Pell Frischmann

Senior Living Urban (Uxbridge) Limited (Guild Living)

Land off Harefield Road (Units 1 and 2), Uxbridge, UB8 1JS

Travel Plan

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10/03/2020

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1 Introduction

Overview

1.1 This Travel Plan has been prepared by Pell Frischmann to accompany an application for full planning permission being submitted by the Applicant, Senior Living Urban (Uxbridge) Limited (Guild Living), to the London Borough of Hillingdon (LBH). The proposal is for a comprehensive redevelopment of the site comprising demolition of existing buildings to provide residential care accommodation (C2) and nursery (E), car parking, landscaping and associated works.

1.2 LBH act as the local planning and highways authority. The application is referable to the Mayor of London and therefore TfL have been consulted as regional highways authority.

1.3 The purpose of this Travel Plan (TP) is to put in place the management tools necessary to enable residents, visitors and employees of the proposed development to make more informed decisions about their travel choices, which therefore minimise the adverse impacts of their travel on the environment and local highway networks. This is achieved by setting out a strategy for eliminating the barriers keeping visitors and employees from accessing the site using sustainable transport modes.

1.4 To be successful, Travel Plans must be site-specific documents that are targeted to the visitors and employees of the development they represent. By being submitted prior to occupation, this document is intended to form a framework strategy for the site that will be developed further, and detail added following occupation of the site.

1.5 This TP provides key information relating to development proposals and provides specific and targeted mitigation measures for the development. Following the occupation of the development, it will be the responsibility of the site's Travel Plan Coordinator (TPC) to implement the TP.

1.6 This TP has been prepared in accordance with Travel Plan guidance issued by Transport for London (TfL) in the 'TfL Travel Planning Guidance', dated November 2013. This TP has also considered national, regional and local planning policy in relation to transport and travel planning, including the BREEAM UK New Construction Technical Manual (2018) 3.0 for Non-Domestic Buildings.

Benefits of a Travel Plan

1.7 Implementing a Travel Plan will result in several benefits for the development's residents, visitors and employees. Examples of these benefits include:

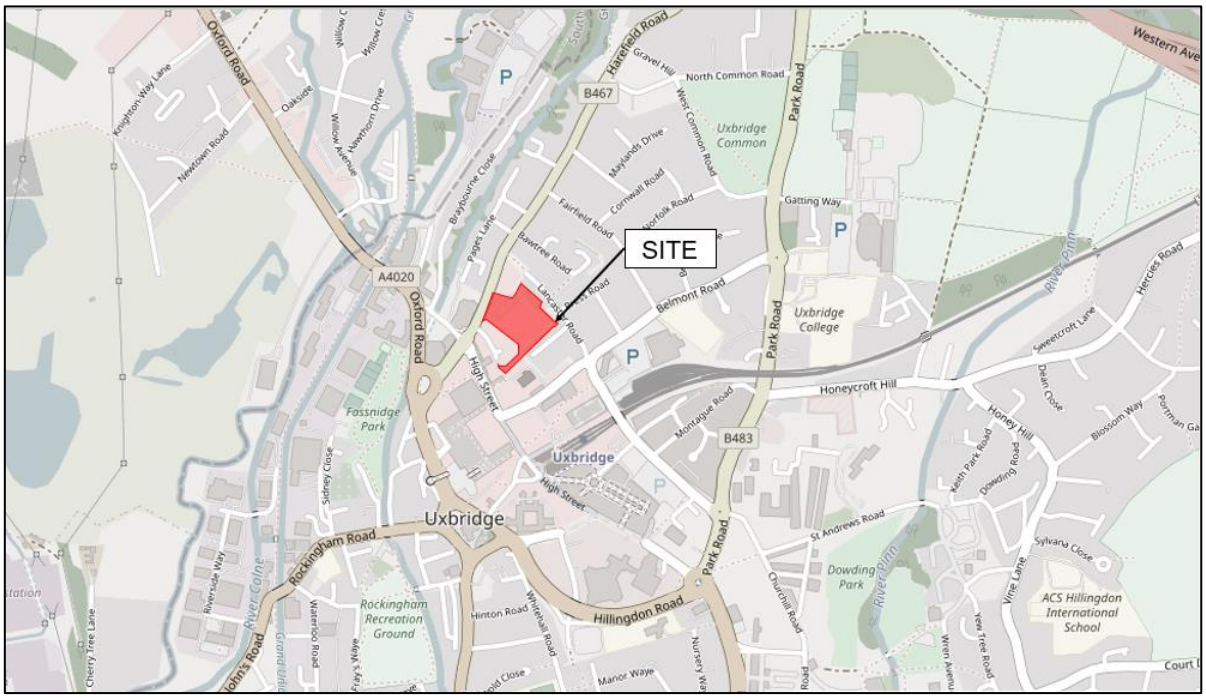
- Better accessibility for visitors and employees by public and sustainable travel modes;
- Increasing the health and fitness of employees and visitors by encouraging walking and cycling, leading to an improved quality of life;
- Reduced travel costs for visitors and employees;
- Better relations with neighbours and nearby properties, by helping to alleviate congestion around the development;
- More satisfied and happier visitors and employees, increasing the attractiveness of the development;
- Reducing emissions and improving air quality around the development;
- Tackling climate change by reducing emissions; and
- Helping to meet the environmental targets of organisations on the site such as International Standard ISO9001.

