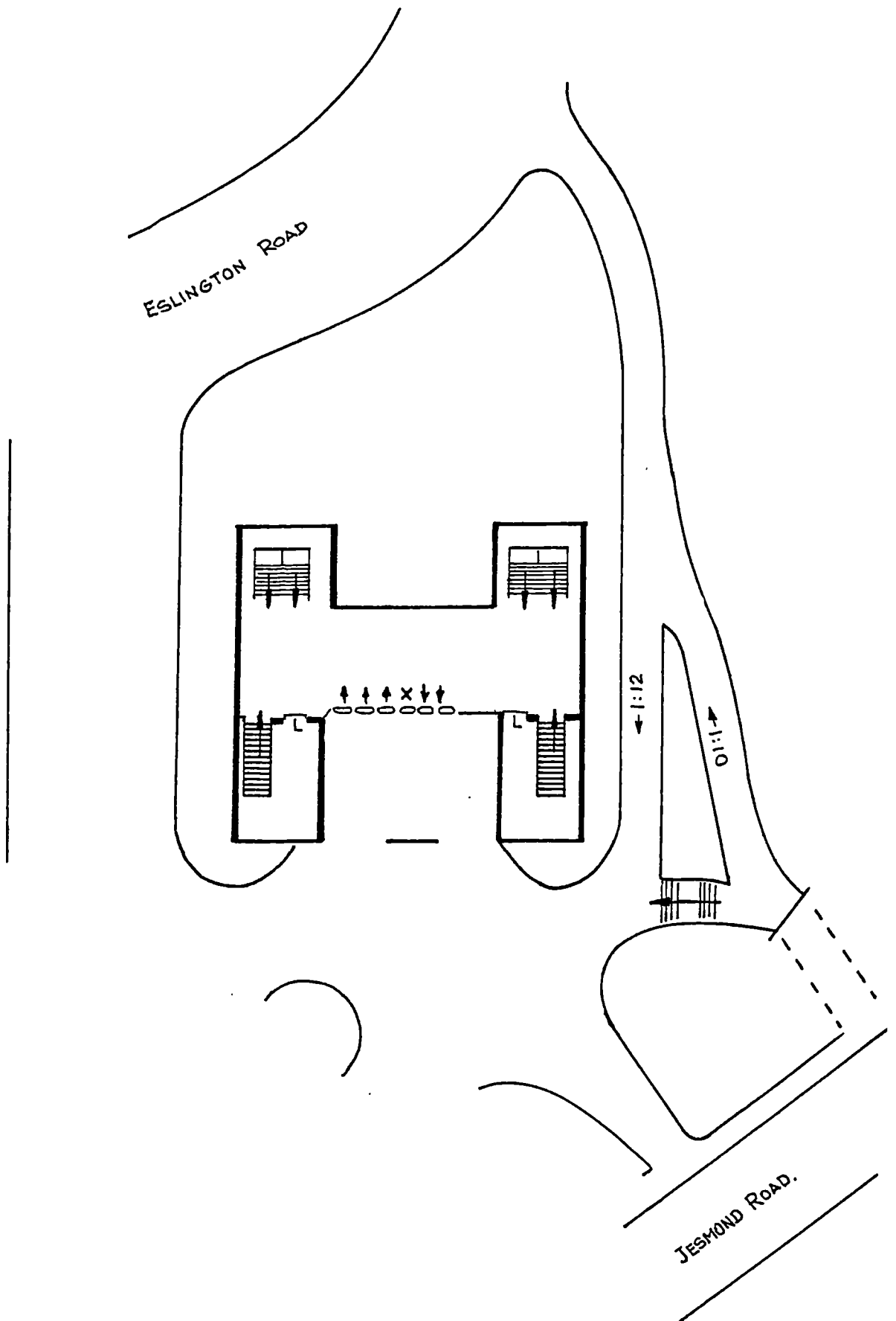
|                           |   |
|---------------------------|---|
| Type:                     | Purpose-built suburban station, opened 1980.  |
| Layout:                   | Conventional platforms situated in very shallow cutting. Level access from Albury Road/Woodthorne Road to platform for Haymarket. Ramp of 1 in 15 leads downwards from Ilford Road to platform for South Gosforth. Information displays, ticket machines and barriers at entrance to each platform. |
| Access between platforms: | Via an adjacent road overbridge involving additional journey of 350 metres.   |
| Platform facilities:      | Seats.<br><br>Bus-shelter type canopies along part of each platform.  |
| Platform edges:           | Standard for surface stations.  |



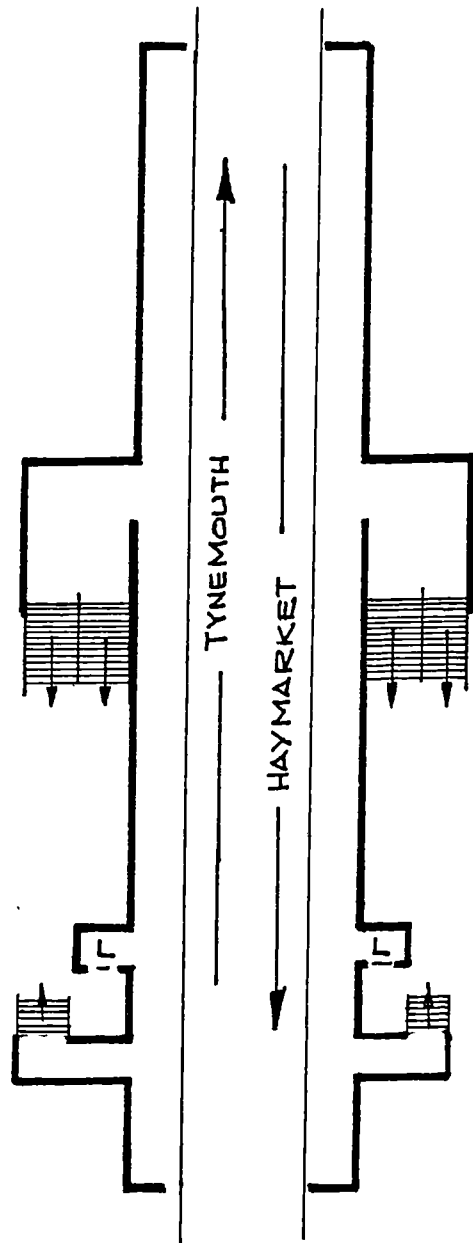
JARROW

## Jarrow

|                           |   |
|---------------------------|---|
| Type:                     | Purpose-built suburban station, opened 1984.  |
| Layout:                   | Platforms of conventional layout situated at ground level. Access from Grant Street to platform for Monument is level. Access from shopping centre is via overbridge with steps, from which steps lead down to each platform. Access from Albert Road overbridge is via ramp downwards to platform for South Shields only. Information displays, ticket machines and barriers are located at the entrance to each platform. |
| Ramp details:             | Ramp from platform for South Shields up to Albert Road overbridge has gradient of 1 in 12 throughout. Standard handrails are fitted.  |
| Staircase details:        | All steps on footbridge are of standard dimensions for external staircases. Standard handrails are fitted throughout.   |
| Access between platforms: | i) Via footbridge with steps only.<br>ii) Via ramp, Albert Road overbridge and Grant Street.  |
| Platform facilities:      | Seats.<br><br>Bus-shelter type canopies along part of each platform.  |
| Platform edges:           | Standard for surface stations.  |

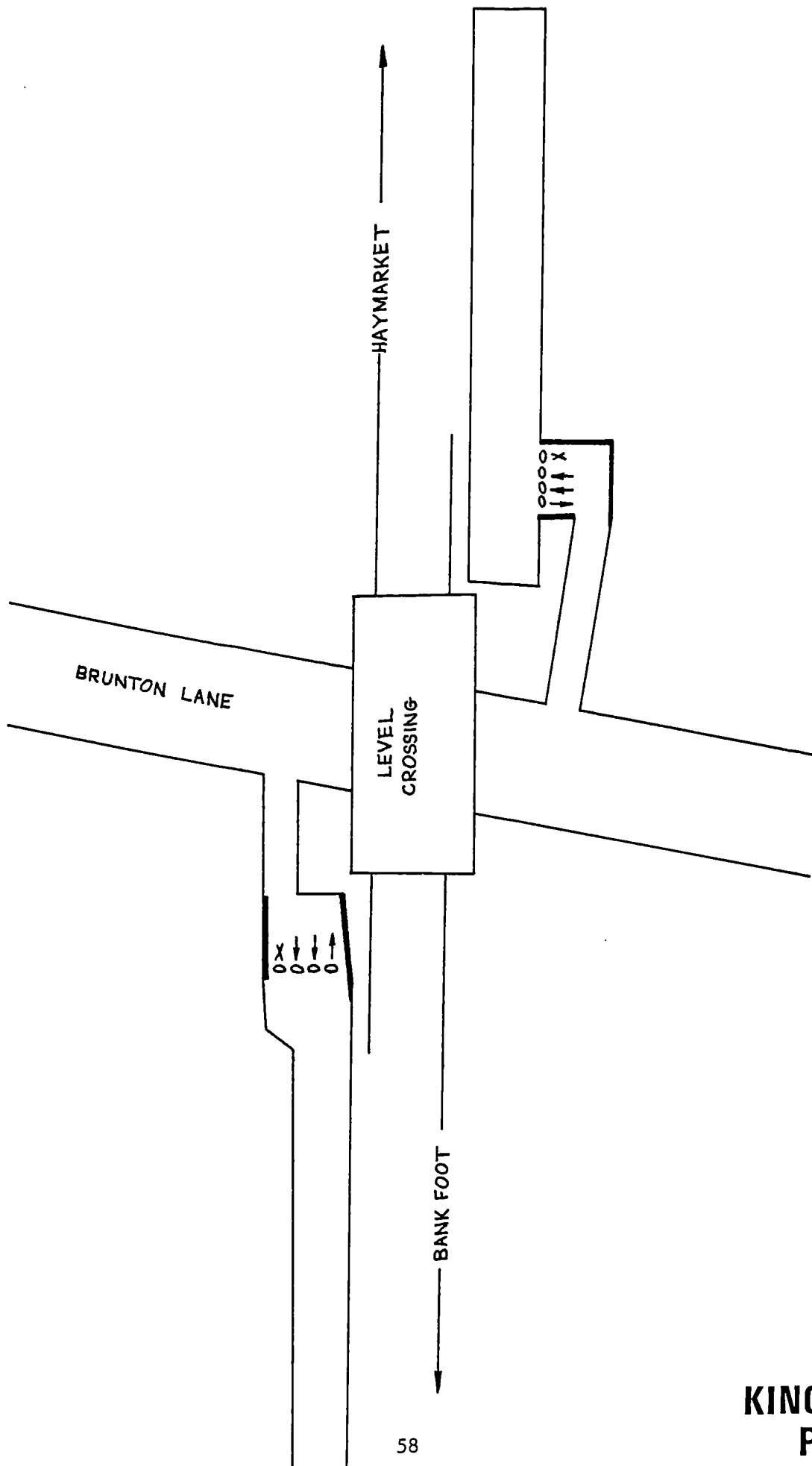






## Jesmond

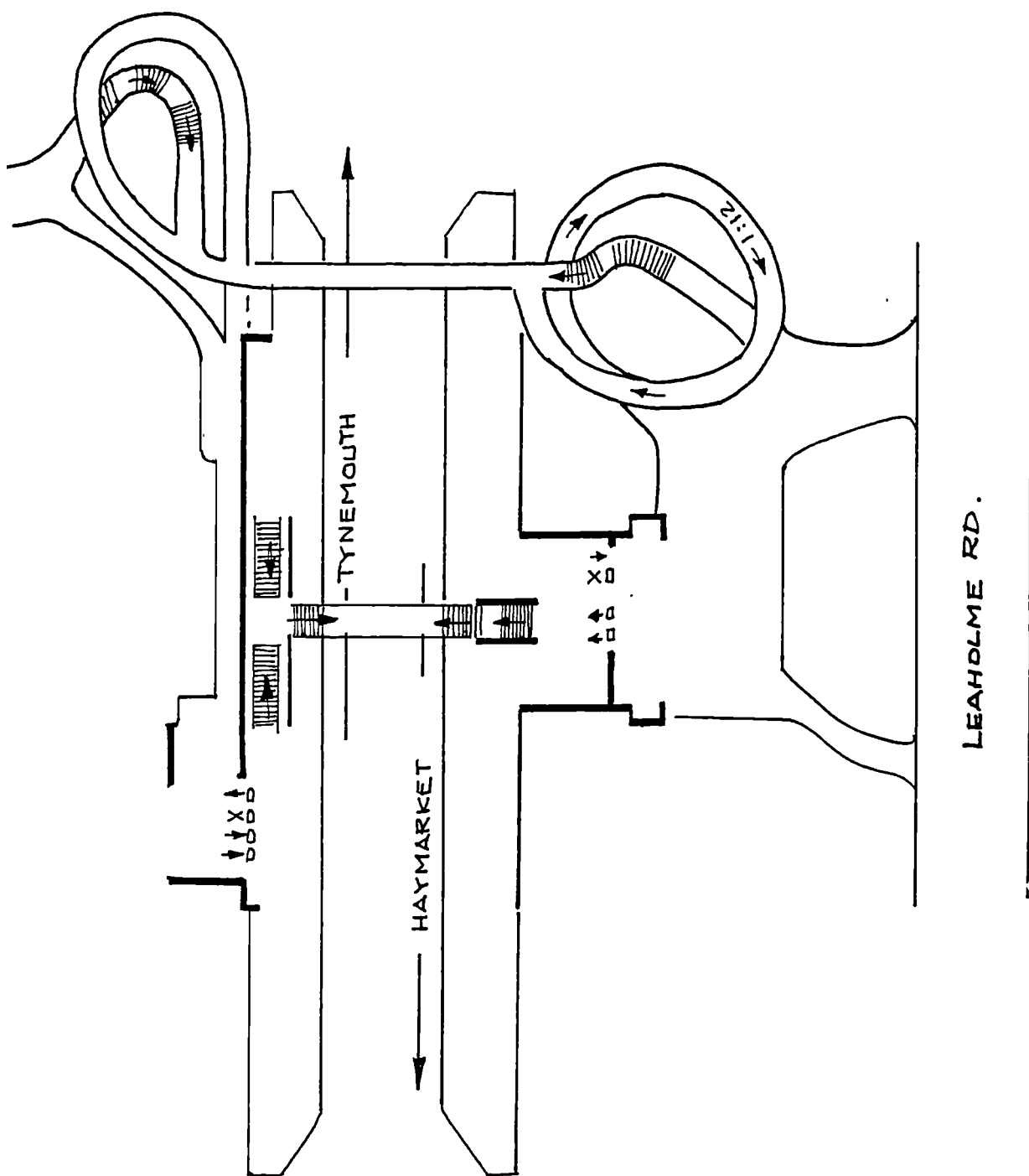
|                           |  |
|---------------------------|--|
| Type:                     | Purpose-built underground station, opened 1980.  |
| Layout:                   | Surface-level concourse contains information displays, ticket machines and barriers. Platforms are of conventional layout and each is linked to the concourse by staircases, an escalator and a lift.        |
| Lift details:             | At concourse level, lift entrances/exits are located adjacent to stairs and escalators. Entrance/exit at platform level is approximately halfway along each platform. Both lifts are of standard dimensions. |
| Staircase details:        | All steps are of standard dimensions for internal staircases. Standard handrails are fitted on both sides of all staircases.   |
| Access between platforms: | Via stairs/escalators/lifts and concourse.   |
| Platform facilities:      | Roller blind next train destination indicators.<br>"Speak and receive" devices.<br>Alarm buttons.<br>Seats.  |
| Platform edges:           | Standard for sub-surface stations.   |



**KINGSTON  
PARK**

### Kingston Park

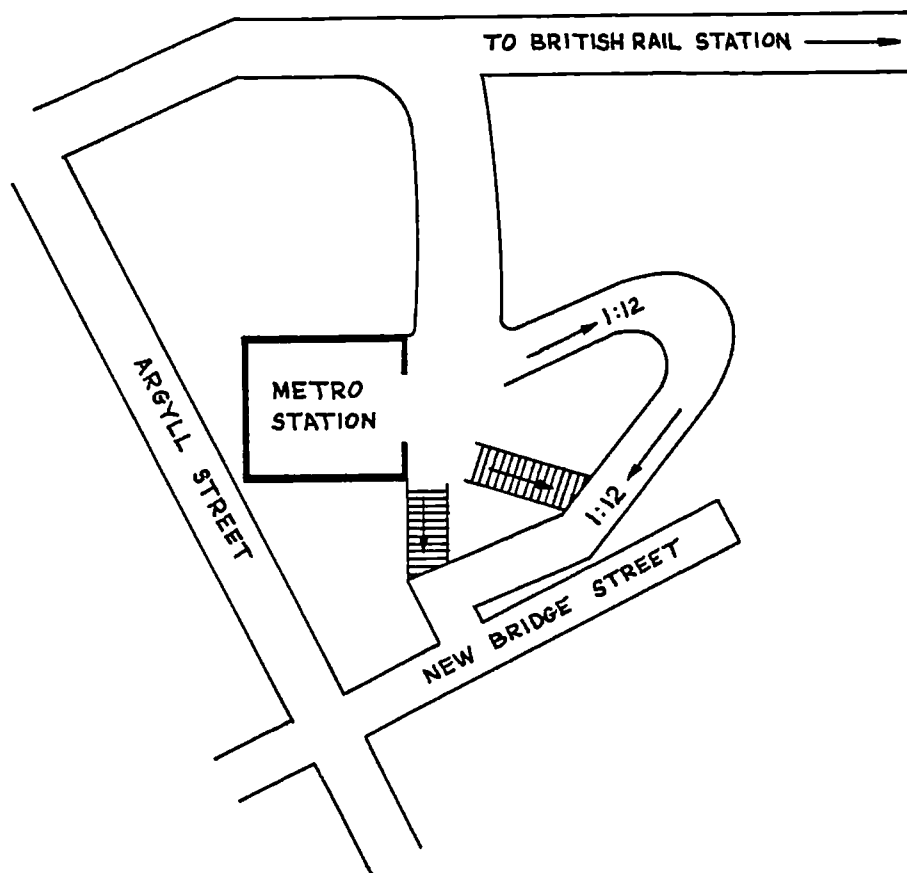
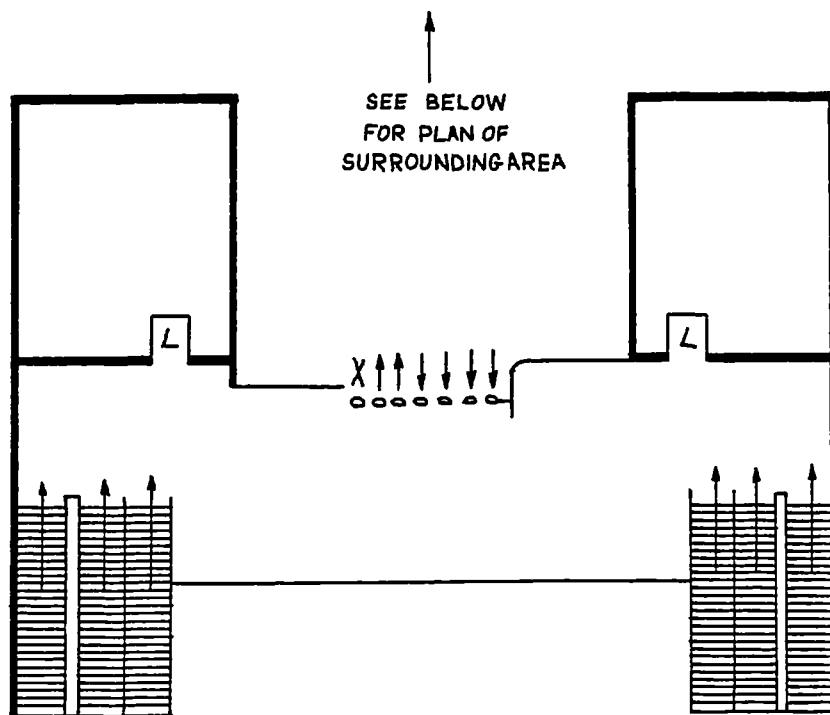
|                           |  |
|---------------------------|--|
| Type:                     | Purpose-built suburban station, opened 1985.   |
| Layout:                   | Staggered platforms at ground level situated either side of road level crossing. Level access with only shallow gradients from Brunton Lane to each platform. Information displays, ticket machines and barriers at entrance to each platform. |
| Access between platforms: | Via road level crossing.   |
| Platform facilities:      | Seats.<br><br>Bus-shelter type canopies along part of each platform.   |
| Platform edges:           | Standard for surface stations.   |
| Other notes:              | Car park situated in Brunton Lane approximately 100 metres distant.  |



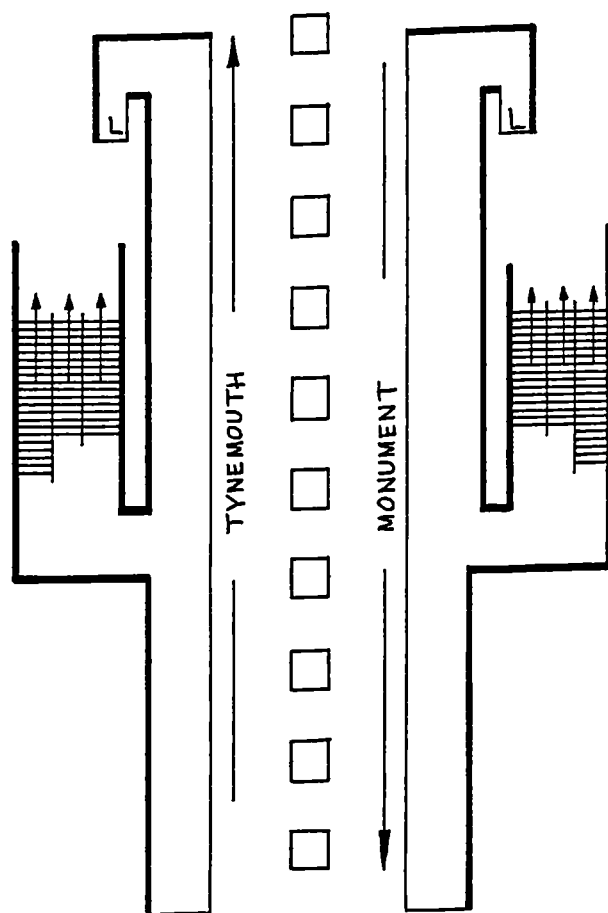
LONG BENTON

## Longbenton

|                           |   |
|---------------------------|---|
| Type:                     | Former BR suburban station, opened 1947.<br>Reopened for Metro 1980.  |
| Layout:                   | Conventional platforms at ground level, giving level access from surrounding area to each platform. Information displays, ticket machines and barriers at entrance to each platform.                            |
| Access between platforms: | i) Footbridge within station is part of original station buildings and has steps only.<br>ii) New spiral ramped footbridge immediately adjacent to station.   |
| Footbridge details:       | i) Old footbridge has non-standard steps.<br>ii) New footbridge has ramps of gradient 1 in 12 as well as steps of standard dimensions for external staircases.<br>Standard handrails fitted on ramps and steps. |
| Platform facilities:      | Seats.<br>Shelter provided by old station buildings.  |
| Platform edges:           | Concrete slabs with white-painted edges.<br>No tactile markings.  |



**MANORS**  
**Surface**





## Manors

|                    |   |
|--------------------|---|
| Type:              | Purpose-built underground station opened 1982.  |
| Layout:            | Entrance and concourse containing information displays, ticket machines and barriers are at surface level. Access from the surrounding area to the entrance is either level or via ramps or steps. Platforms are of conventional layout. Access from concourse to each platform is via stairs, escalator or lift. |
| Ramp details:      | The ramps in the area surrounding the station have gradients of 1 in 12 throughout, but no handrails are provided.  |
| Staircase details: | All steps in the area surrounding the station are of standard dimensions for external staircases. Standard handrails are provided throughout. Staircases between concourse and platforms have steps of standard dimensions for internal staircases. Standard handrails are fitted throughout.                     |
| Lift details:      | Both lifts are of standard dimensions. Entrance/exit at concourse level is adjacent to the escalators and stairs. At platform level, lift entrances/exits are at the end of each platform nearest Tynemouth.  |

Manors (continued)

Platform facilities: Alarm buttons.