Background and Site Location

1.8 The site is located off Harefield Road in Uxbridge. The site currently houses the commercial units Wickes and Halfords.

1.9 A strategic site location plan, showing the location of the site in relation to the wider area and key public transport interchanges, is provided in **Figure 1.1**Error! Reference source not found..

Figure 1.1: Site Location Plan



Source: OpenStreetMap (2020) with Pell Frischmann annotations

1.10 The site is bounded by Uxbridge police station on Warwick Place to the southwest, and the back of the Penfield Estate (housing) to the southeast. It is also bounded on the north-west side by the B467 Harefield Road and on the north-east side by the back gardens of Lancaster Road (housing).

Report Scope

1.11 This TP has been written as a standalone document and once more information becomes available, it will contain all the relevant information needed to effectively implement and monitor the TP itself.

1.12 The remainder of this TP document is structured as follows:

- **Chapter 2: Site and Surroundings;**
- **Chapter 3: Development Proposals;**
- **Chapter 4: Baseline Travel Patterns;**
- **Chapter 5: Objectives and Targets;**
- **Chapter 6: Travel Plan Management;**
- **Chapter 7: Travel Plan Measures and Initiatives;**
- **Chapter 8: Travel Plan Monitoring;**
- **Chapter 9: Action Plan; and**
- **Chapter 10: Securing and Enforcing.**

2 Site and Surroundings

Introduction

2.1 This chapter details the existing, or baseline, transport conditions considered, including public transport, walking, cycling, and highway conditions. It is important that baseline conditions are accurately established so that the context of the proposed development at the site, and its potential impact on the surrounding transport network, can be fully understood.

Site Location and Description

2.2 The site is located off Harefield Road in Uxbridge. The site currently houses the commercial units Wickes and Halfords.

2.3 A strategic site location plan, showing the location of the site in relation to the wider area and key public transport interchanges, is provided in **Figure 2.1**Error! Reference source not found..

Figure 2.1: Site Location Plan

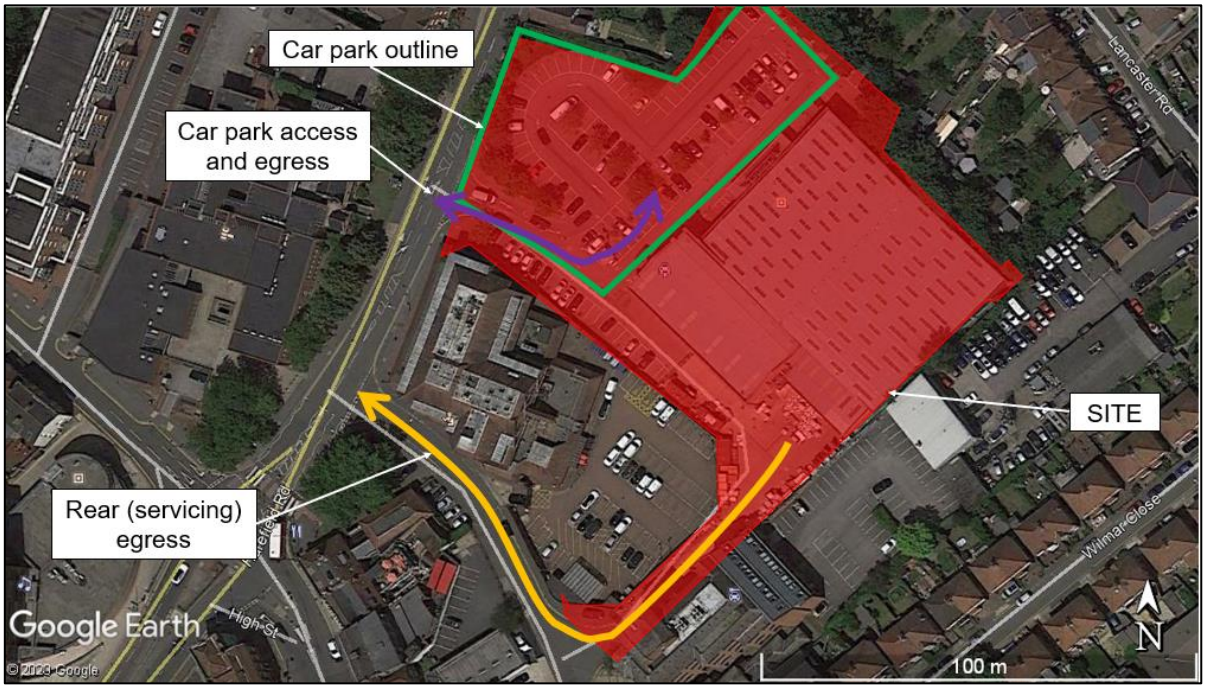


Source: Google Earth (2020) with Pell Frischmann annotations

2.4 The site is bounded by Uxbridge police station on Warwick Place to the southwest, and the back of the Penfield Estate (housing) to the southeast. It is also bounded on the north-west side by the B467 Harefield Road and on the north-east side by the back gardens of Lancaster Road (housing).