Seats.

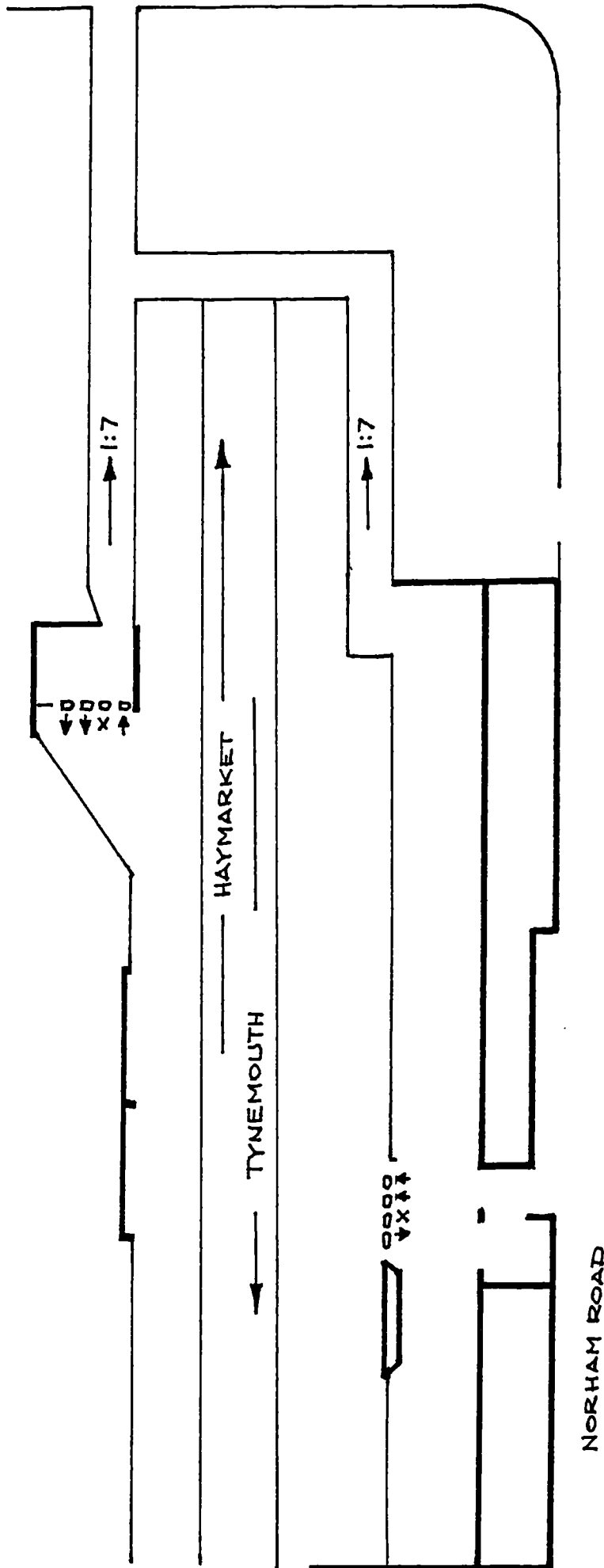
"Speak and receive" devices.

Roller blind next train destination indicator  
on platform for North Shields.

Platform edges: Standard for sub-surface stations.

Other notes: British Rail Manors station is immediately  
adjacent.

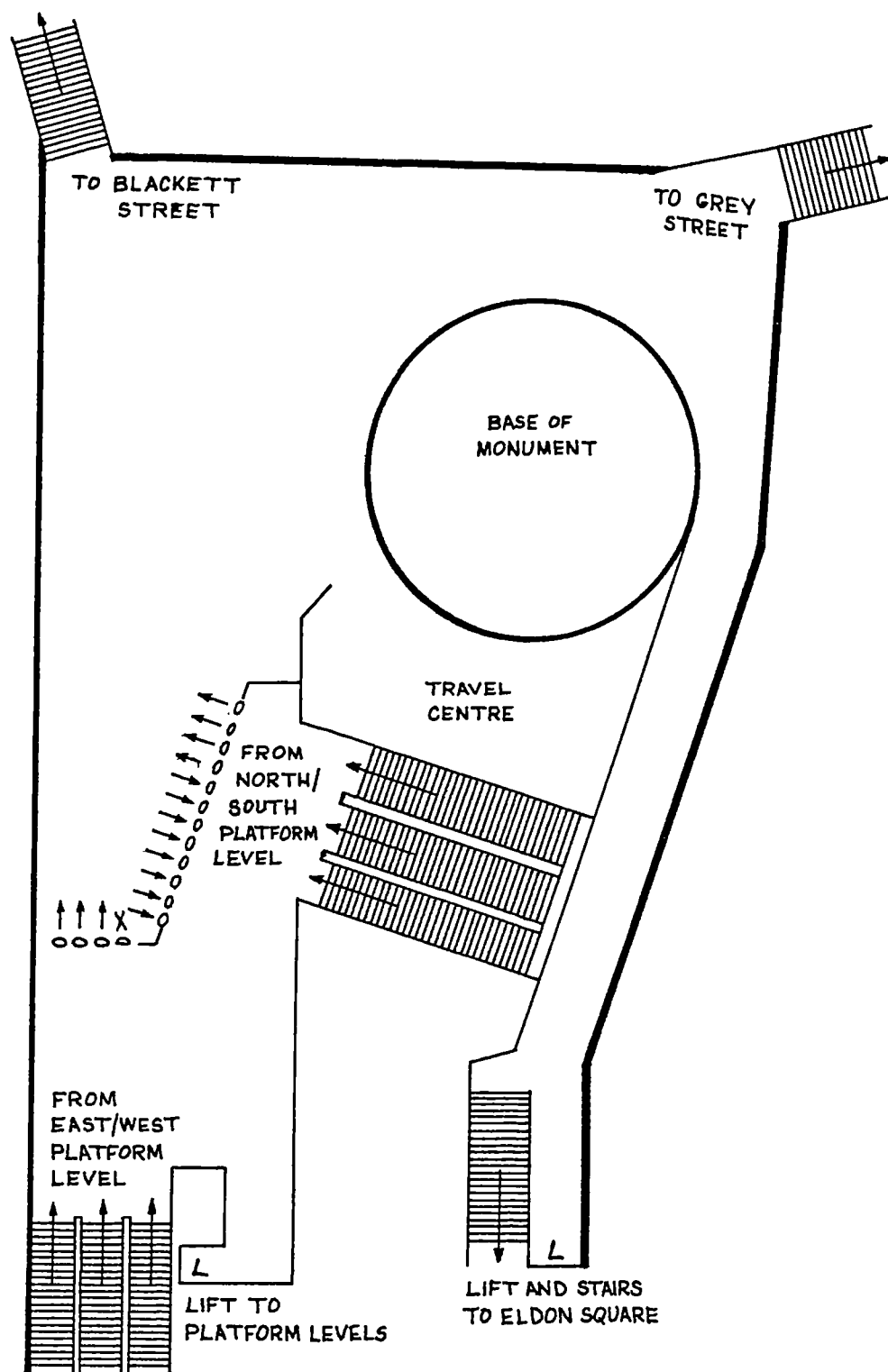
FRONT STREET.



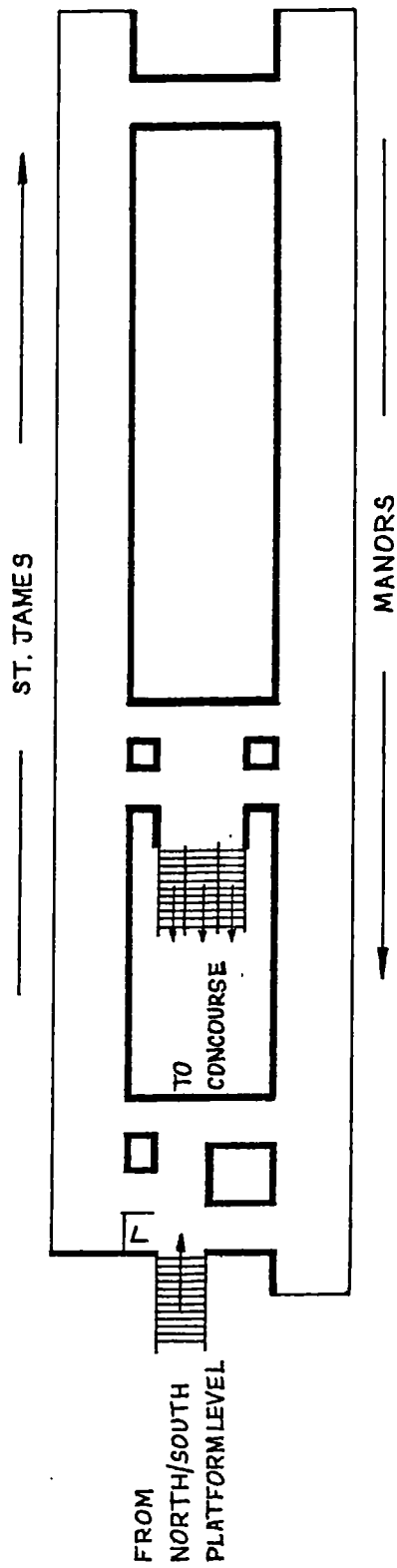
MONKSEATON

## Monkseaton

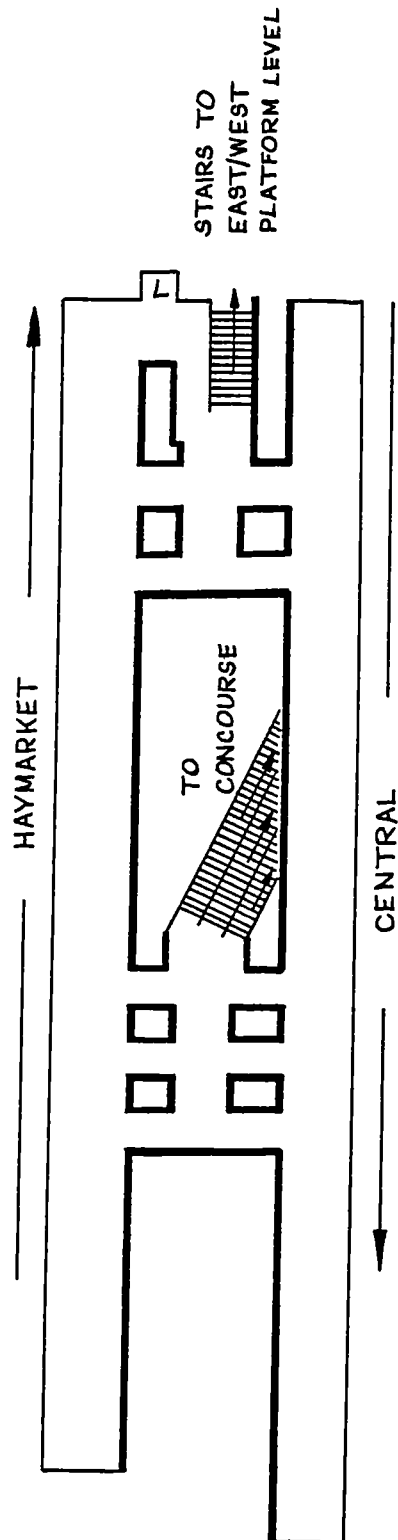
|                           |  |
|---------------------------|--|
| Type:                     | Former BR suburban station, opened 1915.<br>Reopened for Metro 1980.   |
| Layout:                   | Platforms of conventional layout are situated at ground level. Access from Norham Road to the platform for Tynemouth is level. From the Front Street entrance, ramps lead downwards to each platform. On the platform for Haymarket, information displays, ticket machines and barriers are located at the foot of the ramp. On the platform for Tynemouth, these items are situated adjacent to the Norham Road entrance. |
| Ramp details:             | Both ramps are part of the original station buildings. Gradients are 1 in 7 throughout. New standard handrails have been fitted.   |
| Access between platforms: | Via ramps.   |
| Platform facilities:      | Seats.<br><br>Shelter is provided by the old station buildings and canopies.   |
| Platform edges:           | Standard surface station type on platform for Haymarket.<br><br>Concrete slabs with white-painted edge and no tactile markings on platform for Tynemouth.  |



## MONUMENT Concourse



**MONUMENT**  
**East / West**  
**Platform Level**



**MONUMENT**  
**North/South**  
**Platform Level**

## Monument

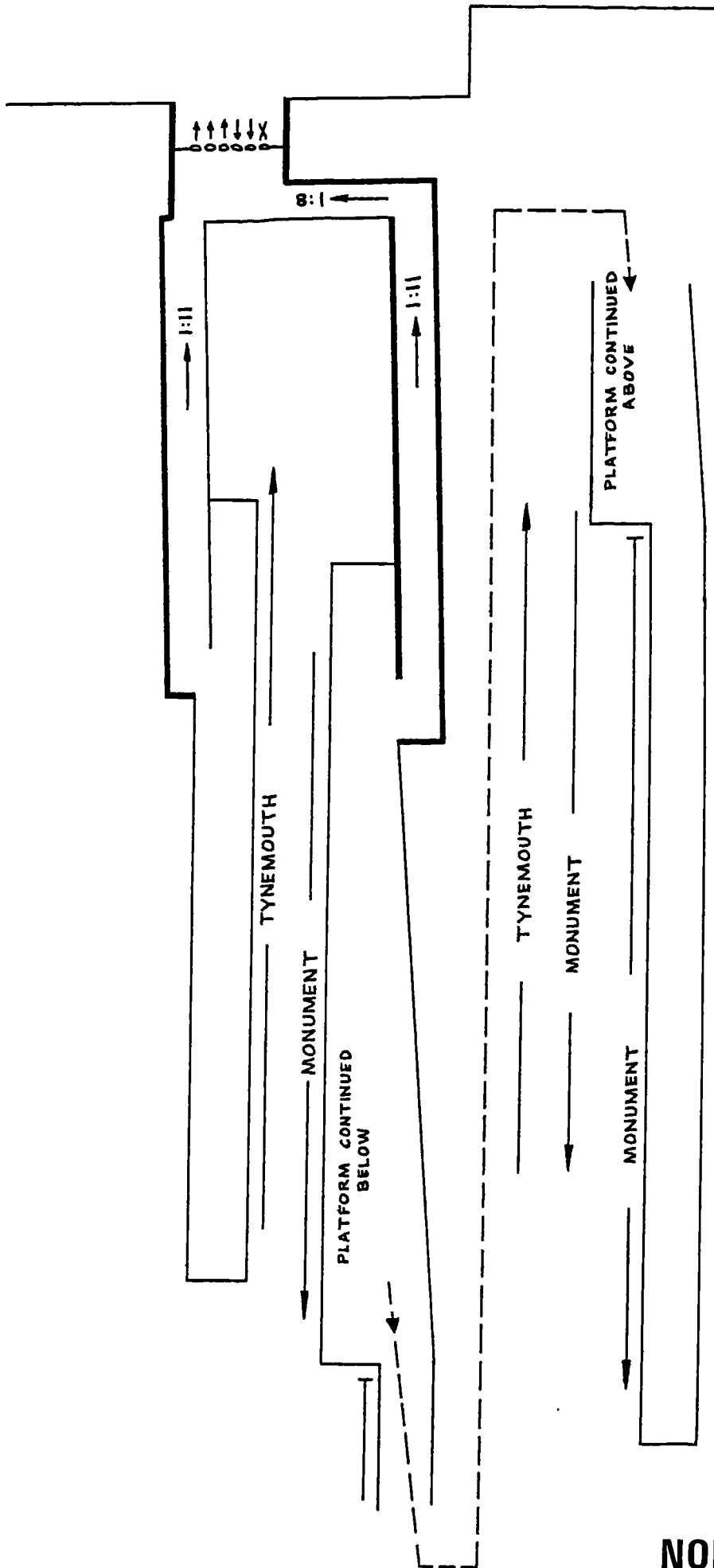
|                             |  |
|-----------------------------|--|
| Type:                       | Purpose-built underground station opened in stages 1981-82.  |
| Layout:                     | Concourse containing Travelcard Centre, information displays, ticket machines and barriers and "speak and receive" devices is located just below ground level. Access from street level is by steps from the three entrances in Grey Street, Blackett Street and Eldon Square, or by lift from Eldon Square. There are two platform levels: East/West and North/South. Each is served by a set of three escalators (but no stairs) while a lift serves the concourse and the two platform levels. Each set of platforms is of island layout. |
| External staircase details: | All the staircases from street level to concourse have steps of standard dimensions for external staircases. Standard handrails are fitted to both sides and to the centre of each staircase.  |
| Lift details:               | Both lifts are of standard dimensions. The street level entrance/exit to the "upper" lift is at the entrance to the Eldon Square shopping centre and the concourse level entrance/exit is adjacent to the foot of the stairs from the Eldon Square entrance.   |



Monument (continued)

|                             |  |
|-----------------------------|--|
|                             | The "lower" or main lift has a concourse level entrance/exit adjacent to the escalators for the East/West platforms. Entrances/exits to this lift at each platform level are at the end of the platforms.  |
| Access between platforms:   | Level access within each of the two platform levels. Access between platform levels is: <ul style="list-style-type: none"><li>i) Via lift.</li><li>ii) Via staircase which runs between the two platform levels only.</li><li>iii) Via escalators and concourse.</li></ul> |
| Internal Staircase details: | Steps are of standard dimensions for internal staircases and standard handrails are fitted to both sides and centre.   |
| Platform facilities:        | Roller blind next train destination indicators.<br>"Speak and receive" devices.<br>Alarm buttons.<br>Seats.  |
| Platform edges:             | Standard for sub-surface stations.   |

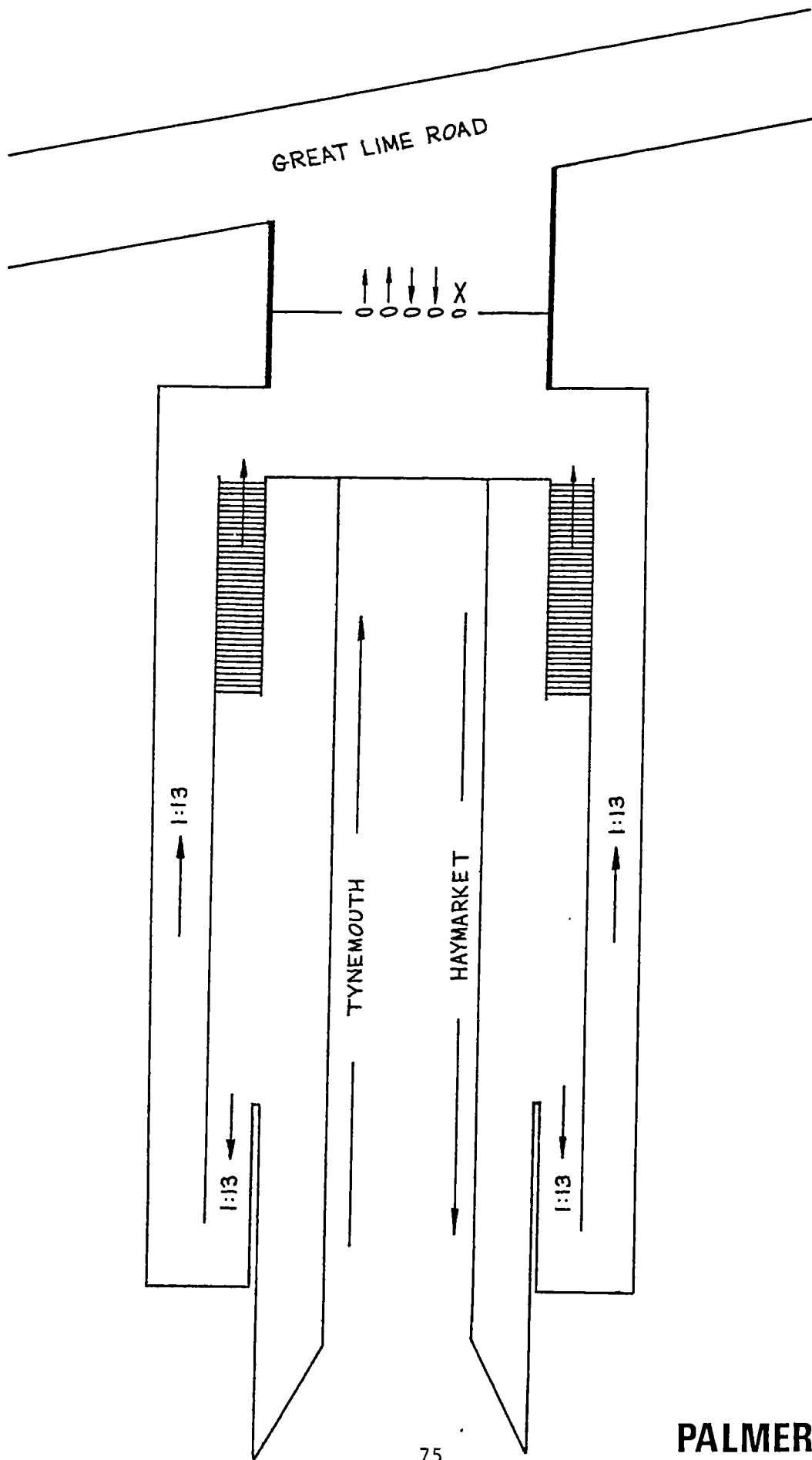
NILE STREET



NORTH SHIELDS

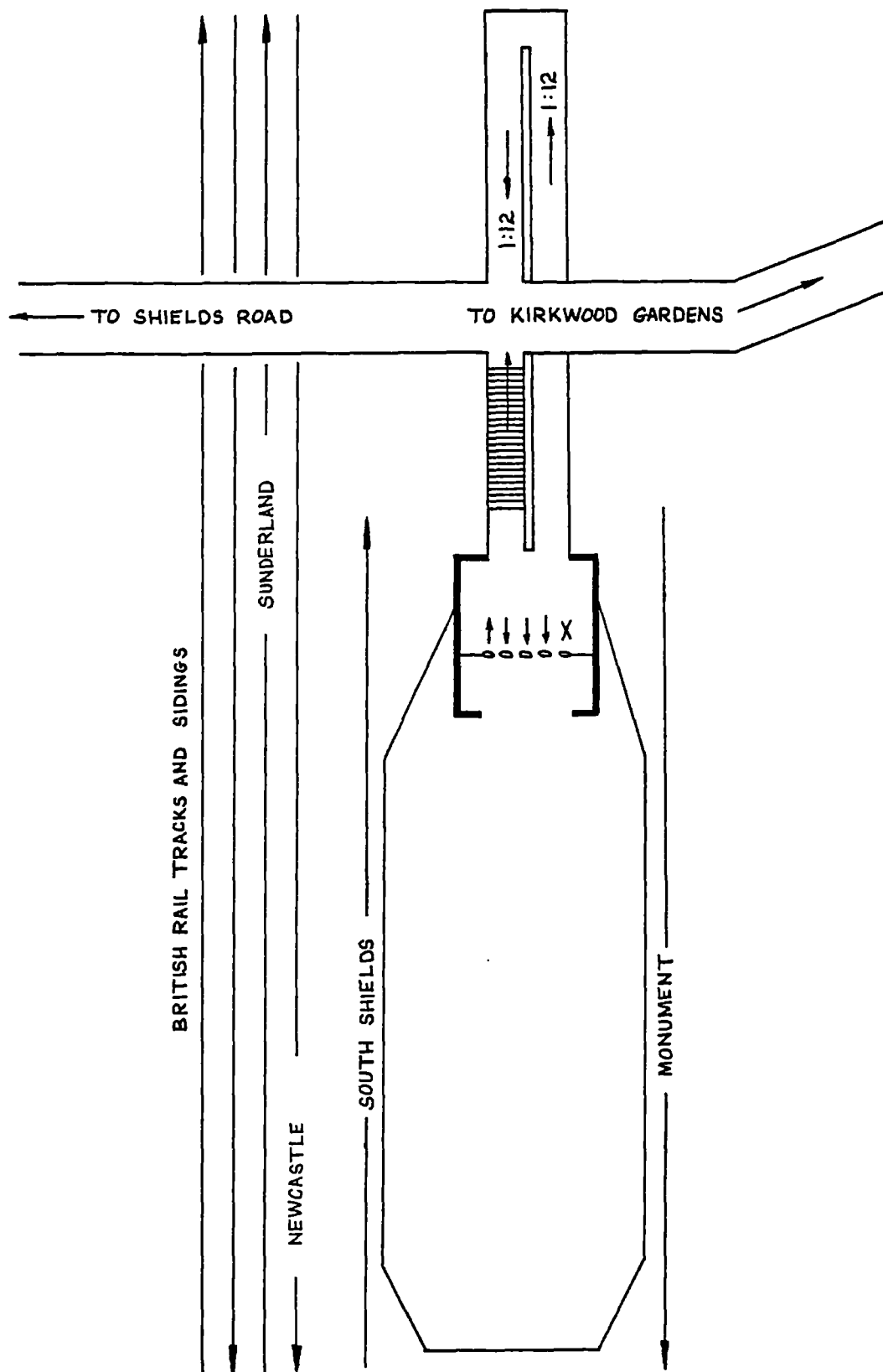
## North Shields

|                           |  |
|---------------------------|--|
| Type:                     | Former BR suburban station, opened 1889.<br><br>Reopened for Metro 1982.   |
| Layout:                   | Entrance and concourse containing information displays, ticket machines and barriers situated at street level. Access from street to entrance and concourse is level. Ramps lead down to the platforms. Platforms are of conventional layout except that there is an additional bay platform at the end of the platform for St James. This is used by trains terminating at North Shields on the short working to and from St James. |
| Ramp details:             | Both ramps are part of the original structures. Gradients are 1 in 11 throughout, except for the upper part of the ramp from the platforms for St James. This has a gradient of 1 in 8. Standard handrails have been fitted on both ramps.   |
| Access between platforms: | Via ramps and concourse.   |
| Platform facilities:      | Roller blind next train destination indicator on platforms for St James.<br><br>Seats.<br><br>Bus-shelter type canopies along part of platforms.   |
| Platform edges:           | Standard for surface stations.   |



## Palmersville

|                           |  |
|---------------------------|--|
| Type:                     | Purpose-built suburban station, opened 1986.   |
| Layout:                   | Entrance and concourse containing information displays, ticket machines and barriers located on road overbridge. Steps and ramps lead down to each of the platforms, which are of conventional layout. |
| Ramp details:             | Gradients of 1 in 13 throughout, with standard handrails.  |
| Staircase details:        | Steps are of standard dimensions for external staircases. Standard handrails are fitted on one side only.  |
| Access between platforms: | Via stairs/ramps and concourse.  |
| Platform facilities:      | Seats.<br><br>Bus-shelter type canopies along part of each platform.   |
| Platform edges:           | Standard for surface stations.   |



Pelaw

Type: Purpose-built suburban station, opened 1985.