2.5 The vehicular access and egress are shown on **Figure 2.2**. The purple arrow is located at the two-way side road junction onto Harefield Road. Delivery vehicles currently entre the car park via this access, and can exit via the back (service only) exit indicated by a yellow arrow. Images of the access and egress follow in **Figure 2.3**, **Figure 2.4** and **Figure 2.5**.

Figure 2.2: Existing vehicular accesses



Source: Google Earth (2020) with Pell Frischmann annotations

Figure 2.3: Existing access onto Harefield Road



Figure 2.4: Existing site egress at south of site, seen from Warwick Place



Figure 2.5: Existing junction of Warwick Place and Harefield Road



Public Transport

PTALs

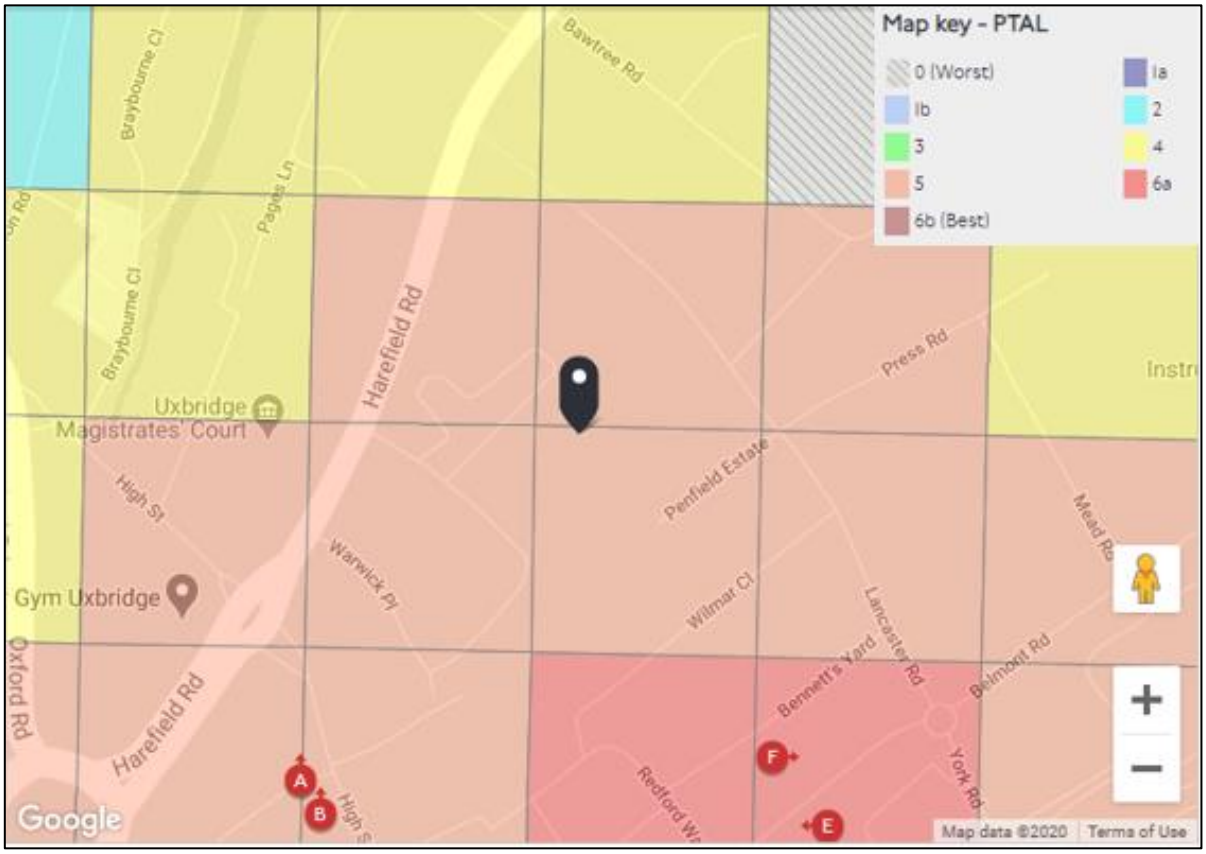
2.6 Public Transport Accessibility Levels (PTALs) are a theoretical measure of the accessibility of a given point to the public transport network within Greater London, taking into account walking access time, service availability and frequency. PTALs are determined by the proximity of a site to public transport services, such as bus stops, rail and Underground stations. The method is essentially a way of measuring the density of the public transport network at a particular point. The PTAL rating includes public transport interchanges within the following maximum walking distances and access time:

- Bus Node: 8 minutes; and
- London Underground and National Rail: 12 minutes.

2.7 The PTAL is categorised in six levels, from '0' to '6b', where '0' represents a 'Very Poor' level of accessibility and '6b' indicates a 'Very good' level of accessibility. The site benefits from a PTAL rating of '5', indicating a 'Very good' level of public transport accessibility. In addition to this, the accessibility index score of the grid square is 21.37.

2.8 An extract of the PTAL map, showing the rating of the site and surrounding areas, is provided in **Figure 2.6**.

Figure 2.6: PTAL map



Source: Transport for London (2020)

2.9 The site is well connected to local public transport networks, as indicated in the site's Public Transport Accessibility Level (PTAL) rating of 5, indicating a 'very good' level of accessibility. The site's area covers approximately three squares of the PTAL map, all of which are rated '5'.

Underground and Rail Services

2.10 The site is located within a 500m walk of Uxbridge (LU) Station which provides access to Piccadilly and Metropolitan Line services as a terminus.

2.11 **Table 2-1** below details selected train frequencies from Uxbridge.

Table 2-1: Train frequencies from Uxbridge

Underground Line	Destination	Frequency (minutes)				
		Weekday			Saturday 12:00-13:00	Sunday 12:00-13:00
		08:00-09:00	12:00-13:00	17:00-18:00		
Piccadilly Line	Park Royal	8-9	20	15	20	20
Piccadilly Line	Hammersmith	8-9	20	15	20	20
Metropolitan Line	Northwick Park	8-9	7.5	7.5	7.5	7.5

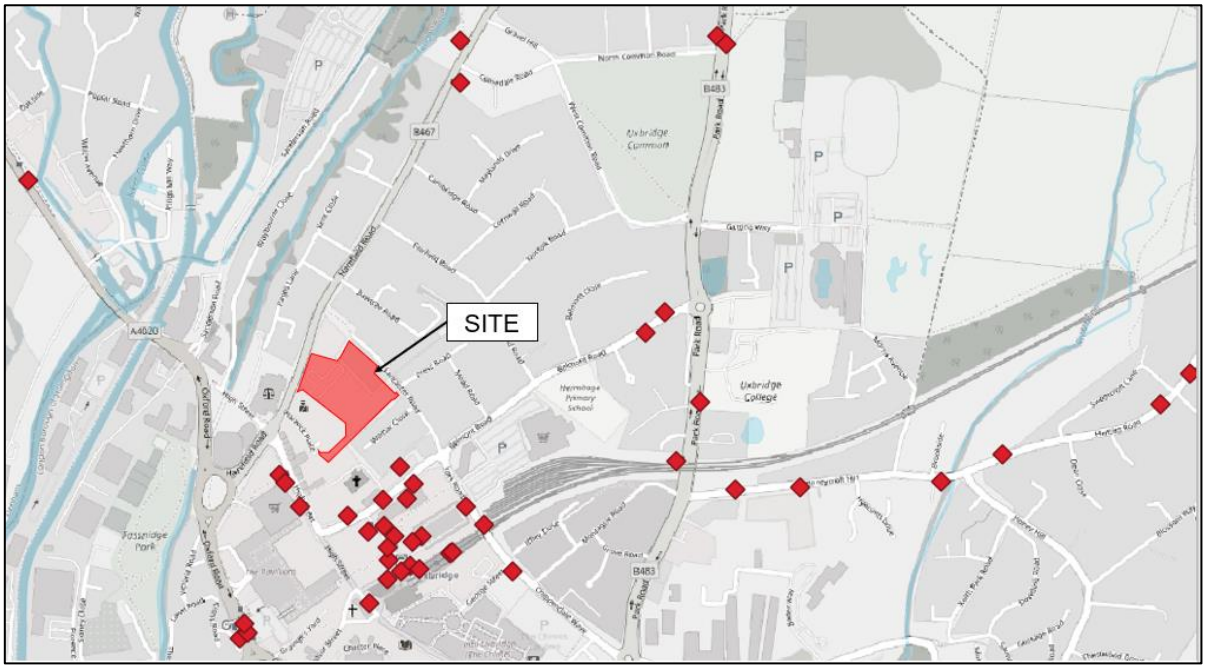
Source: TfL.gov.uk. Accessed 23rd July 2020. Note that these timetables were obtained during the coronavirus restricted service period and therefore may not reflect the full service available at other times.

Bus Services

2.12 The site is surrounded by a number of bus stops on Harefield Road and nearby Uxbridge High Street. These bus stops provide access to a large range of destinations in the local area and wider and central London. Apart from the bus stops located directly on the site entrance, the site benefits from a large number of stops further along the High Street and on nearby roads

2.13 TfL buses U9 and U10 run along Harefield Road and serve the pair of bus stops 'Colnedale Road' approximately 580m north of the site, and numerous further routes serve the pair of bus stops 'High Street' approximately 200m south of the site. The bus station is also located in close proximity to the site, next to the Underground Station. All of these are marked on the map in **Figure 2.7**.

Figure 2.7: Bus stops near the site



Source: Google Earth (2020) with Pell Frischmann annotations.