Layout: Island platform situated in cutting. Level access from surrounding area onto overbridge from which steps and ramps lead down to platform. Information displays, ticket machines and barriers are situated at entrance to platform, adjacent to foot of stairs and ramp.

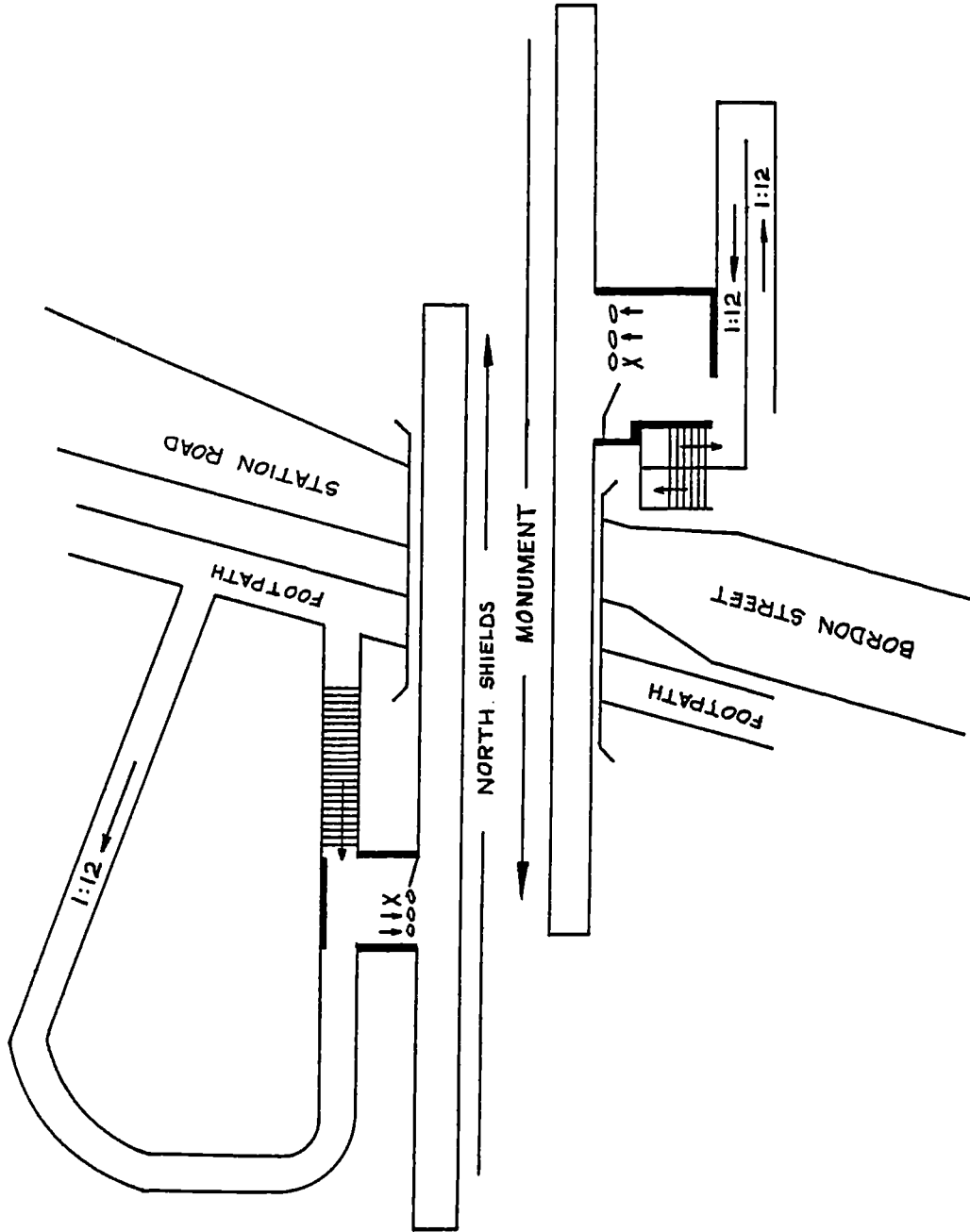
Ramp details: Gradient is 1 in 12 throughout. Standard handrails are fitted.

Staircase details: Steps are of standard dimensions for external staircases. Standard handrails are fitted.

Access between platforms: Level.

Platform facilities: Seats.  
Bus-shelter type canopies along part of platform.

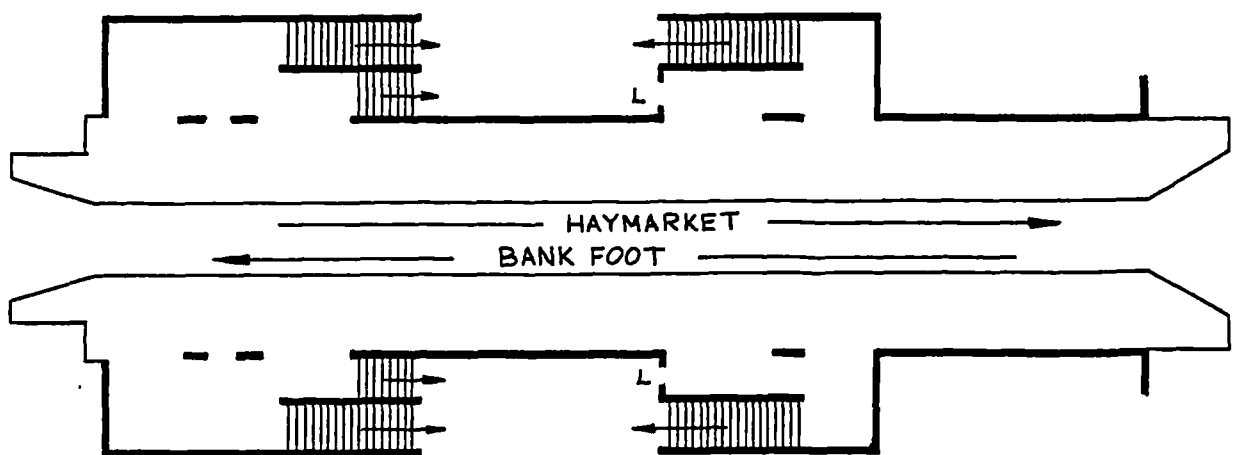
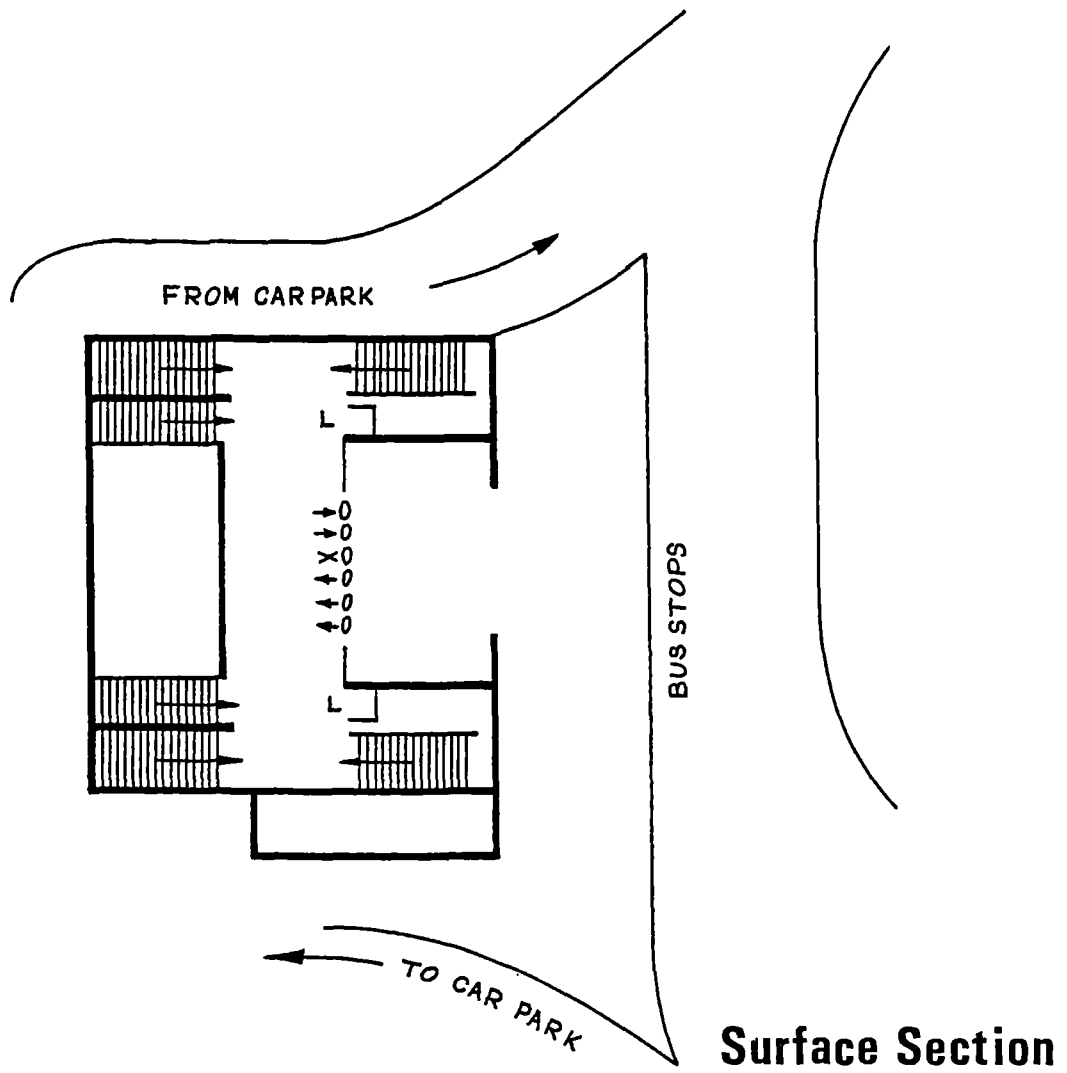
Platform edges: Standard for surface stations.





## Percy Main

|                           |  |
|---------------------------|--|
| Type:                     | Purpose-built suburban station opened 1982.  |
| Layout:                   | Platforms of conventional layout situated on embankment. Information displays, ticket machines and barriers located at entrance to each platform. Access from street level via steps or ramps.                     |
| Ramp details:             | Zig-zag ramp with hairpin bends up to platform for St James. Ramp up to platform for North Shields curves round in horseshoe shape. Gradients are 1 in 12 throughout both ramps and standard handrails are fitted. |
| Staircase details:        | Steps are of standard dimensions for external staircases. Standard handrails are fitted throughout.  |
| Access between platforms: | Via steps or ramps and footpath under tracks.  |
| Platform facilities:      | Seats.<br><br>Bus-shelter type canopies along part of each platform.   |
| Platform edges:           | Standard for surface stations.   |
| Other notes:              | Public toilets are situated on Station Road opposite ramp for platform for North Shields. These do not incorporate facilities for disabled people.   |



## REGENT CENTRE Underground Section

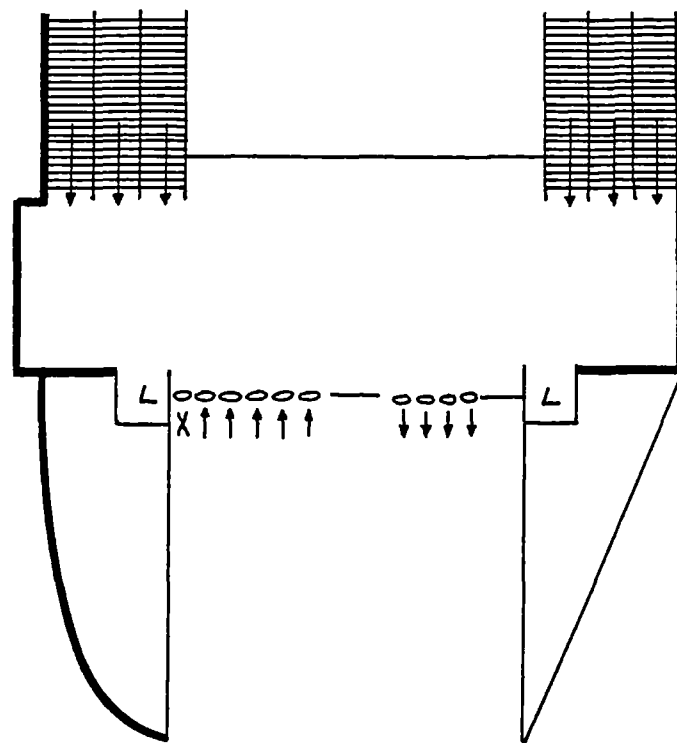
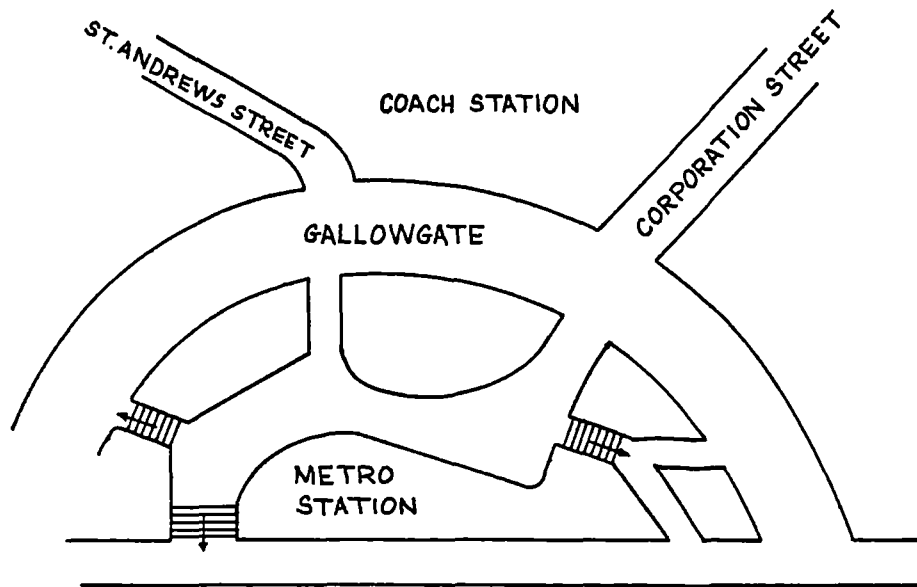
Regent Centre

|                           |   |
|---------------------------|---|
| Type:                     | Purpose-built interchange station, opened 1981.   |
| Layout:                   | Entrance and concourse containing information displays, ticket machines and barriers are situated at surface level. Access from bus station is level. Platforms are of conventional layout, situated in cutting. Access from concourse to each platform is via stairs, escalator or lift. |
| Lift details:             | Both lifts are of standard dimensions. Entrances/exits at concourse level are adjacent to ticket barriers. At platform level, entrances/exits are approximately halfway along each platform.  |
| Staircase details:        | Steps are of standard dimensions for internal staircases throughout. Standard handrails are fitted.   |
| Access between platforms: | Via escalators/stairs/lifts and concourse.  |
| Platform facilities:      | Roller blind next train destination indicators.<br>"Speak and receive" devices.<br>Alarm buttons.<br>Seats.   |
| Platform edges:           | Standard for surface stations.  |

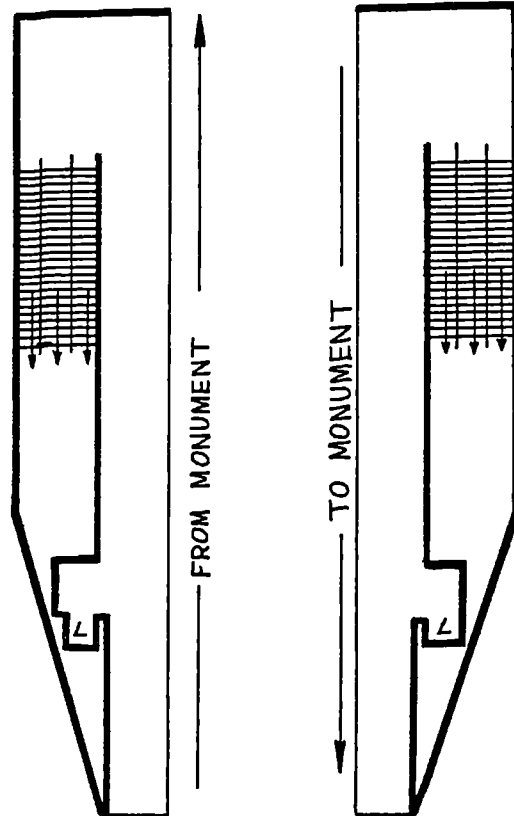
Regent Centre (continued)

Other notes:                      Bus station in forecourt.

Multi-storey car park built on top of station  
includes short-stay car parking spaces of  
standard dimensions for disabled car users.