2.14 Bus routes serving these stops are outlined in **Table 2-2** below, which also indicates the frequency of local bus services.

Table 2-2: Bus services and frequencies

Operator	Route	Destination/s	Frequency (Minutes)				
			Weekday			Saturday	Sunday
			AM	Daytime	PM		
First Group	3	Uxbridge Station / Slough via Iver Heath	60	60	60	60	60
Carousel	101 Chiltern Hundreds	High Wycombe / Uxbridge	60	60	60	60	-
Carousel	102 Chiltern Hundreds	Heathrow / High Wycombe	90	60	60	60	60
Carousel	105 Chiltern Hundreds	Hemel Hempstead / Uxbridge	60	60	60	60	-
Transport for London	331	Ruislip Station / Uxbridge Station	15	20	30	20	30
Transport for London	427	York Road, Uxbridge / King Street, Acton	10-12	10-12	10-12	10-12	10-12

Carousel	580	Uxbridge / High Wycombe	30	120	-	120	-
Transport for London	N207	Uxbridge Station / Bloomsbury Square	Midnight – 4.30am every night: every 30 minutes				
Transport for London	U1	Ruislip Station / West Drayton Station	13-14	15	20	-	-
Transport for London	U3	Uxbridge Station / Heathrow Central Bus Station	20	20	20	20	20
Transport for London	U4	Uxbridge Station / Prologis Park, West Drayton	15	15	20	15	15
Transport for London	U7	Lombardy Retail Park, Hayes / Uxbridge Station	30	30	30	30	?
Transport for London	U9	Uxbridge Station / Harefield Hospital	30	20	30	20	60
Transport for London	U10	Glenhurst Avenue, Ruislip / Uxbridge Station	60	60	60	-	-

Source: TfL.gov.uk and Carousel buses.co.uk. Accessed 28th May 2020. Note that these timetables were obtained during the coronavirus restricted service period and therefore may not reflect the full service available at other times. Note that Carousel Buses' full service resumes on most routes from 1st June 2020.

Walking and Cycling Infrastructure

2.15 Walking infrastructure around the site is well maintained. Pedestrian footways present adequate widths and street lighting is provided on all roads surrounding the site. There are several signalised pedestrian crossing facilities in the vicinity of the site, and all signalised and unsignalised crossings are provided with tactile paving and dropped kerbs that can accommodate less able pedestrians.

2.16 Existing pedestrian conditions provide safe and convenient connections to previously mentioned underground station and bus stops in the vicinity. Current local footway environment is believed to be capable of accommodating all type of visitors, including visually impaired and other disabled users as well as adults accompanied by young children.

Walking and Cycling Opportunities

2.17 As shown in **Figure 2.8,** the site is just 400 metres from the National Cycle Network, with the traffic free Route 6 stretching from Colham Green, through Uxbridge up to Rickmansworth and Watford. Although not traffic-free for the entire route, it is traffic free for a good four kilometres whilst it passes through Uxbridge.

2.18 The junction of Harefield Road and the High Street is equipped with infrastructure to aid cyclists cross, as are numerous roads in the vicinity, such as Oxford Road.

2.19 Further, carriageways from the site connect the proposed development with a series of London Cycle Network (LCN) routes, providing cycling connections to further links across Central London.

Figure 2.8: Local section of National Cycle Network



Source: Ordinance Survey and National Cycle Network (2020)

2.20 The walking environment surrounding the site promotes walking to reach local amenities, including the station and many local shops and restaurants. Accessibility to local cycling amenities increases the likelihood of future employees and visitors to the site adopting cycling as their mode of choice to travel to and explore the local area.

Local highway network

B467 Harefield Road

2.21 B467 Harefield Road runs along the north-west edge of the site. The existing entrance to the site is currently located along this street, but it also has residential frontage. The proposed access will also meet Harefield Road at the same location.

2.22 High quality footways run along the north-west and south-east sides of the carriageway, becoming raised from the carriageway and separated by a fence approximately 280m north of the site access. The carriageway operates a speed limit of 40mph along the site frontage.

2.23 There is a controlled parking zone (CPZ) operating in the area around the site.

2.24 There is a weight restriction of 7.5tns

2.25 Double yellow lines operate on both sides of the carriageway near the current site access, restricting parking at all times. Just north of the current site access, the south-east side commences a single yellow line and the parking bays commence on the north-west side.

High Street

2.26 High Street is the busy high street of Uxbridge, with retail frontage and parking bays on both sides of the carriageway and bus stops accommodated on wide footways. It is a two-way street connecting Harefield Road to Uxbridge Underground Station.

2.27 The southern part of the High Street is pedestrianised, meaning no traffic is present on the immediate approach to the station.

Belmont Road

2.28 Belmont road meets the east side of the High Street and runs east-west almost along the southern edge of the site. At its eastern end, it is wider than High Street, with one lane in each direction and extra width on each side for bus stops and parking bays. Further west, nearer the proposed egress road from the site, there are double yellow lines on the northern side of the road and parking bays on the southern side.

2.29 There are footways on both sides and dropped kerbs and tactile paving at appropriate crossing points.

Access to local amenities

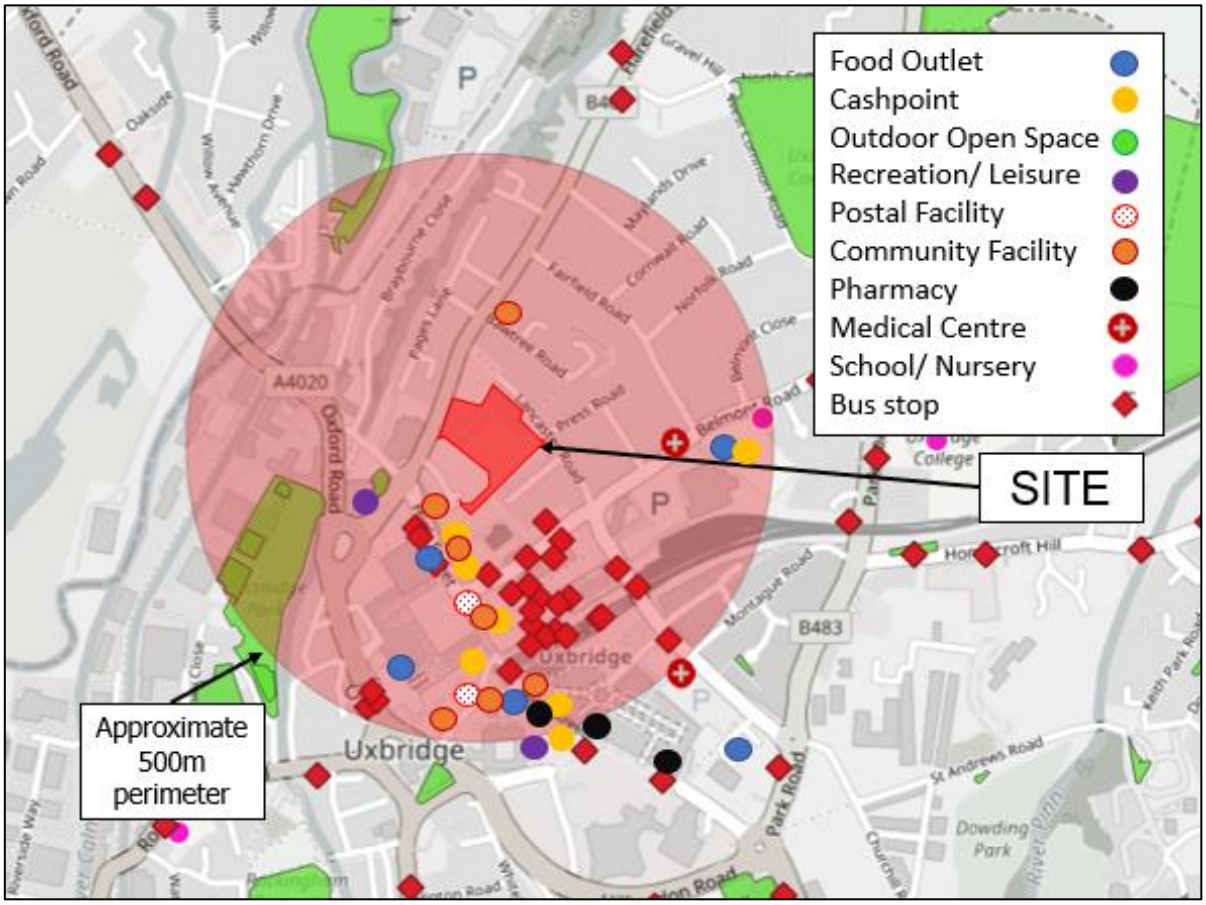
2.30 **Figure 2.9** indicates that the site is located within close proximity to a wealth of local amenities. There are numerous affordable food outlets, including a Tesco Metro approximately 240 metres' walk to the south-west, and a Sainsbury's to the southeast, approximately 400 metres away.

2.31 Similarly, there is high accessibility to cashpoints, postal facilities, and community establishments on the High Street. In terms of recreation and leisure facilities, there are two gyms within 500 metres, additionally that there will be a wellbeing centre on-site which will provide recreational/leisure facilities for site users (residents) and others.

2.32 With regard to pharmacies and medical services, these are also provided within 500 metres and there will be limited medical staff available at the later living community on-site for residents. There are some childcare facilities / schools in the area, and there will also be a nursery on-site which will provide childcare for local residents.

2.33 There are numerous open green spaces within 500m of the site with the closest being Fassnidge Park, less than 300 metres from the western site boundary.

Figure 2.9: Local amenities within close proximity to the site



Source: Open Street Map (2020) with Pell Frischmann annotations

3 Development Proposals

3.1 This chapter provides a summary of the proposed development, including an outline of the proposed schedule of accommodation, access and delivery and servicing arrangements, and car and cycle parking provision.