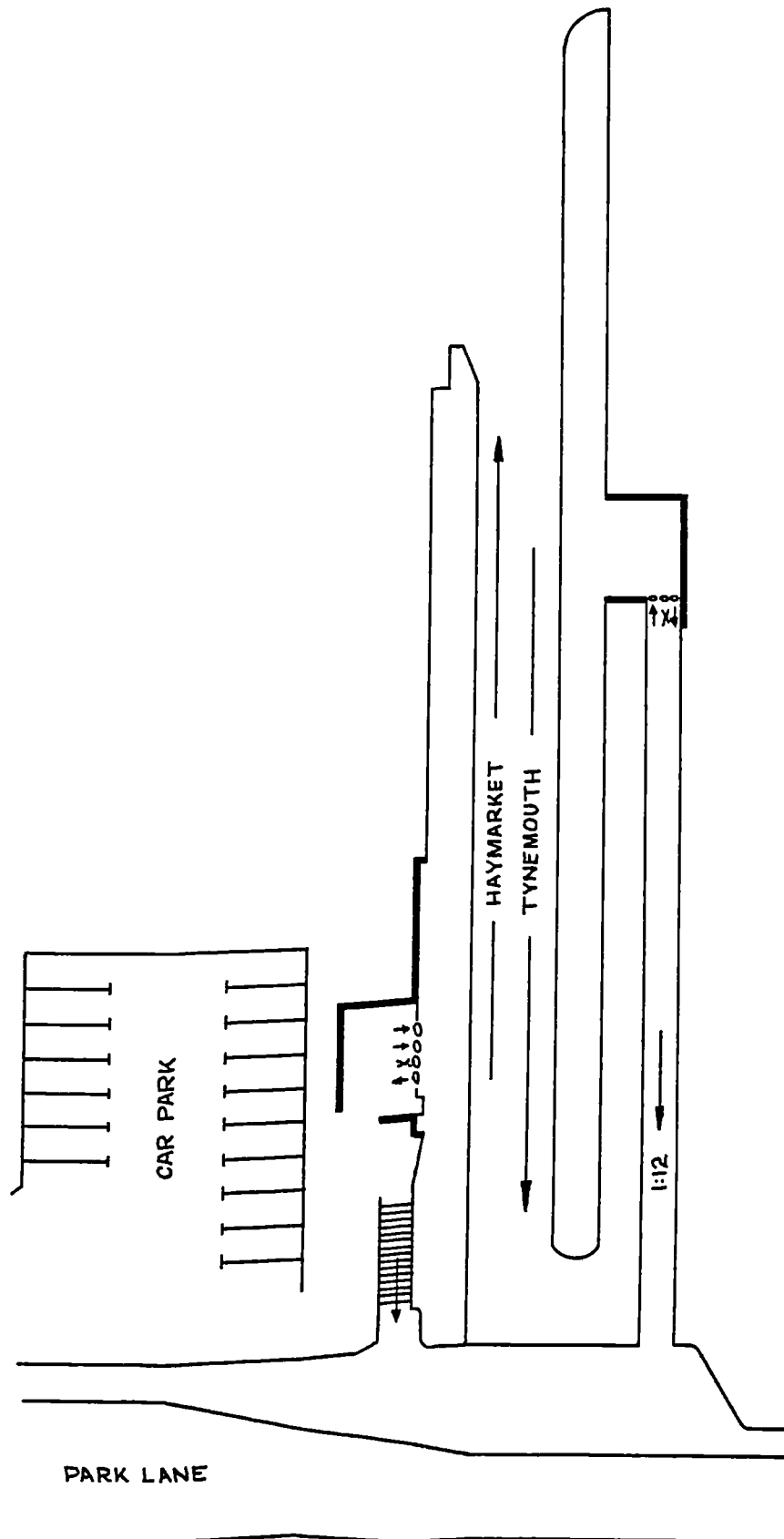


**ST. JAMES**  
**Surface Level**



St James

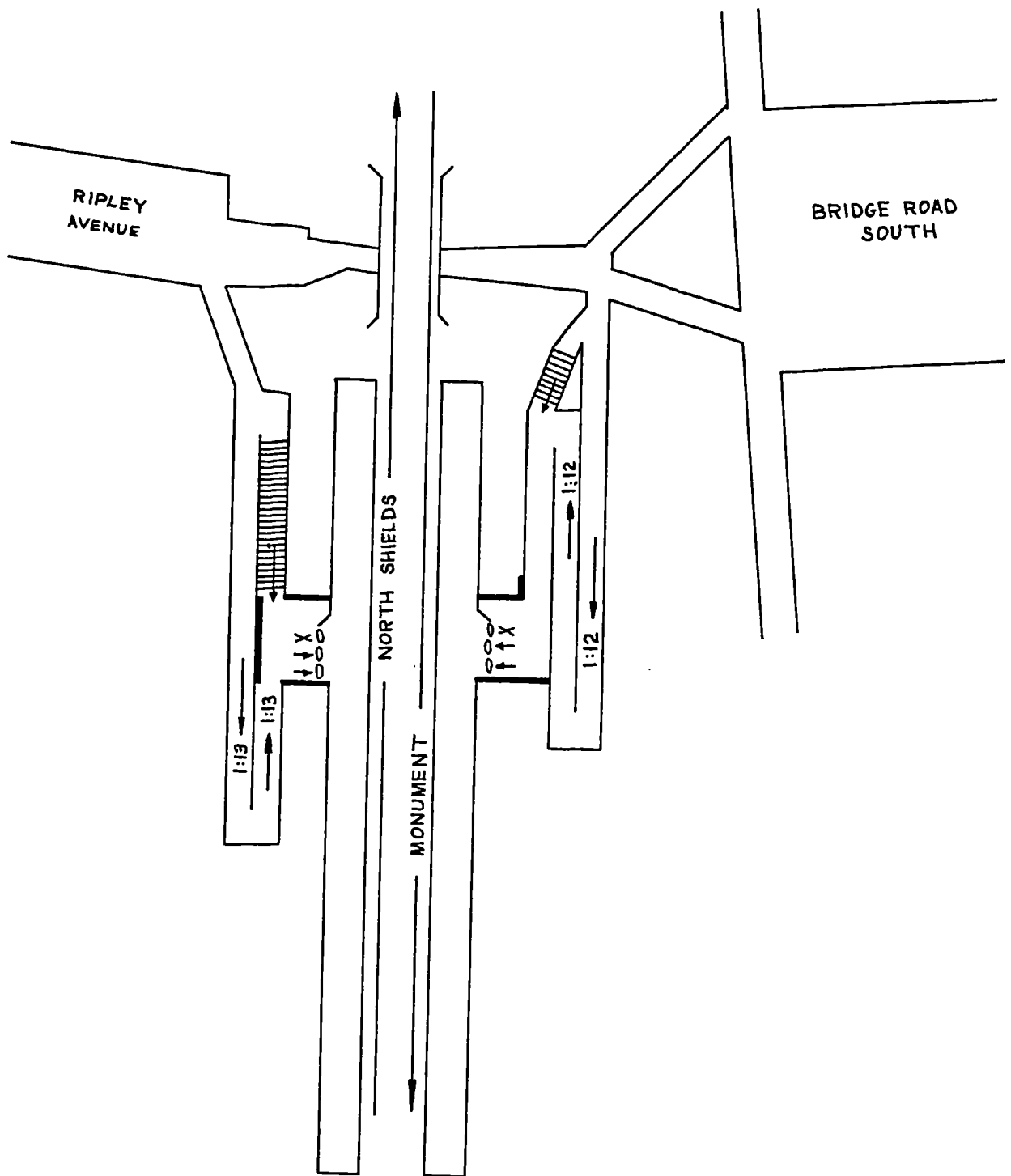
|                           |  |
|---------------------------|--|
| Type:                     | Purpose-built underground station, opened 1982.  |
| Layout:                   | Entrance and concourse containing information displays, ticket machines and barriers are at surface level. Terminal platforms are of conventional layout. Access between concourse and each platform is via staircases, escalator or lift. |
| Lift details:             | Entrances/exits at concourse level are adjacent to the ticket barriers. At platform level, entrances/exits are at the Monument end of each platform. Both lifts are of standard dimensions.  |
| Staircase details:        | Steps are of standard dimensions for internal staircases. Standard handrails are fitted.   |
| Access between platforms: | Via escalators/stairs/lifts and concourse.   |
| Platform facilities:      | "Speak and receive" devices.<br>Alarm buttons.<br>Seats.<br>A roller blind next train indicator is situated in the concourse.  |
| Platform edges:           | Standard for sub-surface stations.   |





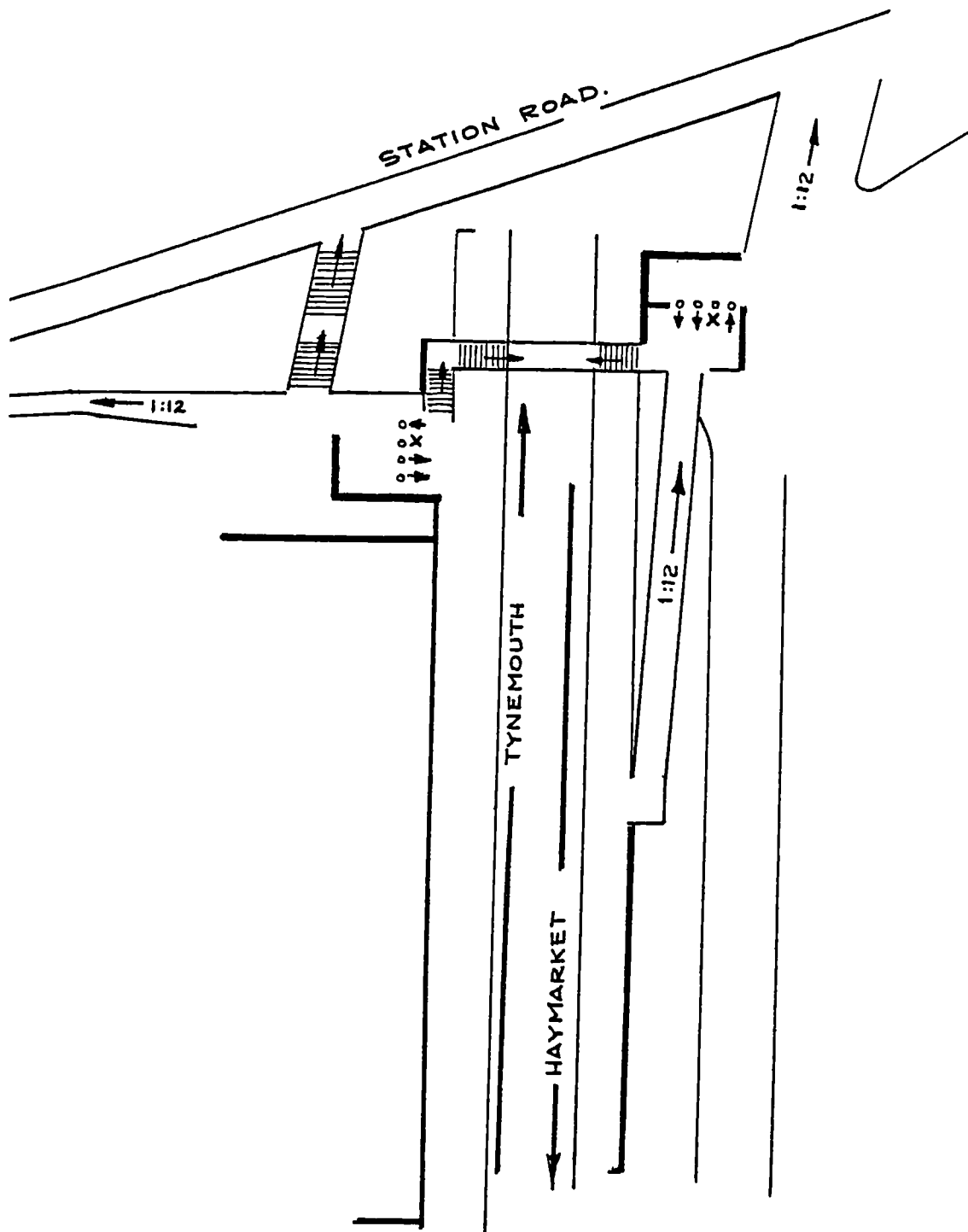
## Shiremoor

|                           |  |
|---------------------------|--|
| Type:                     | Purpose-built suburban station, opened 1980.   |
| Layout:                   | Conventional platforms at ground level. Level access from car park to platform for Haymarket. Ramp leads up from platform for Tynemouth to road overbridge. Information displays, ticket machines and barriers located at entrance to each platform. |
| Ramp details:             | Gradient of 1 in 12. Standard handrails fitted.  |
| Access between platforms: | Via ramp and road overbridge, then down steps or through car park.   |
| Platform facilities:      | Seats.<br>Bus-shelter type canopies along part of each platform.   |
| Platform edges:           | Standard for surface stations.   |
| Other notes:              | Small car park adjacent to platform for Haymarket.   |



### Smiths Park

|                           |   |
|---------------------------|---|
| Type:                     | Purpose-built suburban station, opened 1982.  |
| Layout:                   | Platforms of conventional layout situated on embankment. Information displays, ticket machines and barriers located at entrance to each platform. Access from street level via steps or ramps.                    |
| Ramp details:             | Zig-zag ramps with hairpin bends in each case. Ramp up to platform for North Shields has gradient of 1 in 13. Ramp up to platform for St James has gradient of 1 in 12. Standard handrails are fitted throughout. |
| Staircase details:        | Steps are of standard dimensions for external staircases. Standard handrails are fitted throughout.   |
| Access between platforms: | Via steps or ramps and footpath under tracks.   |
| Platform facilities:      | Seats.<br><br>Bus-shelter type canopies along part of each platform.  |
| Platform edges:           | Standard for surface stations.  |



**SOUTH GOSFORTH**

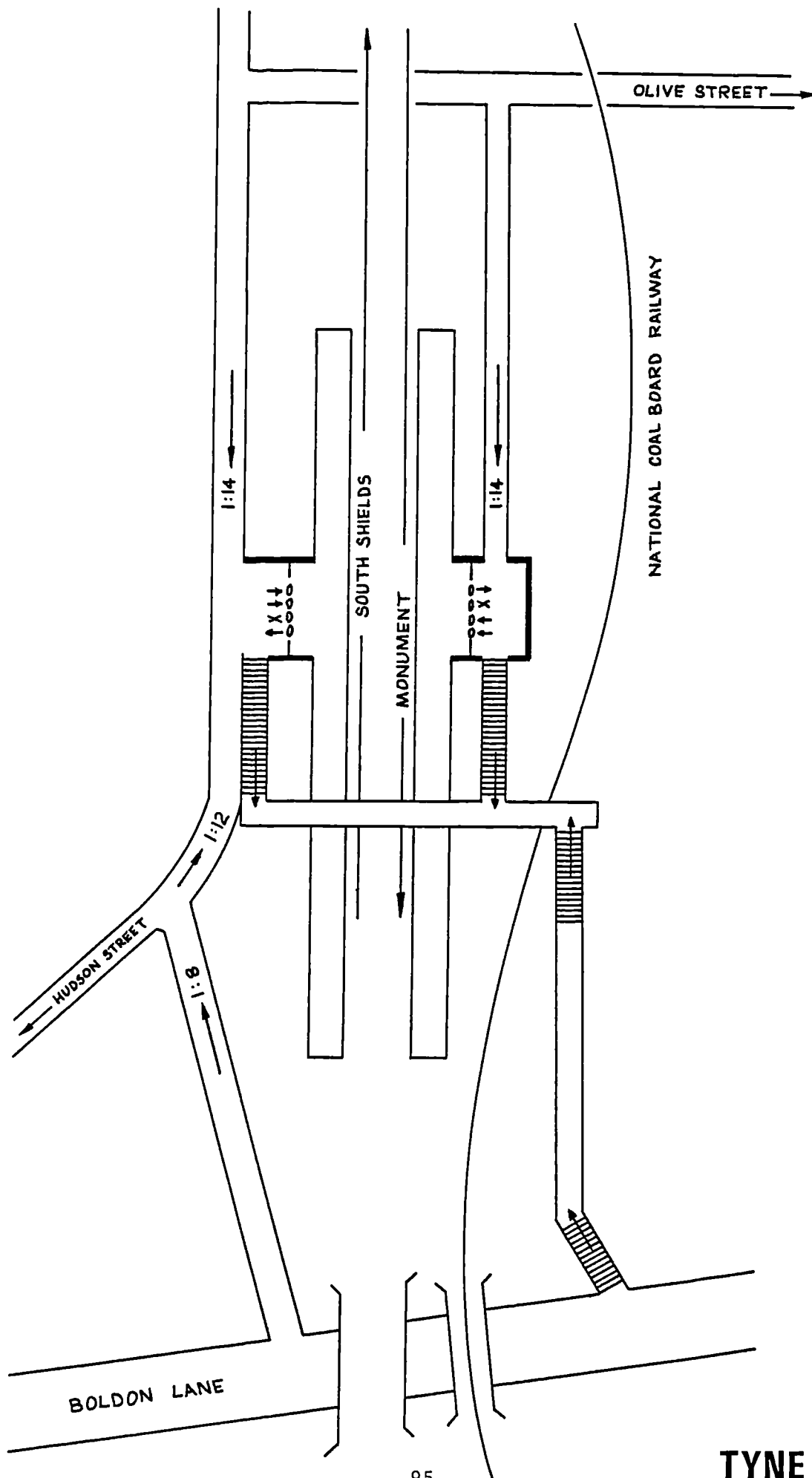
## South Gosforth

|                           |   |
|---------------------------|---|
| Type:                     | Former BR suburban station opened in the late 19th Century. Reopened for Metro 1980.  |
| Layout:                   | Conventional platforms situated in very shallow cutting. Level access to platform for Bank Foot/Tynemouth. Ramp of 1 in 12 gradient downwards from Balmoral Terrace to platform for Haymarket. Information displays, ticket machines and barriers at entrance to each platform. |
| Access between platforms: | <ul style="list-style-type: none"><li>i) Footbridge with steps only which is part of original station structure.</li><li>ii) Via adjacent road overbridge, involving additional journey of 300 metres and gradients of 1 in 12.</li></ul>                                       |
| Footbridge details:       | Wooden steps of non-standard dimensions but with new standard handrails.  |
| Platform facilities:      | Seats.<br><br>Shelter on platform for Bank Foot/Tynemouth provided by overhanging buildings. Bus-shelter type canopy on platform for Haymarket.<br><br>Roller blind next train destination indicator on platform for Bank Foot/Tynemouth.                                       |
| Platform edges:           | Standard type for surface stations, except that the immediate edges are wooden.   |
| Other notes:              | As South Gosforth is situated at the junction of the Bank Foot branch and the line to Longbenton, Tynemouth and St James, considerable numbers of passengers require to change trains here.   |



## South Shields

|                      |  |
|----------------------|--|
| Type:                | Purpose-built terminus station, opened 1984 but incorporating parts of former BR station.  |
| Layout:              | Single-sided platform situated on overbridge carrying track over Smithy Street and King Street. Access from Smithy Street/King Street is via staircase or lift to concourse. Access from Mile End Road is via entrance in old BR station building and footpath to concourse. Information displays, ticket machines and barriers are located both at the main entrance to the concourse and at the entrance via the old station building. |
| Lift details:        | Lift is of standard dimensions. Entrance/exit at street level is in centre of station entrance from Smithy Street and King Street. At platform level, entrance/exit is adjacent to staircase.  |
| Staircase details:   | Steps are of standard dimensions for internal staircases throughout. Standard handrails are fitted.  |
| Platform facilities: | Seats.<br><br>Shelter provided by concourse roof.  |
| Platform edge:       | Standard for surface stations.   |





## Tyne Dock

Type: Purpose-built suburban station, opened 1984 but incorporating parts of former BR station on same site.

Layout: Platforms of conventional layout situated on embankment. From Boldon Lane, direct access is via ramp to platform for South Shields or via steps onto footbridge from which steps lead down onto both platforms. Alternative access from Boldon Lane to platform for Monument is via ramp, footpath and underpass at opposite end of station and ramp up to platform entrance. From Hudson Street, access to platform for South Shields is via ramp. Access from Olive Street to both platforms is via footpaths and ramps. Information displays, ticket machines and barriers are located at entrance to each platform.

Ramp details: Lower part of ramp from Boldon Lane to platform for South Shields is part of old BR station structure. Gradient is 1 in 8 throughout but new standard handrails have been fitted. Upper part of ramp is of new construction and has gradient of 1 in 12. Both ramps up from footpath underpass have gradients of 1 in 14 throughout. Standard handrails are fitted.

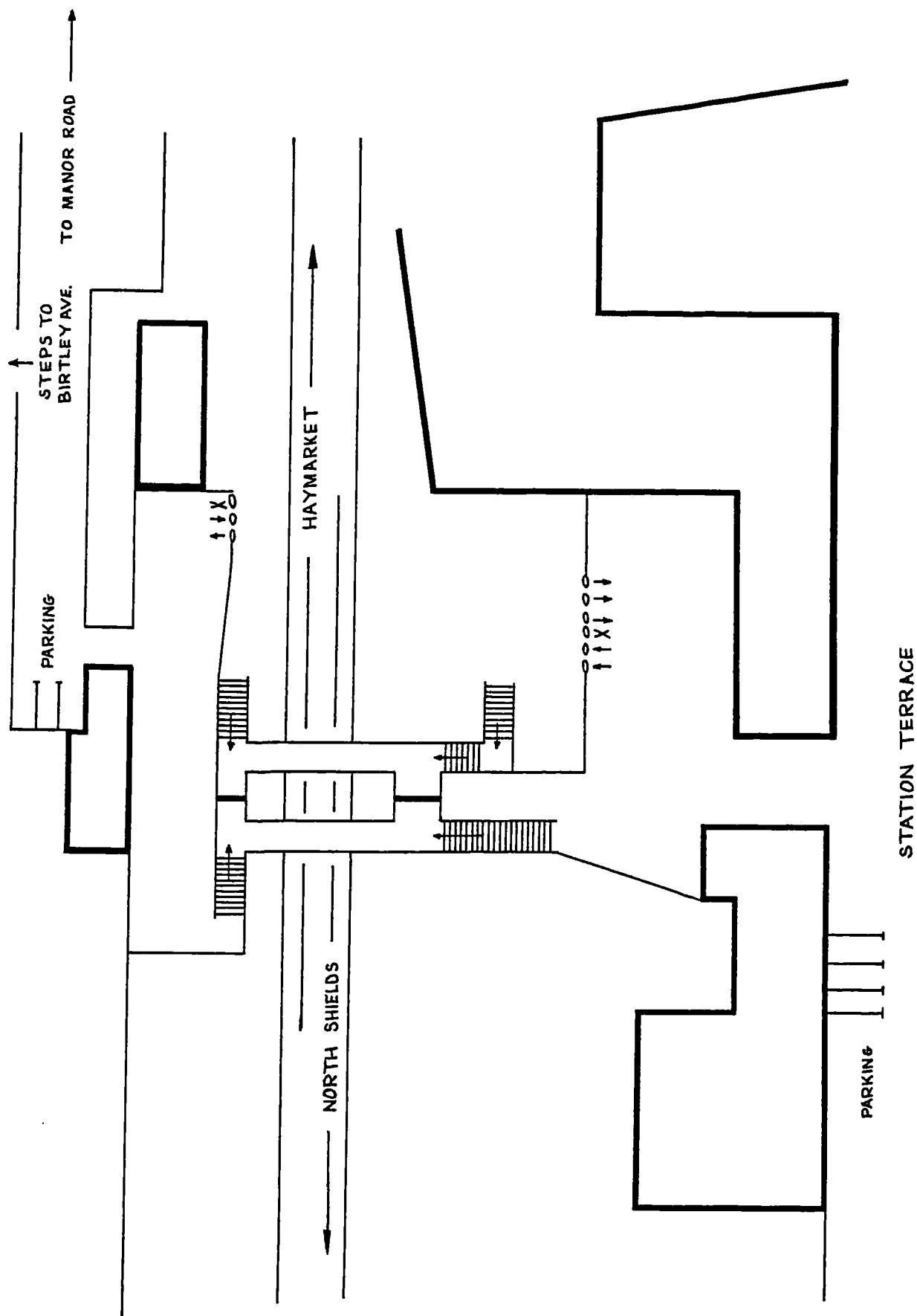
Tyne Dock (continued)

Staircase details:      Footbridge steps are of standard dimensions  
for external staircases. Standard handrails  
are fitted.

Access between            i)    Footbridge with steps only.  
platforms:                ii)   Ramps and footpath under tracks.

Platform facilities:      Seats.  
Bus-shelter type canopies along part of each  
platform.

Platform edges:          Standard for surface stations.



TYNEMOUTH

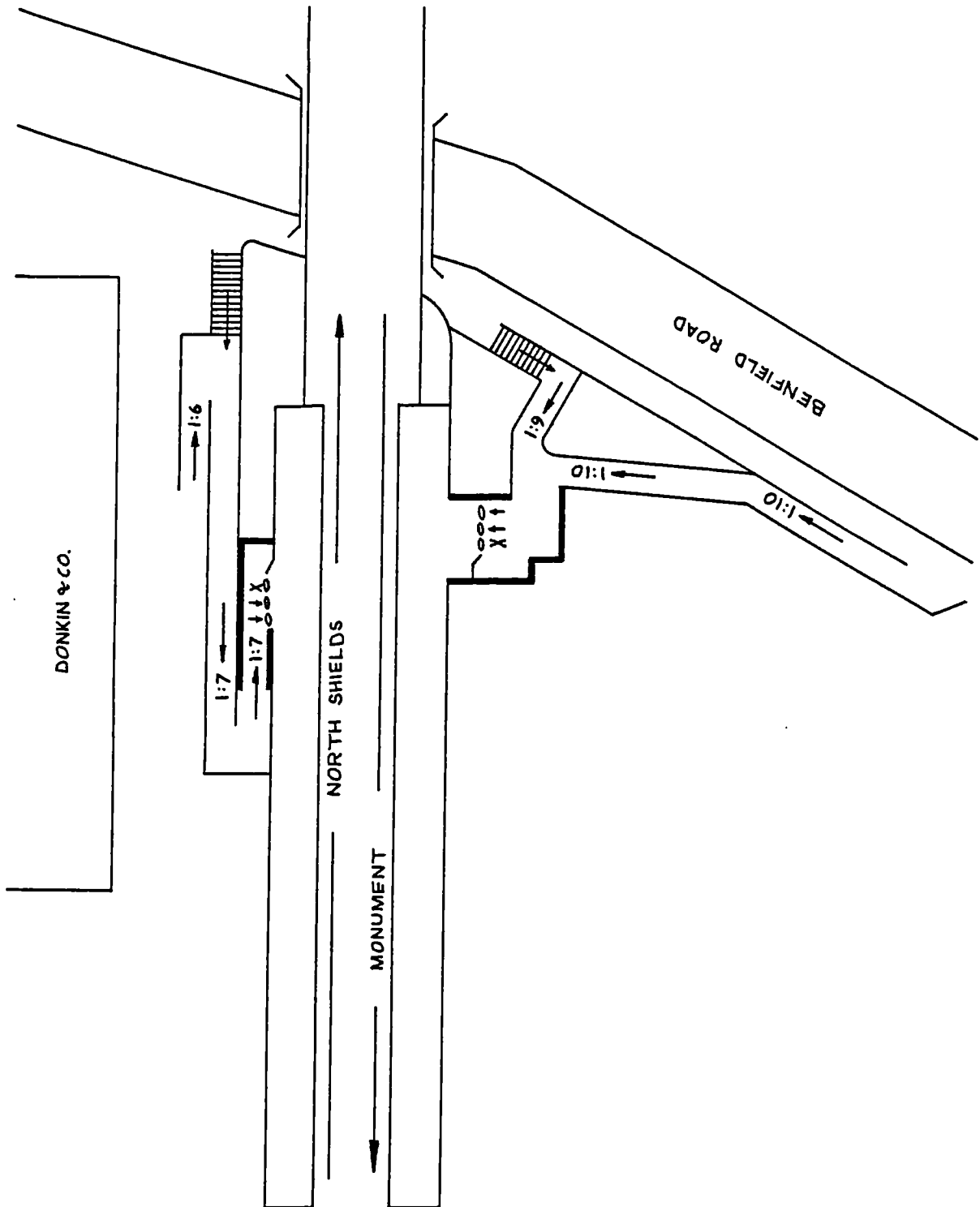
## Tynemouth

- Type: Former BR suburban station, opened 1882.  
Reopened for Metro 1980.
- Layout: Conventional platforms situated at ground level.  
Level access from Station Road to platform for North Shields and from car park area on Manor Road side to platform for Cullercoats. Information displays, ticket machines and barriers on each platform.
- Access between platforms:
- i) Footbridge with steps only which is part of original station structure. This can be used either from inside or from outside the Metro "paid" area.
  - ii) Via adjacent road overbridge involving additional journey of 500 metres.
- Footbridge details: Wooden steps of non-standard dimensions.  
Risers are 160mm (6.2 in.) and treads are 300mm (11.5 in.). Nosings protrude by 25mm (1 in.). Many of the steps are worn and uneven. Flat wooden handrails are fitted on the side of each flight of stairs and a new standard metal handrail down the middle of each flight.
- Platform facilities: Seats.  
Shelter provided by overall canopy which is part of old station buildings.