Proposed development

3.2 The proposal is for a comprehensive redevelopment of the site comprising demolition of existing buildings to provide residential care accommodation (C2), and nursery (E), car parking, landscaping and associated works.

3.3 The schedule of accommodation and GIA of development use classes is shown in **Table 3-1**. Note that ancillary uses are included in parking calculations.

Table 3-1: Schedule of Accommodation

Use Class	GIA (sqm)	Units
Guild Living Residences (C2) Guild Care Suites (C2) Guild Care Residences (C2)	10,717 604 233	153 24 5
Nursery (E)	281	-
Good and Drink (E)	350	-
Wellness Centre (D2)	259	-

Source: Marchese & Partners

3.4 The proposed ground floor layout is illustrated in **Figure 3.1**.

Figure 3.1: Masterplan image and accesses



Source: Marchese & Partners

Pedestrian access arrangements

3.5 The main pedestrian access route into the site will be via a shared surface that runs from Harefield Road to Warwick Place. There is wide pedestrian refuge (with a minimum width of 1.4m at pinch points) that runs along the northern section of the road to protect pedestrians when vehicles are present on the road.

Disabled access

3.6 Due to the expected ages of the site users (elderly and very young), the building will be accessible to those who are disabled or struggle to walk, including lifts to ensure all users can access services throughout the site.

Cycle Parking and access arrangements

3.7 Cycle parking has been calculated in line with the London Plan (2021) and the Hillingdon Local Plan, with the minimum requirements shown in **Table 3-2.**

3.8 Note that the A1 and A3 use classes are designated E from September 2020. The Hillingdon Local Plan and London Plan have not been updated and therefore reference to the previous use class has been used to derive the cycle parking figures.

Table 3-2: Cycle Parking Standards

Land Use	Long Stay	Short Stay	Total
Specialist Older Housing	18	5	23
D1 Nursery	4	10	14
D2 Wellness Centre	2	3	5
A3 Restaurant/bar	2	9	10
Total	**26**	**27**	**52**

3.9 Overall, the scheme is providing in excess of the long stay cycle parking requirement, with 32 spaces located in a secure cycle store, including a Sheffield stand to provide 5% enlarged spaces.

3.10 A total of 44 short stay cycle spaces (also in excess of the standards) is provided in the form of Sheffield stands located in the landscaped area.

3.11 Both long stay and short stay cycle parking has been designed in line with the LCDS requirements.

3.12 The cycle storage facility will be located just off the access road for easy access, as indicated on **Figure 3.2** below.

Figure 3.2: Long / Short Stay Cycle Parking and Mobility Scooter Parking



Source: Marchese & Partners with Pell Frischmann annotations

Mobility scooter parking

3.13 The Intend to Publish London Plan advises that for age-specific housing parking and charging spaces for mobility scooters are provided. In Policy H13 Specialist Older Persons Housing:

"B 4) suitable levels of safe storage and charging facilities for residents' mobility scooters"

3.14 It is proposed to provide 10% mobility scooter parking spaces including charging points for each. They have been designed to accommodate the needs of users in terms of charging and secure covering.

3.15 Mobility scooter parking has been located on **Figure 3.2**.

4 Baseline Travel Patterns

4.1 A full travel survey of the existing site and its users would be normally be undertaken to understand current travel behaviours. The findings of the survey would also provide baseline data from which the Travel Plan targets can develop. However, due to the ongoing coronavirus pandemic and lockdown commencing the evening of 23rd March 2020, travel patterns have been severely disrupted and continue to be so in light of emerging government guidance.

4.2 Nonetheless, it is noted that the site is in a sustainable location, scoring a PTAL score of 5, indicating a 'very good' level of accessibility. This score reflects the fact that the site is situated in a location where public transport modes are available such as London Underground Stations and several bus stops and routes. Therefore, when possible, trips are expected to be undertaken using sustainable modes.

4.3 In the absence of site surveys and due to the site users not being of working age, the forecast mode split is extracted from TRICS data and shows the mode split for site users. This is presented in **Table 4-1** below.

Table 4-1: Later living community residents mode split

Mode of travel	Percentage split
Vehicle passengers	15.5%
Car Driver	69.2%
Cyclists	0.6%
Pedestrians	9.9%
Bus passengers	4.7%
Rail passengers	0.1%
Total people	**100.0%**

Source: TRICS (v7.6.3) and Pell Frischmann calculations
Note: Numbers may not sum due to rounding

4.4 Additionally, the nursery mode split is presented in **Table 4-2** below.

Table 4-2: Nursery mode split

Mode of travel	Percentage split
Vehicle passengers	20.9%
Car Drivers	47.0%
Cyclists	0.8%
Pedestrians	29.7%
Bus passengers	1.6%
Rail passengers	0.0%
Total people	**100.0%**

Source: TRICS (v7.6.3) and Pell Frischmann calculations
Note: Numbers may not sum due to rounding

4.5 The wellness centre, and bar / restaurant will largely be used by residents of the site and therefore individual mode shares for each of these land uses has not been included within the Travel Plan. However, the census mode share data for the local area has been used to determine the mode share for the staff across the site. The car driver has been reduced to 5% and redistributed onto the other modes to reflect the fact that there is just two car parking spaces for staff.