Tynemouth (continued)

Platform edges:        Platform for North Shields has been rebuilt  
and edge is standard for surface stations.  
Platform for Cullercoats has curved face and  
edge has a white-painted line but no grooves.

Other notes:            Tynemouth station now has listed building  
status due to its architectural interest.  
There are several bay platforms and buildings  
which are now disused. The curved platform  
for Cullercoats cannot be straightened as there  
are numerous pillars supporting the roof canopy  
situated close to the platform edge.



## Walkergate

- Type: Purpose-built suburban station opened 1982, but incorporating parts of old BR station on the same site.
- Layout: Platforms of conventional layout on embankment. Information displays, ticket machines and barriers at entrance to each platform. Access from street level to each platform is via steps and ramps.
- Ramp details: Both ramps are part of former BR station. Zig-zag ramp with hairpin bends up to platform for North Shields has gradients varying from 1 in 6 to 1 in 7. An old non-standard hand-rail is fitted on one side only. Ramp up to platform for St James is dog-leg shaped with gradients varying from 1 in 9 to 1 in 10. There is no handrail and the ramp surface is in poor condition.
- Staircase details: Both staircases are also part of old station structures. Step dimensions are non-standard: risers are 160mm (6.3 in.) high and treads are 280mm (11 in.) wide throughout. The staircase to the platform for North Shields has a handrail on one side only of diameter 60mm (2.4 in.) and height 850mm (2 ft. 7 in.)

Walkergate (continued)

Staircase to platform for St James has hand-rails on both sides which are 30mm (1.2 in.) in diameter and 1200mm (3 ft. 10 in.) above step level.

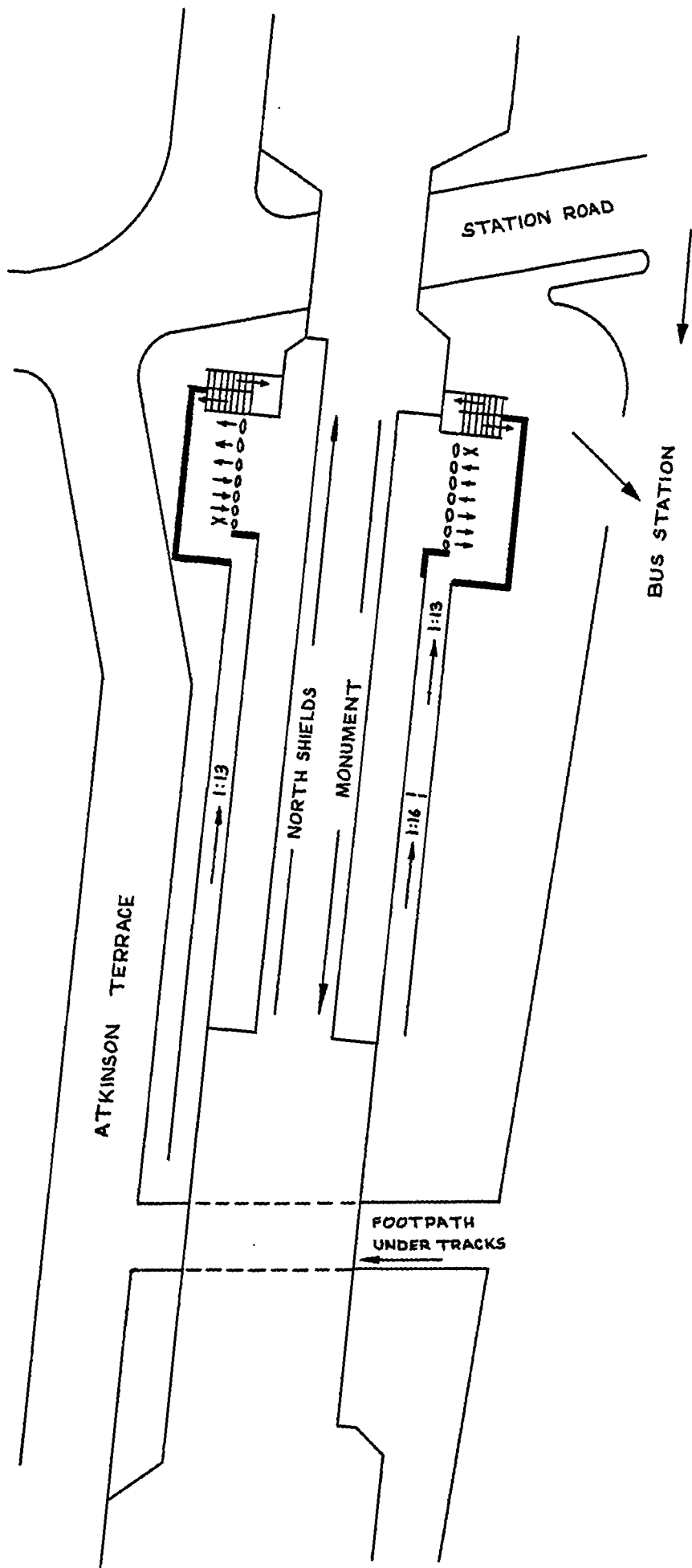
Access between platforms: Via steps/ramps and pavement of Benefield Road under tracks.

Platform facilities: Seats.

Bus-shelter type canopies along part of each platform.

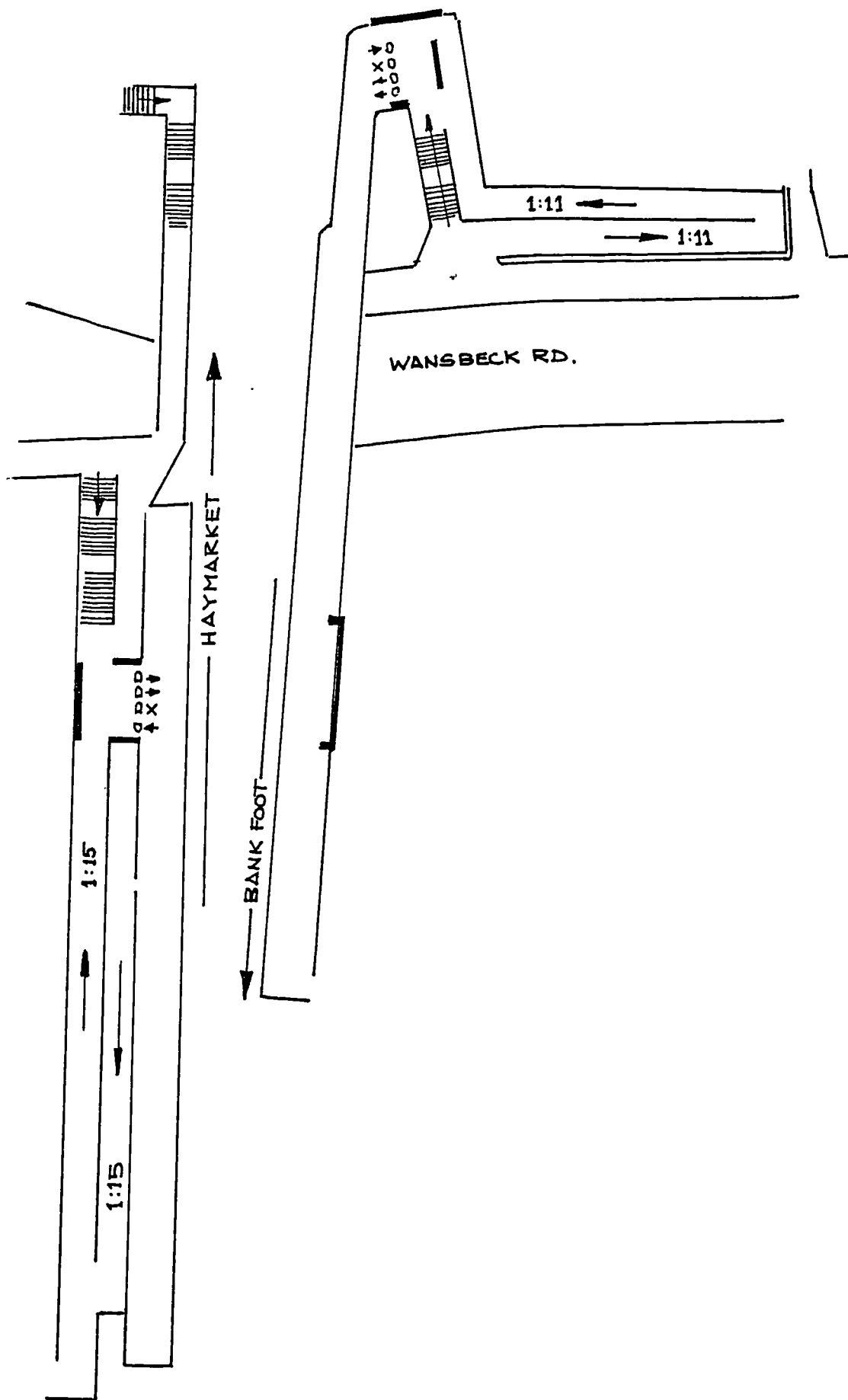
Platform edges: Standard for surface stations.





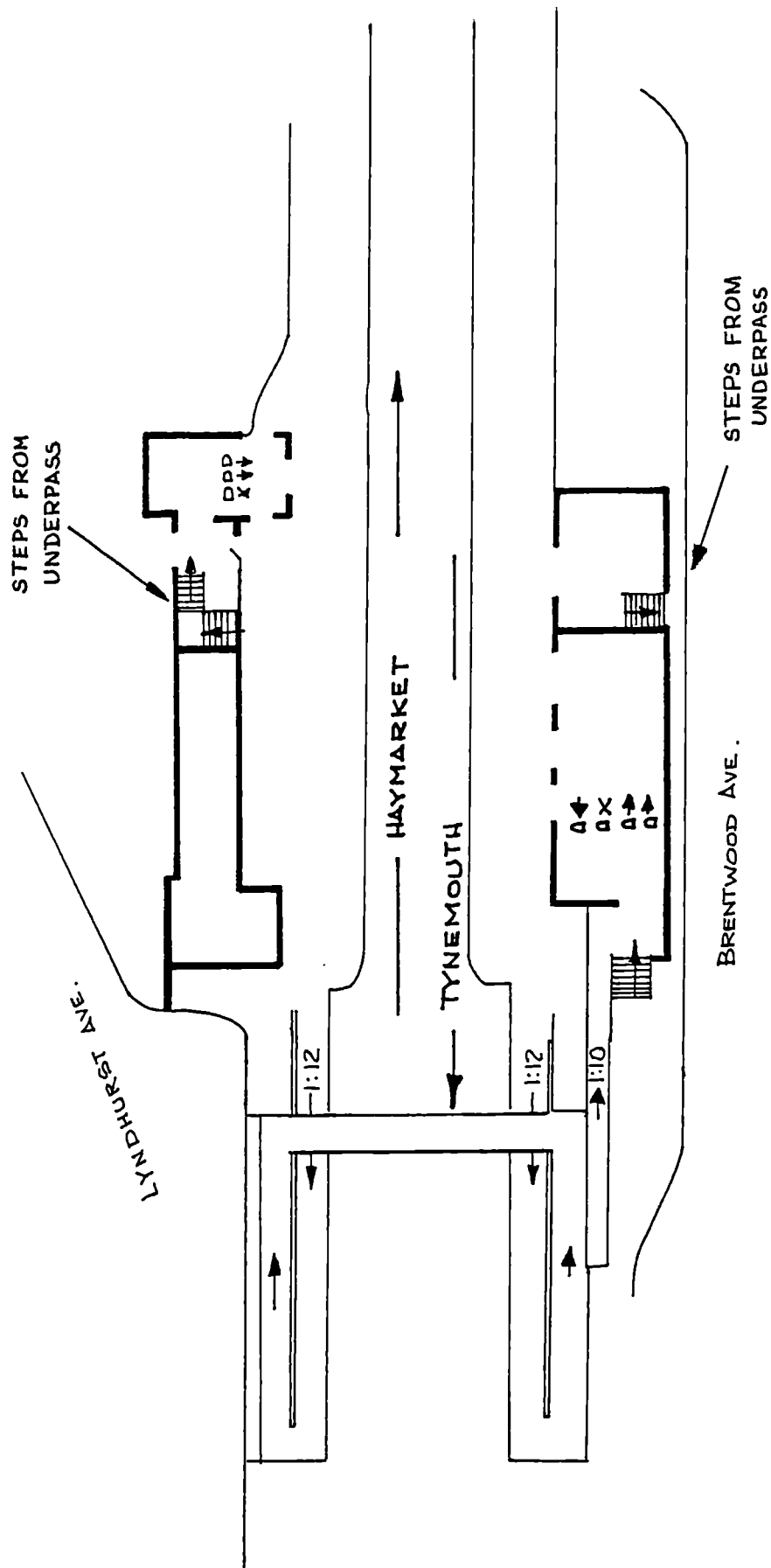
## Wallsend

|                           |  |
|---------------------------|--|
| Type:                     | Purpose-built suburban station with adjacent bus station opened 1982.  |
| Layout:                   | Platforms of conventional layout situated on embankment. Information displays, ticket machines and barriers located at entrance to each platform. Access from street level to each platform via steps and ramps. |
| Ramp details:             | Ramp up to platform for North Shields has gradient of 1 in 13. Ramp up to platform for St James commences at 1 in 16 and changes to 1 in 13. Standard handrails are fitted throughout.                           |
| Staircase details:        | Steps are of standard dimensions for external staircases. Standard handrails are fitted throughout.  |
| Access between platforms: | i) Via steps and Station Road.<br>ii) Via ramps and footpath under tracks.   |
| Platform facilities:      | Seats.<br><br>Bus-shelter type canopies along part of each platform.   |
| Platform edges:           | Standard for surface stations.   |
| Other notes:              | Toilets for able-bodied and disabled people are situated in the bus station.   |



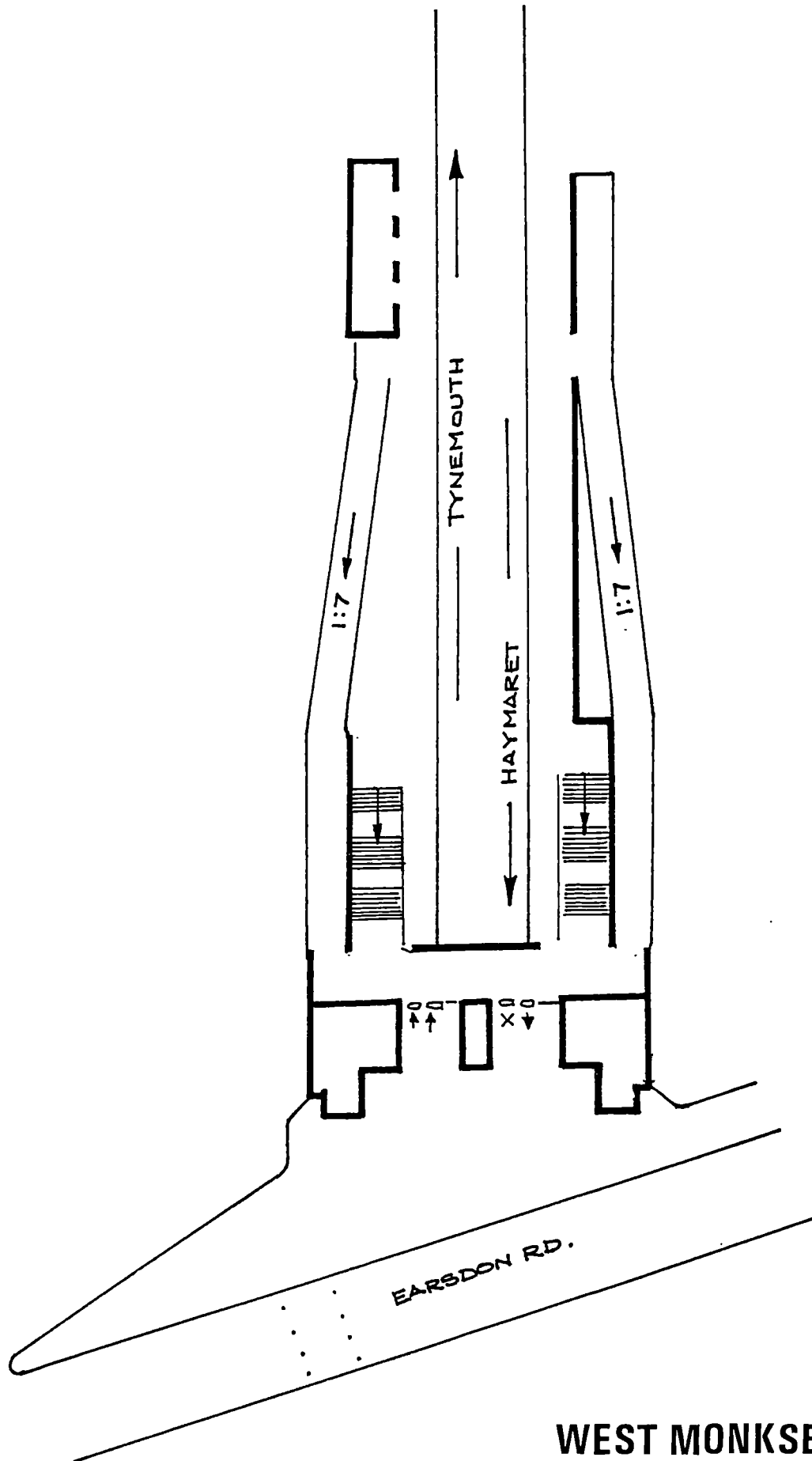
Wansbeck Road

|                           |   |
|---------------------------|---|
| Type:                     | Purpose-built suburban station, opened 1981.  |
| Layout:                   | Platforms of conventional layout situated on embankment. Information displays, ticket machines and barriers located at entrance to each platform. Access from street level to each platform via steps or ramp.  |
| Ramp details:             | Zig-zag ramp with hairpin bends up to platform for Bank Foot has gradient of 1 in 11 throughout. Standard handrails are fitted. Zig-zag ramp with hairpin bends up to platform for Haymarket has gradient of 1 in 15 throughout. Standard handrails are fitted. |
| Staircase details:        | Steps are of standard dimensions for external staircases throughout. Standard handrails are fitted.   |
| Access between platforms: | Via steps/ramps and pavement under tracks.  |
| Platform facilities:      | Seats.<br><br>Bus-shelter type canopies along part of each platform.  |
| Platform edges:           | Flat concrete slabs with white-painted edges but no grooves.  |



West Jesmond

|                           |  |
|---------------------------|--|
| Type:                     | Former BR suburban station opened in the late 19th Century. Reopened for Metro in 1980.  |
| Layout:                   | Conventional platforms at ground level. Access from Lyndhurst Avenue to platform for Haymarket is level. Access from Brentwood Avenue to platform for Tynemouth is via steps or ramp of gradient 1 in 10. Information displays, ticket machines and barriers at entrance to each platform. |
| Access between platforms: | <ul style="list-style-type: none"><li>i) Pedestrian underpass with steps only which is part of original station structure.</li><li>ii) New footbridge with ramps only.</li></ul>   |
| Footbridge details:       | Ramp gradient is 1 in 12 throughout. Standard handrails are fitted throughout.   |
| Platform facilities:      | Seats.<br><br>Shelter provided by old station buildings.   |
| Platform edges:           | Concrete slabs with white-painted edges. No tactile markings.  |
| Other notes:              | A public telephone box is situated adjacent to the Lyndhurst Avenue entrance.  |



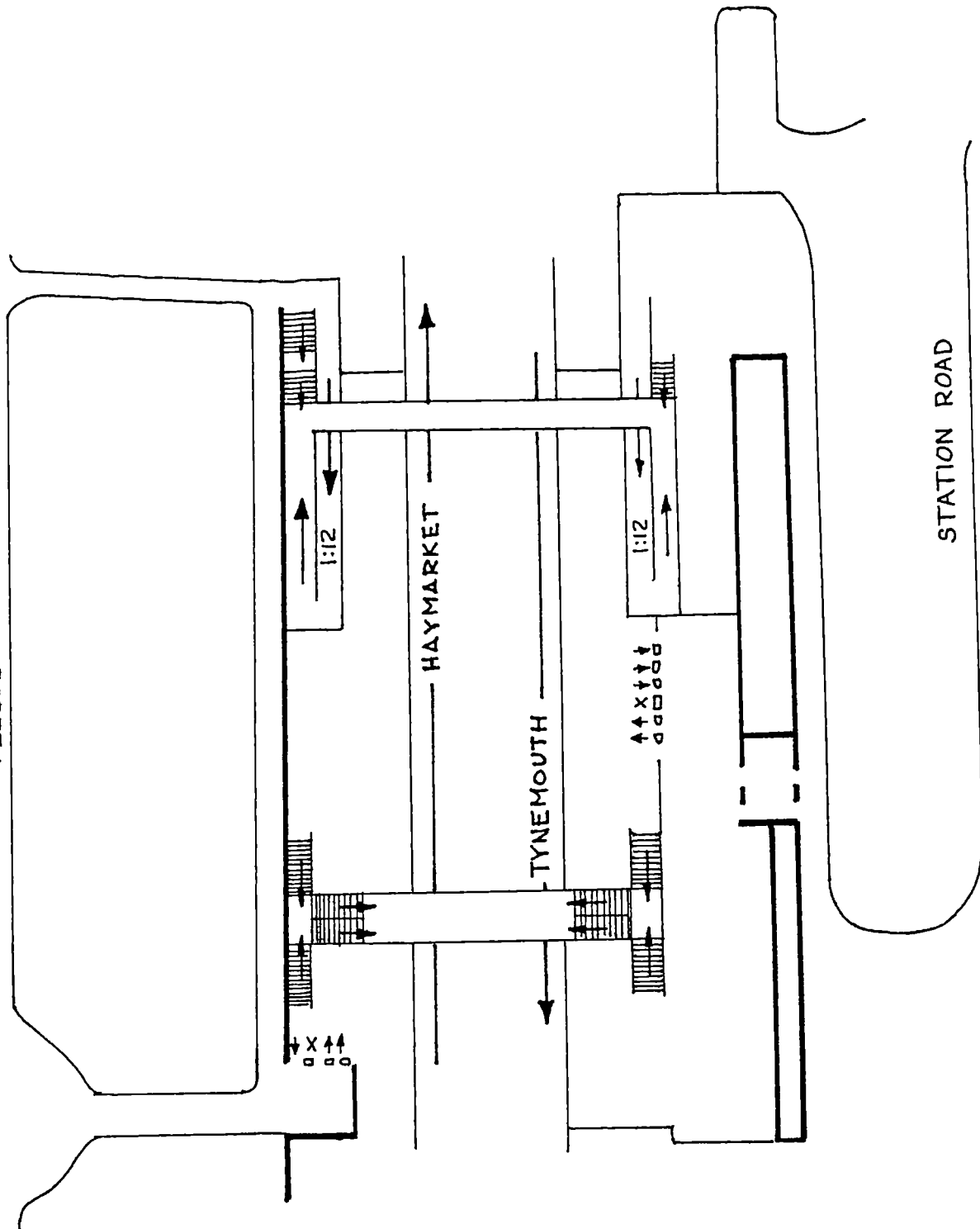
**WEST MONKSEATON**

## West Monkseaton

|                           |  |
|---------------------------|--|
| Type:                     | Former BR suburban station opened 1933.<br>Reopened for Metro 1980.  |
| Layout:                   | Entrance and ticketing area (containing information displays, ticket machines and barriers) located on road overbridge. Ramps and stairs lead down to each of the platforms, which are of conventional layout. |
| Ramp details:             | Both ramps are part of the original station structure. Gradients are 1 in 7. Handrails are non-standard being 35mm (1.3 in.) in diameter and 1400mm (4 ft. 6 in.) above ramp level.                            |
| Staircase details:        | Both staircases have been rebuilt to the standard for external stairs and standard handrails are fitted. The heavy swing doors at the top of each staircase are part of the original fittings.                 |
| Access between platforms: | Via ramps/stairs and concourse.  |
| Platform facilities:      | Original wooden shelters containing seats have been retained on both platforms. The shelter on the platform for Tynemouth has a small step in the entrance.  |
| Platform edges:           | Standard for surface stations, having been rebuilt.  |



PLESSEY CRESCENT



WHITLEY BAY

## Whitley Bay

|                           |   |
|---------------------------|---|
| Type:                     | Former BR suburban station opened 1910.<br>Reopened for Metro 1980.   |
| Layout:                   | Platforms of conventional layout situated at ground level. Level access from Plessey Crescent to platform for Haymarket and from Station Road to platform for Tynemouth. Information displays, ticket machines and barriers situated adjacent to station entrance on each side.   |
| Access between platforms: | i) Footbridge within station is part of original buildings and has steps only.<br>ii) New footbridge with ramps and steps immediately adjacent to station.  |
| Footbridge details:       | i) Old footbridge has steps of non-standard dimensions with protruding nosings. Many of the steps are worn and uneven. Old non-standard handrails are fitted.<br>ii) Ramps on new footbridge are of gradient 1 in 12 throughout. Steps are of standard dimensions for external staircases.<br>Standard handrails are fitted to all steps and ramps. |
| Platform facilities:      | Seats.<br>Shelter provided by old station buildings and canopies.   |
| Platform edges:           | Concrete slabs with white-painted edges and no tactile markings.  |
| Other notes:              | There are a few car parking spaces immediately in front of the Station Road entrance.   |

Appendix II :

Tyne and Wear Concessionary Travel Scheme

Description of Scheme and Conditions of Issue

1. AREA COVERED

The concessionary travel scheme is available only to residents of Tyne and Wear County, residence qualifications being those laid down in the 1948 National Assistance Act. Permits issued under the scheme are valid for journeys made within Tyne and Wear County. Where a journey is made partly outside the County, separate payment must be made for the portion of the journey not covered by the permit.

2. ELIGIBILITY

a) General

The following general classes of people are entitled to a concessionary travel permit:-

- (i) Elderly persons in receipt of a state retirement pension.
- (ii) Persons who are physically handicapped in a manner which seriously impairs their ability to walk.
- (iii) Persons who are blind.

Precise definitions of these categories are included in the following paragraphs.

b) Elderly Persons

A concessionary travel permit may be issued to a Tyne and Wear resident who is:

- (i) Male, aged 65 or over, and in receipt of a state retirement pension.

Appendix II (continued)

- (ii) Male, aged 65 or over, and in receipt of a disability pension but eligible for a state retirement pension.
- (iii) Female, aged 60 or over, and in receipt of a state retirement pension in her own right.
- (iv) Female, aged 60 or over, married to or separated from a man (aged 65 or over) who is in receipt of a state retirement pension.
- (v) Female, aged 60 or over, married to or separated from a man (aged 65 or over) who is in receipt of a disability pension but eligible for a state retirement pension.
- (vi) Female, aged 60 or over, and in receipt of a Widows Pension, Widows state retirement pension or War Widows pension.

It should be noted that the qualification for a permit is based on receipt of a STATE RETIREMENT PENSION or equivalent (e.g. Supplementary Pension). Receipt of a graduated pension (from a past employer) does not in itself entitle the elderly person (or his spouse) to a concessionary travel permit.

Where a pension book is not held, temporarily not available or does not give sufficient information to enable eligibility to be determined, the applicant should produce a letter from DHSS certifying entitlement to the relevant benefit.

c) Handicapped Persons

In order to qualify for a permit as a handicapped person, a resident of Tyne and Wear must:-

## Appendix II (continued)

- (i) be registerable with the Social Services Department as chronically sick and disabled;
- (ii) be aged over 16, no longer attending school and not eligible for a permit under the provision of paragraph 2(b);
- (iii) be suffering from a permanent disability or injury which seriously impairs their ability to walk.

Alternatively, the person should be registered with the Social Services Department as a blind person.

### d) Excluded Categories

The following groups of people are specifically identified as not being eligible for a permit under any of the provisions of paragraphs 2(b) and (c):-

- (i) People who are not resident in Tyne and Wear (including long stay visitors).
- (ii) People who are deaf, who do not also have a handicap which severely impairs mobility.
- (iii) People who travel as an escort to someone who is physically or mentally handicapped.
- (iv) Spouses of holders of handicapped persons' permits unless they are entitled to a permit in their own right.

## 3. TYPES OF PERMIT

### a) Times of availability

Two types of permit are available - restricted and unrestricted.

Unrestricted permits are available ALL DAY on any of the

## Appendix II (continued)

services listed in paragraph 5, including designated night services.

Restricted permits are available OFF PEAK only, which is defined as:-

|   |   |
|---|---|
| Saturdays, Sundays and<br>Public Holidays | All Day                                 |
| Mondays to Fridays                        | 0930-1600<br>1800-End of Normal Service |

Restricted permits are NOT valid on designated night services.

Times are defined as follows:-

- (i) On bus, ferry and BR trains, the times are the earliest or latest at which a journey can be started without payment.

Where a journey starts at a terminal point, the time will be scheduled departure time of the vehicle, otherwise the actual time of boarding will be applied.

- (ii) On Metro, the times are the earliest or latest at which a permit holder may pass through an entry barrier without payment.

### b) Qualification for Unrestricted Permits

Persons who qualify for a concessionary travel permit on the grounds set out in paragraph 2(b) (i.e. age) are eligible for a restricted (off-peak) permit.

Persons who qualify for a concessionary travel permit on the grounds set out in paragraph 2(c) (i.e. disability) are only eligible for a restricted permit, unless they are:-

## Appendix II (continued)

- (i) in full time employment; or
- (ii) attending sheltered employment, an industrial training unit or adult training centre

in which case an unrestricted permit may be given.

People who hold unrestricted permits who for some reason (e.g. long term sickness) no longer travel to/from work must exchange their permit for a restricted one.

### c) Other Provisions

Elderly persons who need to be able to use the special wide barrier at Metro stations may, on request to the Travel Sales Clerk at a Travelcentre, be issued with a permit which will operate this barrier as well as the normal one. No special authorisation is required.

## 4. ADMINISTRATION

### a) Authorities Involved

The County Council, the five Metropolitan Borough Councils, the PTE and other local transport operators are involved in the administration of the scheme as follows:-

|                  |  |
|------------------|--|
| County Council   | - Overall control and direction.   |
|                  | - Guidelines for eligibility.  |
|                  | - Financing the scheme.  |
| Borough Councils | - Determining initial eligibility.   |
|                  | - Certifying continuing eligibility (handicapped persons).                                 |
|                  | - Controlling entry to the scheme, including authorising the issue of replacement permits. |

## Appendix II (continued)

- |                     |  |
|---------------------|--|
| Transport Operators | - Issuing Concessionary Travelcards to new entrants.                               |
|                     | - Issue and annual renewal of permits including checking residence qualifications. |
|                     | - Acceptance of permits on vehicles.   |

Tyne and Wear PTE is additionally responsible to the County Council for the overall co-ordination of the scheme.

### b) Entry to the scheme

The administration works in the following manner for an individual permit holder:-

- (i) To join the scheme, a person must first go to his/her local Social Services Office, taking any necessary documentation to prove eligibility.
- (ii) Social Services check eligibility and issue a Data-card, which entitles the holder to 4 days off-peak bus travel.
- (iii) The data card is taken to any Travelcard Centre where a Concessionary Travelcard is produced. A travelticket, valid for twelve months from the end of the month of issue is issued and the whole permit given to the holder valid for immediate use as appropriate.
- (iv) The datacard is forwarded to a central records section at the PTE Manors Office, where it is kept for reference (e.g. lost permits).

### c) Renewals

After twelve months the travelticket portion of the permit must be renewed. Elderly persons may go straight to any



Appendix II (continued)

Travelcard Centre, taking with them proof of their current address and their existing permit. Handicapped persons must obtain a renewal authorisation from their local Social Services Department before going to a Travelcard Centre. Renewals can be carried out by proxy if required. A note signed by the holder authorising the renewal must be produced, together with the holder's pension book (OAP) or the renewal authorisation (handicapped).

d) Lost Permits

- (i) The loss of any Concessionary Travel Permit must be reported to the Local Social Services Office and any permit which is subsequently found will be returned to the holder through the same office.
- (ii) In cases where the Travelcard (photograph) portion of the permit has been lost, either on its own or with the ticket portion, the holder will be required to wait a maximum of four weeks before a new permit is issued.
- (iii) If the ticket portion only has been lost an authorisation for replacement can be issued immediately by the relevant Social Services Office and there is no requirement to re-enter the scheme in this case.

e) Expired Permits

Expired permits are not valid for travel at any time. Any passenger presenting an expired permit will be charged the full fare for the journey being made. Where the permit is presented which is more than one month out of date it will be withdrawn and forwarded to the relevant Social Services

## Appendix II (continued)

Office.

Permits which are more than 3 months out of date will not be renewed at a Travelcard Centre unless a renewal authorisation is first obtained from Social Services.

### 5. SERVICES INVOLVED

Permits may be used on the following local transport services:-

|                            |   |
|----------------------------|---|
| Tyne and Wear Transport    | Metro<br><br>Ferry (North Shields-South Shields)<br><br>Local bus services (except Gosforth Park specials). |
| Northern General Transport | Local bus services.   |
| United Automobile Services | Local bus services.   |
| Jolly, Hunter and OK       | Local bus services.   |
| British Rail               | Newcastle to Blaydon and<br>Newcastle to Sunderland<br>services only.                                       |

The permit is not valid on long distance express bus services, excursions or tours, or any service (bus or rail) which does not both pick up and set down passengers within the area.

### 6. BARRIER PERMITS

People who do not qualify for concessionary travel but who nevertheless have a legitimate requirement to use the special Metro barrier may apply for a special barrier permit which are issued by the PTE directly. The following classes of people are eligible for these permits:-

- (i) adults accompanied by young children in prams;
- (ii) adults who are temporarily disabled;

Appendix II (continued)

- (iii) children (under 16) who are temporarily or permanently disabled.

Where the person concerned is not resident in Tyne and Wear, a charge is made for the permit.

24.6.81

Appendix III :

Text of Letter from Dr T M Ridley, Director General, Tyneside PTE

to Lord Listowel, Lord Chairman of Committees,

House of Lords, 6th August, 1973

My Lord Chairman

TYNESIDE METROPOLITAN RAILWAY

The Executive's Parliamentary Agents have sent me a copy of your letter of 26th July, 1973, in which you kindly draw attention to remarks Lord Somers and Lord Moyne made in the debate on our Bill relating to the provision of access for disabled and elderly people at stations on the proposed Rapid Transit Railway.

The Executive is very conscious of the special needs of the old and the disabled and discussions have taken place on these with local authorities and other organisations. Arising from these discussions it has already been agreed that lifts will be provided at the proposed underground stations, and provision for these and for ramps at new surface stations are to be incorporated in our preliminary design plans. It might not be possible to provide facilities at every station because of physical constraints but we will certainly pay the fullest regard to the needs of the elderly and the disabled.

The original cost estimate submitted to the Department of the Environment when application for grant was made in 1972 did not include special cost provisions for lifts and other facilities for the disabled, but the Executive later advised the Department that additional sums should be provided for this purpose.

I am sending a copy of this letter to Lord Somers and Lord Moyne and also to Lady MacLeod of Borve who has also expressed interest in the matter.

Appendix IV :

Document Entitled

"Report of the Executive on the Tyneside  
Metropolitan Railway and Provisions for the Aged and Disabled",

24th September, 1973

1. Reports have recently given the impression that the Executive is insensitive to the needs of the aged and handicapped, and that the rapid transit system will make little or no provision for them. It is therefore desirable to inform the Authority of the current situation, whilst design is still at very preliminary stage.
2. The infrastructure grant application for 75% of £65.5 million included an item for ramps at new stations but not for lifts at underground stations. The latter was in accordance with recent practice in London. Shortly after grant approval had been received, the Executive took the initiative to inform the Department of the Environment that provision for the disabled at underground stations was desirable and that this might add an estimated £½ million to the cost of the scheme. It was hoped that this could be grant-aided.
3. During the passage of the Bill through Parliament, the question of facilities for the disabled and elderly was raised by Lord Somers and Lord Moyne during the Third Reading in the Lords. Lady MacLeod of Borve has associated herself with their views and in subsequent correspondence with the Earl of Listowel, the Lord Chairman of Committees, the Executive has given an assur-

Appendix IV (continued)

ance that they will pay the fullest regard to the needs of the elderly and the disabled.

4. The Chronically Sick and Disabled Persons Act 1970 imposes a statutory duty on the provision in buildings of facilities for handicapped persons, insofar as such provision is both practicable and reasonable. A recent Department of the Environment Circular "The Disabled Traveller on Public Transport" dated 28th August, 1973, gives further guidelines. Discussion with the Department of the Environment resulting from this circular leads us to believe that they may be prepared to give financial support to the policy they have promulgated.
5. The Executive is sympathetic to the needs of the handicapped as was made clear at a recent meeting between the Chairman and the Chairman of Gateshead Age Concern, at which members of the Executive were present. Whilst we would wish to make the system as easily used as possible by the aged and disabled, the needs of the great majority of the travelling public as well as safety and operational considerations must also be taken into account. Budgetary considerations are also important, and it may be necessary for those responsible for social service budgets to decide whether money to be spent on facilities for the handicapped on the Transit system should have priority over other social service expenditure. To this end discussions between the Executive and Social Service Directors are being held.

Appendix V :

Summary of estimates given by Mott, Hay and Anderson  
of the Cost of Facilities for Disabled People  
at eight Metro Stations, 24th October, 1975

These estimates are of overall cost increases at each station due to the provision of facilities for disabled people. 1975 prices are those given by Mott, Hay and Anderson and 1986 prices are based on the 1975 prices adjusted according to the annual rates of inflation given by the Central Statistical Office (1986).

|                              |                |
|------------------------------|----------------|
| (1) <u>Jesmond Station</u>   | £              |
| Two lifts:                   | 46,000 (1975)  |
|                              | 127,000 (1986) |
| (2) <u>Haymarket Station</u> |                |
| One lift:                    | 108,000 (1975) |
|                              | 299,000 (1986) |
| (3) <u>Monument Station</u>  |                |
| Two lifts:                   | 338,000 (1975) |
|                              | 936,000 (1986) |
| (4) <u>Central Station</u>   |                |
| Two lifts:                   | 82,000 (1975)  |
|                              | 227,000 (1986) |
| (5) <u>Gateshead Station</u> |                |
| One lift:                    | 34,000 (1975)  |
|                              | 94,000 (1986)  |

Appendix V (continued)

|   |  |                   |
|---|--|-------------------|
| (6)                                       | <u>Old Fold Station</u><br>(later renamed Gateshead Stadium) | £                 |
|   | Ramps:   | 5,000 (1975)      |
|   |  | 14,000 (1986)     |
| (7)                                       | <u>St James Station</u>                                      |                   |
|   | Two lifts:   | 34,000 (1975)     |
|   |  | 94,000 (1986)     |
| (8)                                       | <u>Manors Station</u>  |                   |
|   | Two lifts:   | 46,000 (1975)     |
|   |  | 127,000 (1986)    |
| <u>Total cost for all eight stations:</u> |  | £ 693,000 (1975)  |
|   |  | £1,918,000 (1986) |



Appendix VI :  
Cost of facilities for disabled people  
as given in PTE report of 26th September, 1977  
(November 1975 prices)

| A. <u>Committed Works</u>                  |                              | £       | £         |
|--|------------------------------|---------|-----------|
| (i) Central Area Stations:                 |                              |         |           |
| Jesmond                                    | 2 lifts                      | 73,300  |           |
| Haymarket                                  | 1 lift                       | 125,800 |           |
| Monument                                   | 2 lifts                      | 242,300 |           |
| Central Station                            | 2 lifts                      | 158,400 |           |
| Gateshead                                  | 1 lift                       | 55,600  |           |
| (ii) Interchanges:                         |                              |         |           |
| Regent Centre                              | 2 lifts                      | 74,700  |           |
| Four Lane Ends                             | 2 lifts & ramps              | 81,400  |           |
| Heworth                                    | 2 lifts & ramps              | 80,400  |           |
| (iii) Surface Stations - Approved Designs: |                              |         |           |
| Old Fold                                   | 1 ramp                       | 11,000  |           |
| St James                                   | 2 lifts                      | 75,000  |           |
| Manors                                     | 2 lifts                      | 49,700  |           |
| Wansbeck Road                              | Ramps                        | 116,000 |           |
| Fawdon                                     | Ramped footpaths             | 700     |           |
| Bank Foot                                  | Ramp                         | 400     |           |
| Ilford Road                                | Ramps & existing road bridge | NIL     |           |
| South Gosforth                             | Existing ramped footpaths    | NIL     |           |
| Felling                                    | Ramp                         | 6,000   |           |
| Byker                                      | Ramps                        | 45,200  |           |
| Chillingham Road                           | Ramps                        | 122,700 | 1,318,600 |

Appendix VI (continued)

|   | £       | £          |
|---|---------|------------|
| (iv) Facilities for gaining access to lifts and ramps:  |         | 140,000    |
| (v) Ticket Facilities:                                  |         |            |
| Alterations to accommodate wide barriers                | 196,200 |            |
| Cost of wide barriers                                   | 177,600 |            |
| Ticket verifications                                    | 225,200 | 599,000    |
| (vi) Fees:  |         | 227,000    |
| (vii) Contingencies:                                    |         | 139,000    |
|   |         | <hr/>      |
| TOTAL ESTIMATED COST OF FACILITIES ALREADY DECIDED UPON |         | £2,423,600 |
|   |         | =====      |

B. Remaining Stations

|                       |                      |        |
|-----------------------|----------------------|--------|
| (i) Future Proposals: |                      |        |
| West Jesmond          | Ramped footpaths     | 34,000 |
| Longbenton            | Ramps                | 42,000 |
| Benton                | Existing footpath    | NIL    |
| Shiremoor             | Ramps                | 10,000 |
| West Monkseaton       | Existing ramps       | NIL    |
| Monkseaton            | Existing ramps       | NIL    |
| Whitley Bay           | Ramps                | 36,000 |
| Cullercoats           | Existing road bridge | NIL    |
| Tynemouth             | Ramps                | 24,000 |
| North Shields         | Existing ramps       | NIL    |
| Smiths Park           | Ramps                | 30,000 |
| Howdon                | Ramped footpaths     | 1,000  |
| Hadrian Road          | Ramps                | 33,000 |
| Hebburn               | Ramps                | 6,000  |

Appendix VI (continued)

| (i)  | (continued)                           | £            | £              |
|--|---------------------------------------|--------------|----------------|
| Jarrow   | Ramps                                 | 17,000       |                |
| Bede   | Ramps                                 | 58,000       |                |
| Tyne Dock                                      | Ramps                                 | 18,000       |                |
| South Shields                                  | Lift                                  | 15,000       | 324,000        |
| (ii)   | Type of facilities not yet decided:   |              |                |
| Percy Main                                     | )                                     |              |                |
|  | )                                     |              |                |
| WallSEND                                       | ) Total estimated cost                |              | 120,000        |
|  | )                                     |              |                |
| Walkergate                                     | )                                     |              |                |
| (iii)  | Access to ramps; fees; contingencies: |              | 188,300        |
|  |                                       |              | <u>188,300</u> |
| TOTAL ESTIMATED COST OF WORKS NOT DECIDED UPON |                                       |              | £632,300       |
|  |                                       |              | <u>=====</u>   |
|  |                                       |              |                |
| TOTAL ESTIMATED COST OF DISABLED ACCESS        |                                       | = £2,423,600 |                |
|  |                                       | + £ 632,300  |                |
|  |                                       |              | = £3,055,900   |
|  |                                       |              | <u>=====</u>   |

(N.B. For some reason, Chichester Station did not appear in these costings).

Appendix VII :  
Questionnaire, with results,  
distributed in connection with the report by  
Manook et al (1978)

# Newcastle upon Tyne Council for the Disabled

## Newcastle upon Tyne Polytechnic

Transport Research Survey

A survey into the public transport needs of the disabled  
in Tyne and Wear.

This questionnaire is part of a research study investigating the public transport needs of the disabled and elderly in the County of Tyne and Wear.

Public transport plays a vital part in the lives of many members of the community both for work purposes and social outings. Unfortunately, at present, it is not a method of travel that can be used by the whole community. There are many people who find public transport impossible to use - e.g. wheel-chair users who cannot use buses or trains because of access difficulties; those who experience problems with climbing up and down steps; those who cannot manage to walk the distance to their nearest bus stop or train station.

I would like to obtain information directly from people with all forms of disability, and the elderly who experience problems so that I can get an idea of the specific difficulties they experience.

Everything has been done to keep the questionnaire short and straight-forward - it should take no more than 10 minutes to complete. Directions of how to answer are included in each question and in most cases all that is required is a tick in the appropriate box. If you have any difficulties answering the questions, please ask a friend or relative to help you.

PLEASE ANSWER ALL THE QUESTIONS EVEN IF YOU FEEL THAT THE QUESTION IS NOT DIRECTLY APPLICABLE TO YOU. THIS IS MOST IMPORTANT so that the maximum amount of information is available from each person. If you would like to add comments about any question or the questionnaire in general, please feel free to do so, either at the side of the page, or on the back cover. I have not asked for your name or address so your responses will be completely anonymous.

As a result of the report, recommendations will be put forward to the local transport authorities which hopefully will result in a transport system beneficial to all members of the community.

I would be very grateful if you could spare a few minutes to fill in this questionnaire. Please help by returning your questionnaire as soon as possible to:

Ms. Sandra Manook  
Newcastle upon Tyne Council for the Disabled  
M.E.A. House  
Ellison Place  
Newcastle upon Tyne . NE1 8XS

Many thanks

Sandra Manook

Sandra Manook

For the purpose of our study we need to have a few personal details. You will notice that we do not ask for your name or address, so your responses will be anonymous, but it would be of great help to us if you could supply us with the following details:

---

**1**

Please indicate whether you are male or female by ticking the appropriate box.

Male

37.3

Female

62.7

N=512

---

**2**

Please indicate your age by ticking the appropriate box.

Under 16 years

2.7

Between 16 - 29

12.9

Between 30 - 49

22.2

Between 50 - 64

29.7

Between 65 - 74

17.6

Over 75 years

14.7

---

**3**

Are you registered as a disabled person?

YES    NO    DON'T KNOW

a) with the Department of Employment?  
(i.e. do you possess a green card)

30.1

59

10.7

N=457

b) with your Local Authority Social  
Services Department?

65.1

17.6

17

N=475

---

4

We are interested in how many people manage, or do not manage to get about on their own or with help, on level ground. Please tick the statement which MOST NEARLY describes your situation.

- |  |      |
|--|------|
| 1. I do not usually go out of the house.   | 17.3 |
| 2. I normally use a wheelchair for getting about and can usually manage on my own for reasonable distances (distances of up to 250 yards). | 10.0 |
| 3. I usually use a wheelchair for getting about, but I do need someone to help me.   | 21.4 |
| 4. I can walk, but I need somebody to help me.   | 18.5 |
| 5. I can walk on my own, but I need a stick or a walking frame to help.  | 29.5 |
| 6. I can walk on my own for distances up to 50 yards.  | 15.1 |
| 7. I can walk on my own for reasonable distances (more than 50 yards).   | 2.5  |
| 8. I have difficulty with my vision/cannot see, and this stops me going out as much as I would like to.                                    | 7.7  |
| 9. I have difficulty with my vision/cannot see, but this does not stop me going out of the house.  | 10.4 |

Any comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



## 5

How often do you usually manage to get out of the house?

|                                |      |
|--------------------------------|------|
| 1. Less than once in 6 months. | 2.6  |
| 2. Once in 6 months.           | 2.2  |
| 3. Once a month.               | 2.4  |
| 4. Once a fortnight.           | 2.4  |
| 5. Once a week.                | 17.5 |
| 6. 2 - 5 times per week.       | 32.9 |
| 7. Once a day.                 | 17.5 |
| 8. More than once a day.       | 22.4 |

N=507

## 6

As we move about in our day to day living we encounter different kinds of steps of varying lengths and height. Please read through the following list and indicate which of the following kinds of steps present you with difficulty (if any). Tick more than one box if necessary.

|   |      |
|---|------|
| 1. kerb stones                                | 48.2 |
| 2. steps into/out of bus                      | 70.3 |
| 3. steps into/out of train                    | 63.9 |
| 4. staircase less than 12 steps with handrail | 47.6 |
| 5. staircase more than 12 steps with handrail | 56.0 |
| 6. escalator                                  | 49.3 |
| 7. no difficulty with any                     | 13.4 |

3

## 7

We are interested in finding out whether people have difficulty in walking up and down steps which have handrails.

Please tick ONE box in EACH COLUMN to indicate how difficult you would find it to walk up and down a short flight of steps (12 or less).

|                      | On your own<br>(including a stick<br>or frame if you<br>usually use one) |       | Aided<br>(with someone<br>helping you) |       |
|----------------------|--|-------|--|-------|
| Impossible           | 24.7   |       | 20.2                                   |       |
| Very difficult       | 20.5   |       | 22.9                                   |       |
| Of medium difficulty | 17.1   |       | 18.5                                   |       |
| Slightly difficult   | 18.0   |       | 12.5                                   |       |
| No difficulty at all | 19.5   | N=472 | 25.6                                   | N=366 |

Please add any comments that you feel would be useful: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## 8

Do you think having no handrail on the flight of steps would make the situation

no different 23.7      worse 17.1      very much worse 59.2

9

We are interested to know how often people use public transport services. Please tick one box in each of the columns headed BUS, LOCAL TRAIN, FERRY, to indicate how often, on average, you have used the service during the last year.

|                                 | <u>BUS</u> | <u>LOCAL TRAIN</u> | <u>FERRY</u> |
|---------------------------------|------------|--------------------|--------------|
| 1. Less than once in 6 months * | 51.8       | 84.7               | 98.3         |
| 2. Once in 6 months *           | 5.8        | 6.3                | 1.7          |
| 3. Once a month *               | 5.0        | 3.9                |              |
| 4. Once a fortnight             | 2.8        | 1.0                |              |
| 5. Once a week                  | 7.2        | 1.8                |              |
| 6. 2 - 5 times per week         | 14.9       | 1.6                |              |
| 7. Once a day                   | 3.4        | 0.2                |              |
| 8. More than once a day         | 8.8        | 0.2                |              |

\* If you have ticked box, 1, 2 or 3 for bus and/or train, please indicate if there is any particular reason why, e.g. you have your own transport; the station is too far away. Please give brief details below. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

10

Do you possess a concessionary travel permit?

YES    NO

|      |      |
|------|------|
| 49.0 | 51.0 |
|------|------|

Do you possess an orange parking badge for disabled people?

|      |      |
|------|------|
| 28.4 | 71.6 |
|------|------|

5

11

When you go out of the house, whether walking, using public transport, or by car, what are the main reasons for your trips?  
PLEASE TICK ONE BOX FOR EACH ACTIVITY to indicate how often  
you do each activity.

|  | very<br>frequently | fairly<br>frequently | occasionally | never |
|--|--------------------|----------------------|--------------|-------|
| Work   | 16.4               | 1.8                  | 1.6          | 80.0  |
| Shopping   | 14.0               | 21.4                 | 30.7         | 33.7  |
| Visiting friends/<br>relatives                       | 11.0               | 18.8                 | 40.0         | 30.0  |
| Medical reasons<br>(doctor/hospital)                 | 12.6               | 17.2                 | 41.9         | 28.1  |
| Cinema/theatre/<br>museum                            | 2.6                | 2.6                  | 22.8         | 71.7  |
| Pubs/bingo   | 2.4                | 3.4                  | 17.2         | 76.8  |
| Clubs/societies<br>(including clubs for<br>disabled) | 19.2               | 18.6                 | 21.4         | 40.6  |
| Sporting activi-<br>ties                             | 1.6                | 3.0                  | 9.4          | 85.8  |
| Outings and 'walks'<br>(e.g. to the park)            | 4.8                | 8.6                  | 31.6         | 54.8  |
| Any other  | 7.4                | 7.2                  | 3.2          | 81.9  |

Please tick box and give details below \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## 12

At what time of day do you usually travel?

(Please tick more than one box if necessary).

|                       |     |
|-----------------------|-----|
| Before 9.30 a.m.      | 118 |
| 9.30 a.m. - 4.00 p.m. | 340 |
| 4.00 p.m. - 6.30 p.m. | 100 |
| 6.30 p.m. or later    | 136 |

Figures in actual numbers

## 13

We are interested to know how long people are prepared to wait for another bus if they have just missed one, and similarly for a local train. If you were assured of the regularity of a bus and train service - hopefully public transport will be accessible to all members of the community in the near future - please tick one box in each row to indicate the largest acceptable gap between services. Please answer this question, even if you do not use public transport at present.

|              | every 2mins | 5mins | 8mins | 10mins | 15mins | 20mins | more than 20mins |        |
|--------------|-------------|-------|-------|--------|--------|--------|------------------|--------|
| <u>BUS</u>   |             |       |       |        |        |        |                  |        |
| off-peak*    | 4.3         | 12.9  | 6.9   | 31.5   | 21.1   | 15.7   | 7.4              | N= 394 |
| rush hour*   | 5.0         | 25.2  | 6.2   | 26.7   | 17.1   | 10.2   | 9.3              | N= 322 |
| <u>TRAIN</u> |             |       |       |        |        |        |                  |        |
| off-peak*    | 3.2         | 6.1   | 4.2   | 24.6   | 22.4   | 22.4   | 16.9             | N= 313 |
| rush hour*   | 3.2         | 11.7  | 6.0   | 24.7   | 22.3   | 18.4   | 13.4             | N= 283 |

\* Off-peak 9.30 a.m. - 4.00 p.m. 6.30 p.m. and later

\* Rush hour up to 9.30 a.m. 4.30 p.m. - 6.30 p.m.

Figures in percentages

14

We are interested in how many people manage to cope with pressing buttons on such things as doorbells, televisions, etc. (We are presuming that the buttons will be no higher than 3 feet off the ground). Please read through the following statements and tick the ONE which most nearly describes your situation.\*

- |   |      |
|---|------|
| 1. I can reach and press the buttons with no difficulty at all.   | 40.9 |
| 2. I have difficulty in seeing/cannot see, but once I have found the button, I have no difficulty in pressing it.                           | 8.6  |
| 3. I have no difficulty in reaching or seeing the button, but I have difficulty in keeping my hands steady long enough to press the button. | 4.9  |
| 4. I can press the button if I am able to reach it.   | 30.0 |
| 5. I can reach the button easily, but if it requires much force to press it, then I have difficulty.  | 9.2  |
| 6. I cannot press buttons on such things as doorbells and televisions.  | 6.2  |

\* If you wish to qualify any of the statements, please tick the most relevant box to your situation, and add your comments below: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## 15

If you had to press a button on a train or bus that was moving (for example to stop a train or bus at a required stop) would you find this task more difficult than if the bus or train was stationary? Please tick one box.

|                 |      |                     |      |
|-----------------|------|---------------------|------|
| 1. no different | 18.1 | 3. very much harder | 25.1 |
| 2. a bit harder | 21.5 | 4. impossible       | 35.0 |

Figures in percentages

## 16

Some of the stations in the new Metro System will not be at road level. Suppose you wish to use a station in which the trains run through a tunnel under the road to get to the platform. You have to get from the entrance at road height to the platform below, you have a choice of how to get down to the platform. Please put the following in order of preference, marking 1 for the method you would most like to use, and 4 for the method you would least prefer.

If you are a wheelchair user please ignore the first two options and just put the last two in order of preference.

|           |   |
|-----------|---|
| Escalator | 3 |
| Steps     | 4 |
| Ramp      | 2 |
| Lift      | 1 |

figures in rank order

Please add any comments that you feel would be useful \_\_\_\_\_

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## 17

I would like to have some idea about what you think about the new Metro System. Please tick ONE STATEMENT which most nearly describes your attitude towards it.

- |   |      |
|---|------|
| 1. I do not think the Metro will make any difference to my travelling habits.                 | 37.8 |
| 2. I think the Metro will be more convenient to use than the existing bus and train services. | 8.0  |
| 3. I will avoid using the Metro system as far as possible.                                    | 3.5  |
| 4. I would like to use the Metro system but only if it is completely accessible.              | 22.9 |
| 5. I do not know enough about the Metro system to make any comments.                          | 40.0 |

## 18

This is a quick quiz about the new Tyneside Metro. Please do not worry if you do not know the answers to the questions, we are just interested to know how well the Metro is publicised. Please tick the appropriate box to indicate whether you think the following statements are true or false.

If you have no idea at all about the answer, please tick the column headed DON'T KNOW.

|  | <u>TRUE</u> | <u>FALSE</u> | <u>DON'T KNOW</u> |
|--|-------------|--------------|-------------------|
| 1. Over half the Metro track will be underground.                      | 27.7        | 12.8         | 59.3              |
| 2. The Metro will be run by Tyne & Wear Passenger Transport Executive. | 45.0        | 3.0          | 51.8              |
| 3. The Metro to the airport will open in 1979.                         | 8.6         | 12.0         | 79.2              |



All figures in percentages

|   |      |      |      |
|---|------|------|------|
| 4. You will buy tickets for the Metro from the driver or a conductor when boarding the train.       | 13.6 | 12.8 | 73.5 |
| 5. The Metro will cross the Tyne via the High Level Bridge (the existing railway bridge).           | 9.4  | 22.6 | 67.8 |
| 6. During the rush hour you will not have to wait longer than 8mins at any station for a Metro car. | 27.1 | 3.2  | 69.5 |
| 7. The doors on the Metro cars will be closed by the driver.  | 33.1 | 3.6  | 63.1 |
| 8. The doors on the Metro cars will be opened by the driver.  | 32.1 | 4.8  | 62.9 |
| 9. The power for the Metro will be from overhead electrification.                                   | 21.6 | 14.8 | 63.4 |
| 10. Many of the stations will be unmanned on the Metro track.                                       | 16.6 | 9.8  | 73.4 |
| 11. In 1981 the Metro will run to Sunderland.   | 14.6 | 7.8  | 77.4 |
| 12. The attainable top speed in the Metro between the majority of stations will be 50 m.p.h.        | 23.8 | 7.2  | 68.8 |
| 13. There will be a guards van on the Metro.  | 14.6 | 12.6 | 72.6 |
| 14. The Metro will not give as smooth a ride as the existing British Rail local trains.             | 7.6  | 35.8 | 56.4 |
| 15. Some of the existing bus services will be withdrawn.  | 31.2 | 7.4  | 61.2 |
| 16. Two Metro Cars will be able to hold up to 400 people.   | 11.4 | 12.0 | 76.4 |
| 17. The Main interchange will be the Haymarket.   | 25.2 | 7.4  | 67.2 |
| 18. Several existing bus services will be rerouted.   | 35.6 | 2.6  | 61.6 |

Thank you very much for giving up your time to fill in the questionnaire. I hope you did not have any difficulties with the questions.

I have enclosed a prepaid, addressed envelope for you to send back the questionnaire. Please send it back as soon as possible.

It is possible that I would like to extend the study and actually interview people personally at a later date. If you are willing to be interviewed, I would be most grateful if you could fill in the slip at the bottom of this page, and return it either with the questionnaire or in a separate envelope. Once again I would like to assure you that no direct reference will be made to any individual in my report.

Best wishes,

Sandra Manook

Sandra Manook.

TEAR HERE

I am willing to be interviewed at a later date

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(If you do not wish to be interviewed, please leave blank)

## Appendix VIII :

### Specific recommendations made in the report by Robinson and Porter (1981) and Tyne and Wear PTE comments thereon

The recommendations contained in the report are outlined below under headings as follows: Station approach and integration with other facilities; Stations - horizontal access; Stations - vertical access; Platforms; Rolling stock; Ticketing and barriers.

#### Station approach and integration with other facilities

- (i) "Dropped" kerbs, improvement in quality of pavement maintenance and better lighting on approaches to Metro stations;
- (ii) Removal of all pillars, posts and other obstructions on walkways, or painting them in a distinctive colour;
- (iii) Reserved parking spaces for disabled drivers and level access to footways from car parks;
- (iv) Provision of toilets;
- (v) Installation of telephones.

The PTE response to (i) was that these matters were the concern of Local Authorities. Removal of all pillars and other obstacles as suggested in (ii) was considered impractical and it was thought that they were already painted in distinctive colours. With regard to car parking facilities, the PTE stated that at stations with car parks, bays were or could be reserved and ramped kerbs provided as appropriate. Toilets were seen again to be the responsibility of the Local Authorities and telephones to be the responsibility of British Telecom.

## Appendix VIII (continued)

### Stations - horizontal access

- (i) Contrasting colours to be used to indicate corners, junctions of walls with floors, etc.;
- (ii) Main paths through stations to lifts, barriers and platforms to be indicated by contrastingly coloured and textured markings;
- (iii) Placing of information and direction signs at shoulder height, with raised lettering to aid visually handicapped.

In response, the PTE felt that (i) was not very important and that both (i) and (ii) would be expensive to implement. Moreover, it was thought that wear and tear would discolour and wear down marked pathways which in major stations would be complex in any case. The relocation of signs at shoulder height was rejected since this would render them less easily visible in crowds.

### Stations - vertical access

- (i) Stairs on footbridges should have treads and risers in contrasting colours. Uneven steps and overhanging nosings should be eliminated. Handrails with easily-grasped profiles should be provided and extended beyond the beginning and end of staircases;
- (ii) Many of the ramps at older stations were thought to be too steep. There should also be contrastingly coloured and textured markings at the ends of ramps and at resting places. Surfaces should be non-slip;
- (iii) Lifts should have buttons with raised rather than engraved lettering and buttons should be relocated for easier use

#### Appendix VIII (continued)

from a wheelchair. There should be an audible indication that a button had been pressed and seats should be provided near lifts;

- (iv) Escalators should have contrastingly marked treads, risers and step edges.

Some of the points regarding stairs were apparently accepted but extended handrails were thought to represent an obstruction to passenger flow. Reconstruction of old existing ramps was considered too expensive. The possibility of Braille lift buttons was investigated but other alterations were again too expensive. In any case, lifts were not thought to be a source of complaint. Seats adjacent to lifts were being provided. Escalator markings with black risers and unpainted aluminium treads were thought adequate. Any further markings would wear off.

#### Platforms

- (i) Emergency communication facilities should be installed at all stations;
- (ii) Audible announcements of train destinations should be made;
- (iii) All platform edges should have textured markings, with a consistent system throughout;
- (iv) All pillars, posts and other obstacles to be contrastingly marked;
- (v) Seating design and provision should be improved;
- (vi) "Speak and receive" information devices should be relocated to facilitate use from a wheelchair;
- (vii) Waste bins should be moved to avoid the possibility of visu-

#### Appendix VIII (continued)

ally handicapped people colliding with them;

(viii) Shelters at surface stations should be improved.

Provision and location of communication facilities was considered adequate, while relocation to assist wheelchair users would make the equipment too low for most able-bodied adults. Complaints had already been received from residents living near Metro stations about "excessive" use of public address systems, so further announcements were thought to be undesirable and passengers could always ask someone else. Greater consistency of platform edges would be achieved as renewal of older stations fell due. Pillars and posts were already adequately marked while seats could not be improved due to the danger of vandalism. Waste bin location was considered not to need alteration. Provision of better shelter at surface stations was precluded by potential vandalism and misuse by vagrants.

#### Rolling stock

- (i) Provision of an audible signal, to coincide with the green light indicating that doors may be opened;
- (ii) A flashing light in conjunction with the door closure buzzer;
- (iii) Diagonal lines across train doors to assist location by partially-sighted people;
- (iv) Tactile and coloured markings on platforms to indicate the probable position of train doors;
- (v) More time between the sounding of the buzzer and closure of the doors, "softer" door closure and further work to find the tone and volume of buzzer preferred by passengers;
- (vi) Announcements of stations and train destinations by drivers;

#### Appendix VIII (continued)

- (vii) Removal of one seat adjacent to the door vestibule so that a wheelchair user could sit with other passengers. Some seats to be set aside for elderly and disabled people;
- (viii) Relocation of emergency buttons so that all passengers could reach them;
- (ix) Steps to be taken to reduce the number of cases of trains overshooting or stopping short of platforms.

The PTE rejected the idea of more buzzers and lights as these could be confusing. The doors were thought to be sufficiently visible. No comments were made on the other points. However, problems with trains overshooting or stopping short of platforms seem to have disappeared over time.

#### Ticketing and barriers

- (i) Relocation of ticket machine coin slots to facilitate use by children, small adults and wheelchair users;
- (ii) Simplification of fare code buttons;
- (iii) All ticket machines to sell tickets which can open the wide barriers;
- (iv) Provision of a textured strip between the "In" and "Out" slots of ticket barriers to assist visually handicapped people insert and retrieve tickets;
- (v) The wide barrier gate to be panelled over to prevent baggage and knees being trapped;
- (vi) Textured and coloured floor markings to guide people to the wide barriers;
- (vii) Consistency of layout of barrier location;

Appendix VIII (continued)

- (viii) Some means by which guide dogs could identify wide barriers;
- (ix) A redesigned ticket wallet and pass to facilitate use by blind people and those with arthritic hands;
- (x) A special pass with no time restriction for blind people in part-time employment;
- (xi) A "double pass" to enable companions of disabled people to travel free of charge.

The PTE thought that a textured strip on ticket barriers would be of limited use (although these have now been fitted). The design of the wide barrier gate could be altered, but the barrier layout was dependent upon space available and could not be standardised. It was not clear how the wide barriers could be made identifiable to guide dogs. No complaints had been received regarding the design of plastic ticket wallets, but comments from disabled people would be welcomed. Passes with no time restrictions would not be issued to part-time workers or other groups nor would companions' passes be provided.



Appendix IX :

Postal questionnaire distributed to 250,000  
households in Great Britain in 1968 in connection with  
"Handicapped and Impaired in Great Britain"  
by Harris (1971)

POSTAL QUESTIONNAIRE - Sample A

3S 418/3

1. How many separate households including your own are there at the address shown on the label? \_\_\_\_\_

2. How many men and women aged 16 or over are there in this household including yourself? Number of men aged 16 or over \_\_\_\_\_  
Number of women aged 16 or over \_\_\_\_\_

| The following questions apply to all men and women aged 16 or over living here with you, including yourself                                 | Please write "YES" or "NO" in this column for each question answered | If anyone has difficulty write in AGE of each person having difficulty<br>If MEN : If WOMEN<br>write ages: write ages<br>here : here |  | How long has he/she had difficulty |
|---|--|--|--|------------------------------------|
| Has anyone lost the whole or part of, an arm, leg, hand or foot by having an amputation, or accident, or at birth?                          |  |  |  |                                    |
| Is there anyone in this household who needs a lot of looking after, or a lot of help with toilet, dressing or getting up and walking about? |  |  |  |                                    |
| Has anyone aged 16 or over been unable to get out of bed, or get out of the house for the past 3 months?                                    |  |  |  |                                    |
| Do you, or anyone in this household aged 16 or over, have difficulty  |  |  |  |                                    |
| a) Going up or down steps and stairs?   |  |  |  |                                    |
| b) Kneeling or bending?   |  |  |  |                                    |
| c) Walking without help?  |  |  |  |                                    |
| Do you or anyone in this household aged 16 or over, have difficulty   |  |  |  |                                    |
| d) Washing or feeding themselves?   |  |  |  |                                    |
| e) Dressing themselves?   |  |  |  |                                    |
| f) Doing up buttons or zips?  |  |  |  |                                    |
| g) Combing or brushing hair?  |  |  |  |                                    |
| h) Gripping or holding things, or any other difficulty in using arms, hands or fingers?   |  |  |  |                                    |

If no-one in the household has any of the above mentioned difficulties

Does anyone in your household have some other permanent disability (including blindness) which stops or limits their working, or getting about or taking care of themselves? Please note below who the person is, age and what the disability is.

| What is disability? | Age if man | Age if woman | How long has he/she had difficulty? |
|---------------------|------------|--------------|-------------------------------------|
|                     |            |              |                                     |

Name of person completing form (BLOCK LETTERS)

POSTAL QUESTIONNAIRE - Sample B

SS 418/4

1. How many separate households, including your own, are there at the address shown on the label? \_\_\_\_\_

2. How many men and women aged 16 or over are there in this household, including yourself? Number of men aged 16 or over \_\_\_\_\_  
Number of women aged 16 or over \_\_\_\_\_

| The following questions apply to all men and women aged 16 or over living here with you, including yourself.  | Please write "YES" or "NO" in this column for each question answered | If there is anyone like this, write in AGE of each person |       | What is the trouble? |
|---|--|---|-------|----------------------|
|   |  | MEN   | WOMEN |                      |
| 3. Is there anyone living here who is confined to bed?  |  |   |       |                      |
| 4. Is there anyone living here who has to sit in a chair most of the day, and needs a lot of looking after?   |  |   |       |                      |
| 5. Is there anyone living here who cannot do much to help themselves, and needs to have a lot of ordinary, everyday things done for them?                 |  |   |       |                      |
| 6. Are you living alone, but have to have a lot of daily help from children, neighbours or friends, or from the welfare, to help you look after yourself? |  |   |       |                      |

7. Name of person completing form (BLOCK LETTERS) \_\_\_\_\_

Appendix X :

Questionnaire distributed to one in nine households  
in Newcastle upon Tyne in 1983 in connection with the report by  
the City of Newcastle upon Tyne (1985)

(N.B. The original questionnaire was printed on paper  
slightly larger than A4 size, which has had to  
be reduced for inclusion in this thesis)

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**CITY OF NEWCASTLE UPON TYNE & DISTRICT HEALTH AUTHORITY:**  
**SURVEY OF DISABLED AND FRAIL ELDERLY PEOPLE**

Please answer the questions by placing ticks in the correct boxes or giving the details requested.

1. How many people are in your household (including you)?
2. How many of them are under 16 years old?
3. How many are 75 years old and over (including you)?
4. Does anyone in your household have a physical or mental condition which makes it difficult for them to lead a full life?  
(For example, a condition which causes problems for them to go to school or work, to take care of themselves or get about)?

Yes ☐

No ☐

If 'YES' how many of the disabled are under 75 years?

How many of the disabled are 75 years and above?

If you have answered 'NO' to Question 4 and there is nobody in your household of 75 or above, please place the form in the envelope provided and put it in the post. No stamp is required.

**The rest of this form should be filled in by people who are disabled and all those of 75 years and above. If there are TWO or MORE disabled or elderly people in your household please arrange for this form to be filled in by the youngest. We will send additional form(s) for the other(s)!**

**If anybody has difficulty filling in the form themselves, please arrange for it to be filled in on their behalf.**



Please turn over

5. Name

6. Age

7. Sex

Female

Male

8. Name any handicap from which you suffer:

9. Please say how well you can do each of the activities listed below (tick each line).

|   | Manage easily on own | Manage on own but with difficulty | Manage only with someone's help or because of special equipment | Cannot manage at all |
|---|----------------------|-----------------------------------|---|----------------------|
| Getting in and out of bed                       |                      |                                   |   |                      |
| Getting dressed                                 |                      |                                   |   |                      |
| Washing hands and face                          |                      |                                   |   |                      |
| Having a bath or all-over wash                  |                      |                                   |   |                      |
| Getting to & using toilet                       |                      |                                   |   |                      |
| Getting up and down stairs                      |                      |                                   |   |                      |
| Walking about outside                           |                      |                                   |   |                      |
| Preparing Meals                                 |                      |                                   |   |                      |
| Housework                                       |                      |                                   |   |                      |
| Shopping  |                      |                                   |   |                      |
| Holding or gripping (for example a comb or pen) |                      |                                   |   |                      |

10. Do you have any difficulty reading ordinary print (with spectacles if worn)?

Yes

No

11. Do you have any difficulty with speech (i.e. making yourself understood)?

Yes

No

12. Do you have any difficulty hearing ordinary conversation (with hearing aid if worn)?

Yes

No

13. Do you have trouble with your memory?

Yes

No

For Office Use Only

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14. Do you normally have a paid job?

|     |  |    |  |
|-----|--|----|--|
| Yes |  | No |  |
|-----|--|----|--|

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Use Only

15. Do you have a paid job at the moment?

|     |  |    |  |
|-----|--|----|--|
| Yes |  | No |  |
|-----|--|----|--|

16. Do you, or does someone in your household,  
have a car or van?

|     |  |    |  |
|-----|--|----|--|
| Yes |  | No |  |
|-----|--|----|--|

17. Do you ever use

|        | YES | NO |
|--------|-----|----|
| Buses? |     |    |
| Metro? |     |    |

If 'NO', why is this? (please tick which apply)

|   | YES |
|---|-----|
| Difficulty getting to and from stops      |     |
| Difficulty in boarding Bus or Metro car   |     |
| No need - alternative transport available |     |
| Do not go out                             |     |

Other, please specify

18. Do you have a free bus pass?

|     |  |    |  |
|-----|--|----|--|
| Yes |  | No |  |
|-----|--|----|--|

19. At present do you receive help from any of the following sources?  
(please tick appropriate box(es))

|                        | YES | Yes at home | YES in Clinic, Day Centre or Other |
|------------------------|-----|-------------|------------------------------------|
| Home Help              |     |             |                                    |
| Meals on Wheels        |     |             |                                    |
| Social Worker          |     |             |                                    |
| Community Transport    |     |             |                                    |
| Dressing Attendants    |     |             |                                    |
| Bath Attendant         |     |             |                                    |
| District Nurse         |     |             |                                    |
| Health Visitor         |     |             |                                    |
| Occupational Therapist |     |             |                                    |
| Chiropodist            |     |             |                                    |

20. Do you attend:-

|                                  | YES |
|----------------------------------|-----|
| At a Day Centre?                 |     |
| As a day patient at a hospital?  |     |
| As an out-patient at a hospital? |     |
| At a lunch club?                 |     |

21. Do you have any of the following?

|                 | Yes : Provided by Social Services, Health Authority or D.H.S.S. | YES bought myself | No |
|-----------------|---|-------------------|----|
| Walking Aid(s)  |   |                   |    |
| Wheel Chair     |   |                   |    |
| Bathroom Aid(s) |   |                   |    |

Please  
turn over

22. Do you have a telephone?

|     |  |    |  |
|-----|--|----|--|
| Yes |  | No |  |
|-----|--|----|--|

If 'YES' do Social Services contribute to the rental?

|     |  |    |  |
|-----|--|----|--|
| Yes |  | No |  |
|-----|--|----|--|

23. Have you had any special alterations or any special equipment fitted in your home? (including shower, stairlift, downstairs lavatory, grab rail etc.)

|     |  |    |  |
|-----|--|----|--|
| Yes |  | No |  |
|-----|--|----|--|

If 'YES' please specify

Did you pay for any of these alterations entirely yourself?

Please say which

24. Is your home

|                                    | YES |
|------------------------------------|-----|
| Owner Occupied?                    |     |
| Rented from a private landlord?    |     |
| Rented from a housing association? |     |
| Rented from a local authority?     |     |

Other, please specify

25. The Department of Social Services keeps a register of disabled people. Do you think you are on this register?

|     |  |    |  |            |  |
|-----|--|----|--|------------|--|
| Yes |  | No |  | Don't Know |  |
|-----|--|----|--|------------|--|

26. In addition to any help you may be already receiving from friends and that described in this questionnaire, do you need any further help?

|     |  |    |  |
|-----|--|----|--|
| Yes |  | No |  |
|-----|--|----|--|

If 'YES' please say what help you need:-

27. If there is anything else you wish to tell us about your circumstances please do so here.

Please post back the form in the envelope provided. No stamp is needed.

Thank you for your help.

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Appendix XI :

Questionnaire distributed to all households  
in North Tyneside in 1980 in connection with  
"The Handicapped in the Community"  
published by North Tyneside (1982)

(N.B. The original questionnaire was printed on A4-  
size paper which has had to be reduced for  
inclusion in this thesis)

IF NO ONE IN YOUR HOUSEHOLD IS HANDICAPPED PLEASE TICK THE BOX THAT FOLLOWS, FILL IN YOUR ADDRESS, PLACE THE FORM IN THE ENVELOPE PROVIDED, SEAL IT AND A VOLUNTEER WILL CALL TO COLLECT IT.

NOT HANDICAPPED ☐

IF YOU OR A MEMBER OF YOUR HOUSEHOLD ARE HANDICAPPED IN ANY WAY, PLEASE GIVE THE NAME OF EACH HANDICAPPED PERSON AND THEIR HANDICAP IN THE SPACE PROVIDED, PLEASE ANSWER THE QUESTIONS BELOW. PUTTING THE ANSWERS OF EACH HANDICAPPED PERSON IN THE COLUMN CONTAINING THEIR NAME, WHEN YOU HAVE FINISHED, FILL IN YOUR ADDRESS, PLACE THE FORM IN THE ENVELOPE PROVIDED, SEAL IT, AND A VOLUNTEER WILL COLLECT IT.

Thank you for your co-operation.

| STAGE ONE QUESTIONNAIRE   |  | Name of person handicapped :<br>Nature of handicap : | Name of person handicapped :<br>Nature of handicap : | Name of person handicapped :<br>Nature of handicap : |
|---|--|--|--|--|
| ADDRESS:  |  |  |  |  |
| Do you have difficulty getting up or down steps or stairs?  |  |  |  |  |
| Do you, because of your handicap, have difficulty getting in or out of the house?   |  |  |  |  |
| Do you use a wheelchair?  |  |  |  |  |
| Can you do jobs around the house without help? If you cannot what activities do you need help with?   |  |  |  |  |
| Who helps you with these activities? (For example, 'family at home', 'family nearby', 'neighbour', 'home help', etc.)   |  |  |  |  |
| Can you wash and dress without help? If you cannot, who helps you?  |  |  |  |  |
| Can you manage in the toilet without help? If you cannot, who helps you?  |  |  |  |  |
| Do you depend on anybody you have mentioned more than the others? If you do who is this?  |  |  |  |  |
| Does anybody else give you assistance while they are with you? If so, who is this?  |  |  |  |  |
| Would you agree in a trained OUTSET interviewer visiting you to talk about your handicap in more detail? If you agree would you include your telephone number |  |  |  |  |
|   |  |  |  | Tel.:  |

Appendix XII :

Respondents to the survey carried out for this thesis,  
broken down into specific diseases within disability groupings

N.B. Totals in each disability grouping and of all respondents exceed actual number of respondents since some respondents suffered from more than one disease.

Diseases of the Central Nervous System - 64 respondents

|   |   |    |
|---|---|----|
| Multiple Sclerosis                      | - | 23 |
| Cerebral haemorrhage (stroke)           | - | 23 |
| Partial or total paralysis              | - | 8  |
| Poliomyelitis                           | - | 4  |
| Epilepsy                                | - | 4  |
| Paralysis Agitans (Parkinson's Disease) | - | 1  |
| Cerebral palsy (Spastic)                | - | 1  |

Diseases of bones and organs of movement - 62 respondents

|                             |   |    |
|-----------------------------|---|----|
| Arthritis (all forms)       | - | 53 |
| Fractures and after-effects | - | 4  |
| Other                       | - | 8  |

Visual impairment - 52 respondents

|                   |   |    |
|-------------------|---|----|
| Blind             | - | 38 |
| Partially-sighted | - | 14 |

Diseases of the circulatory system - 22 respondents

|                           |   |    |
|---------------------------|---|----|
| Heart disease (all forms) | - | 16 |
| Varicose veins            | - | 3  |
| Hardening of the arteries | - | 2  |
| Poor circulation          | - | 1  |

Appendix XII (continued)

Injuries and amputations - 17 respondents

|                                   |   |   |
|-----------------------------------|---|---|
| One leg amputated                 | - | 7 |
| Both legs amputated               | - | 2 |
| Both legs and both arms amputated | - | 1 |
| Other amputations (not specified) | - | 4 |
| Spinal injuries                   | - | 3 |

Diseases of the respiratory system - 6 respondents

|                             |   |   |
|-----------------------------|---|---|
| Bronchitis                  | - | 2 |
| Emphysema                   | - | 1 |
| Chest trouble (unspecified) | - | 4 |

Other and unspecified diseases - 14 respondents

|                              |   |   |
|------------------------------|---|---|
| Old age                      | - | 4 |
| Spina bifida                 | - | 2 |
| Rheumatism                   | - | 1 |
| Unspecified mobility problem | - | 7 |

Diseases not related to mobility - 10 respondents

|                    |   |   |
|--------------------|---|---|
| Nervous problem    | - | 3 |
| Hearing impairment | - | 3 |
| Diabetes           | - | 3 |
| Brain damage       | - | 1 |

Not disabled - 2 respondents

No response - 9 respondents

Appendix XIII :  
Authorised Hackney Carriage Hire Charges,  
City of Newcastle upon Tyne, March 1986

Fares for Distance

|   |          |
|---|----------|
| Up to 504 yards, or part thereof            | 70 pence |
| Every subsequent 252 yards, or part thereof | 10 pence |

Waiting Time

|                                     |          |
|-------------------------------------|----------|
| Waiting time at passengers request, |          |
| per minute or part thereof          | 10 pence |

These charges apply at all times on any day.

No other extra charges may be made.

## List of Plates

Station plans and notes are given in Appendix I.

- 1) Four Lane Ends: the kerb on the most direct route from the car park (incorporating spaces for disabled drivers' vehicles) to the concourse at Four Lane Ends.
- 2) West Jesmond: the ramped footbridge, which has a gradient of 1 in 12.
- 3) Longbenton: the spiral ramped footbridge (gradient 1 in 12).
- 4) Longbenton: another view of the ramped footbridge.
- 5) Bede: the stairs and ramp (gradient 1 in 12) up to the platform for Monument, also showing the platform canopy.
- 6) Bede: the two-piece ramp (gradient 1 in 12) up to the platform for South Shields.
- 7) Wallsend: the ramp to the platform for Tynemouth (gradient 1 in 13).
- 8) Wallsend: the ramp to the platform for Monument (gradient 1 in 16 changing to 1 in 13).
- 9) Chillingham Road: the ramp from the platform for Tynemouth (gradient 1 in 13).
- 10) Manors: the ramped footpath leading away from the station (gradient 1 in 12).
- 11) Jarrow: general view of the station from the Albert Road over-bridge.
- 12) Tyne Dock: the ramp from Boldon Lane to the platform for South Shields (gradient 1 in 8).
- 13) North Shields: the ramp up from the platform for Monument (gradient 1 in 11).
- 14) Felling: the ramp up from the platform to the pedestrian over-bridge (gradient 1 in 11).
- 15) Benton: the ramped footpath up to the platform for Tynemouth, which is in very poor condition (gradient 1 in 8).
- 16) St James: the entrance to one of the lifts (note the roof-hung lift sign incorporating the international disability symbol).
- 17) Monument: the location of the lift at North-South platform level.
- 18) St James: location and layout of lift call and control buttons, which are mostly identical throughout the system.

### List of Plates (continued)

- 19) St James: general view of one of the lifts, which are of standard dimensions throughout the system.
- 20) St James: close-up view of the lift control buttons.
- 21) Four Lane Ends: the row of parking spaces nearest the camera are marked as reserved for disabled car users but none of the cars parked there on this occasion bore a disabled person's badge.
- 22) West Jesmond: most of the ticket machine controls are out of the reach of a wheelchair user (all ticket machines are of standard dimensions throughout the system).
- 23) St James: general view of the ticket barriers, with wide barrier on the left. Note the roof-hung sign pointing to the wide barrier and also the roof-hung illuminated "next train" indicators.
- 24) St James: entry to the wide barrier (all wide barriers are of uniform dimensions throughout the system).
- 25) St James: using the wide barrier.
- 26) Gateshead: the standard platform edge for underground stations, incorporating raised and contrastingly coloured and textured tiles.
- 27) Gateshead Stadium: the standard platform edge for surface stations incorporating two sets of grooves and a painted marking.
- 28) South Gosforth: standard surface station platform edge except that wooden planking has also been added.
- 29) Benton: non-standard platform edge inherited from British Rail with only a white-painted line.
- 30) Longbenton: another non-standard platform edge inherited from British Rail with faint grooves located immediately adjacent to the platform edge.
- 31) Fawdon: although a purpose-built Metro station, the platform edges are non-standard with only a white-painted line.
- 32) St James: entry to a Metrocar is relatively easy, although a small step up is encountered.
- 33) St James: exit from a Metrocar is also fairly straightforward.
- 34) St James: when entering or leaving a Metrocar, care has to be taken with the small wheels on a wheelchair, which are usually at the front.

List of Plates (continued)

- 35) St James: the gap between the Metrocar and the platform edge is sufficient for the small wheels on a wheelchair to become trapped and the footrests to scrape the platform. Effort is then needed to tilt the wheelchair backwards and raise the small wheels and footrests clear.





**Plate 1**



**Plate 2**



**Plate 3**



**Plate 4**



**Plate 5**



**Plate 6**



**Plate 7**



**Plate 8**



**Plate 9**



**Plate 10**





**Plate 11**



**Plate 12**



**Plate 13**



**Plate 14**



**Plate 15**



**Plate 16**

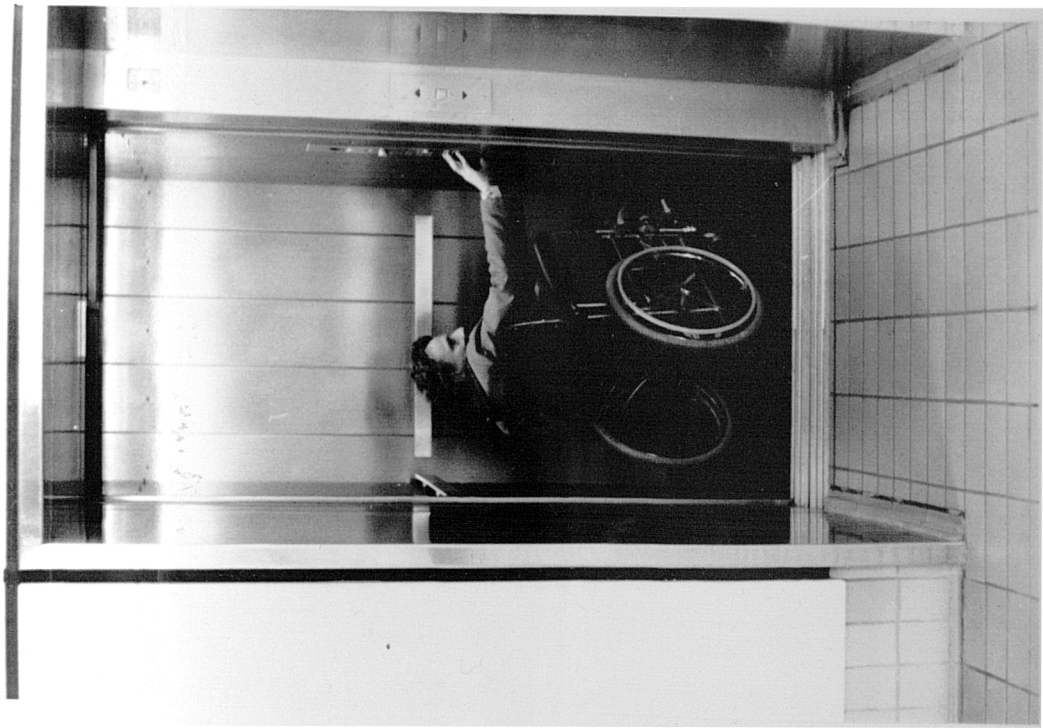




**Plate 17**



**Plate 18**



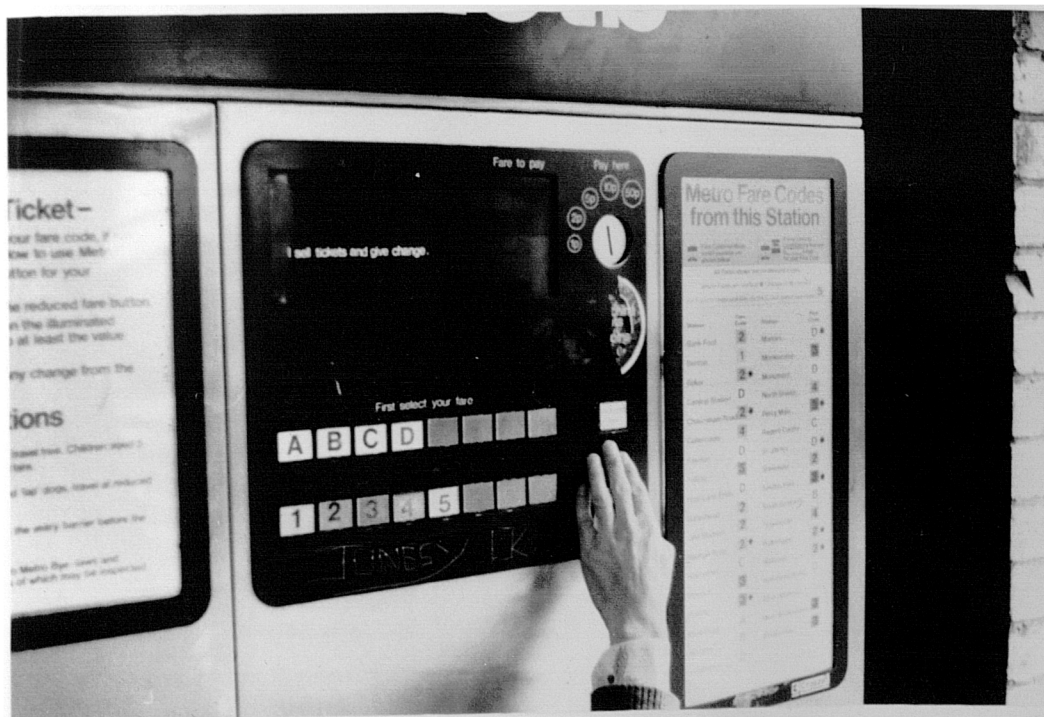
**Plate 19**



**Plate 20**



**Plate 21**



**Plate 22**



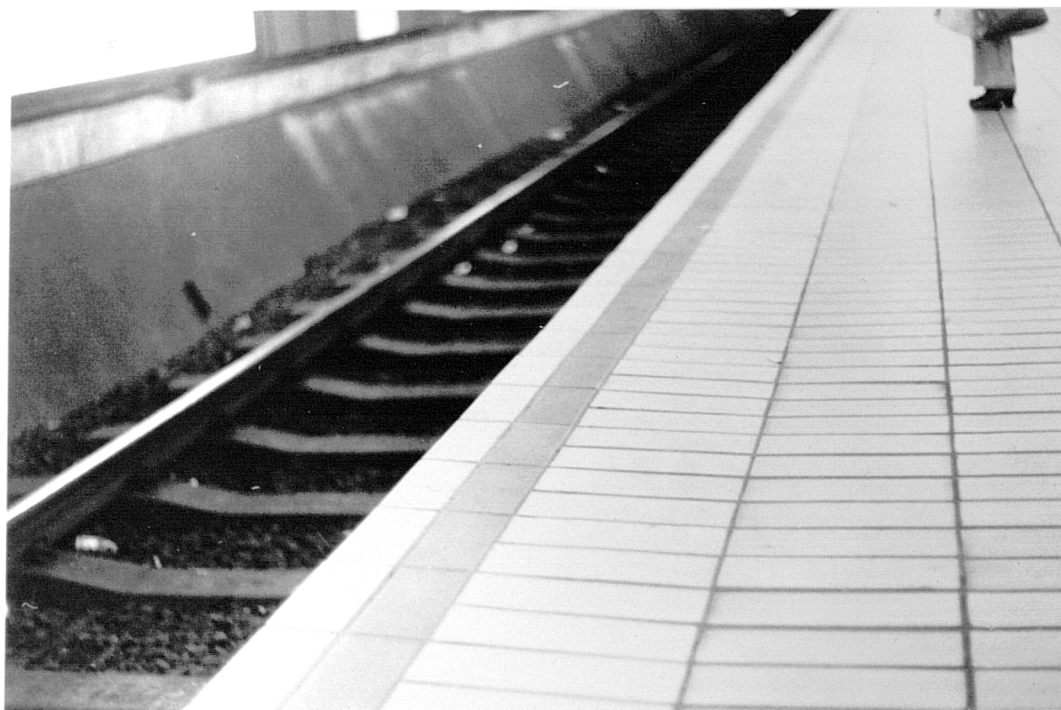
**Plate 23**



**Plate 24**



**Plate 25**



**Plate 26**





**Plate 27**



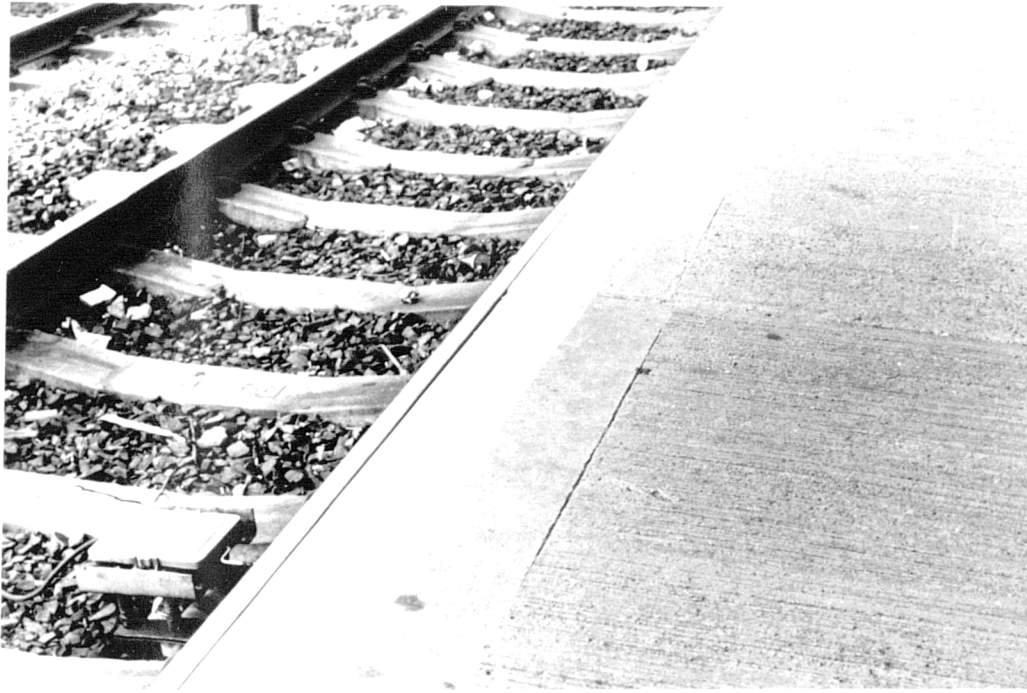
**Plate 28**



**Plate 29**



**Plate 30**



**Plate 31**



**Plate 32**





Plate 33



Plate 34



Plate 35