Table 4-3: Staff Mode Share

Mode of travel	Percentage split
Vehicle passengers	7.5%
Car Driver	5%
Cyclists	4.2%
Pedestrians	21.4%
Bus passengers	30%
Rail passengers	29.8%
Motorcycle	1.7%
Taxi	0.4%
Total people	**100.0%**

Source: TRICS (v7.6.3) and Pell Frischmann calculations
Note: Numbers may not sum due to rounding

4.6 The mode split for the site is to be confirmed following occupation, when surveys will be completed and therefore site-specific mode share can be confirmed and targets can be forecast. It is intended that a full travel survey of staff, nursery pupils and residents will be undertaken within 6 months of occupation of the proposed development.

5 Objectives and Targets

Introduction

5.1 This chapter sets out the overarching objectives for the Travel Plan, as well as targets for the short and medium term. It includes indicators through which progress towards meeting the targets will be measured. Further information on monitoring and review of the Travel Plan can be found in **Chapter 8**.

- Objectives are the high-level aims of the Travel Plans. They help to give a Travel Plan direction and provide a clear focus.
- Targets are the measurable goals by which progress will be assessed. This Travel Plan sets interim targets which will be refined once a staff survey has been completed.

5.2 The objectives, targets and indicators are set out in this chapter.

Objectives

5.3 The TP's overriding objective is:

> *'To engage with and encourage both visitors and employees to use more sustainable ways of travelling to / from the development site through more effective promotion of active modes. This will minimise the impact of the development on the surrounding highway network.'*

5.4 The sub-objectives are:

- **Sub-objective 1:** To increase resident, employee and visitor awareness of the advantages and availability of sustainable / active modes of transport;
- **Sub-objective 2:** To promote the health and fitness benefits of active travel to all users;
- **Sub-objective 3:** To introduce a package of physical and management measures that will facilitate employee and visitor travel by sustainable modes; and
- **Sub-objective 4:** To reduce unnecessary use of the car, particularly for single occupancy, when travelling to and from the Site.

5.5 The overall objective of the TP is to see an increase in the levels of walking and cycling as well as public transport to and from the development. This will be monitored using resident and staff travel surveys.

Targets

5.6 To ensure that the TP for the Site is successful it is important to set clear and concise targets to measure that success. The targets for the Travel Plans should be SMART targets (**S**pecific, **M**easurable, **A**chievable, **R**ealistic and **T**ime-Bound).

5.7 It is intended that TRICS-compliant baseline travel surveys will be undertaken of staff within six months of occupation, in accordance with the schedule set out below:

5.8 Future biennial travel surveys will be undertaken on or around the anniversary of the date of the baseline travel survey (i.e. Year 1, Year 3 and Year 5).

5.9 For the purposes of this TP Strategy, an assessment of potential modal split for the development has been undertaken using relevant census data mentioned above. It should be noted that these figures represent an estimate of the modal split, and the targets for the development will be considered against the actual modal split recorded during the first travel surveys of the development.

Provisional Targets

5.10 **Table 5-1** sets out the baseline data, which is to be reviewed following the completion of the post-occupation baseline travel surveys, and the provisional modal share targets. The mode share data for residents, the nursery is derived from TRICS surveys quoted in the TA but with the servicing trips removed. The mode share for staff across the site has been derived from Census mode share data for the local population.

5.11 In terms of improving sustainable mode share against the existing baseline data, the focus will be encouraging a shift to active modes, particularly walking. The following targets are proposed for the later living community:

Table 5-1: Provisional targets for later living community residents

Method of Travel	Baseline Data	Provisional Target[1]	Shift %
Vehicle passengers	15.5%	15.5%	0%
Car Driver	69.2%	65.2%	-4%
Cyclists	0.6%	0.6%	0%
Pedestrians	9.9%	12.9%	+3%
Bus passengers	4.7%	5.7%	+1%
Rail passengers	0.1%	0.1%	0%
Total people	**100.0%**	**100.0%**	**-**

[1] Notes: (1) Baseline data to be amended once post-occupation baseline travel surveys are carried out, within six months of occupation; (2) Targets to be reviewed and if necessary updated following completion of post-occupation baseline travel surveys.

5.12 The nursery targets are stated below:

Table 5-2: Provisional targets for nursery

Method of Travel	Baseline Data	Provisional Target[2]	Shift %
Vehicle passengers	20.9%	20.9%	0%
Car Driver	47.0%	41%	-6%
Cyclists	0.8%	2.8%	+2%
Pedestrians	29.7%	31.7%	+2%
Bus passengers	1.6%	2.6%	+1%
Rail passengers	0.0%	1.0%	+1%
Total people	**100.0%**	**100.0%**	**-**

5.13 The bar/restaurant and wellbeing centre are largely expected to be used by residents of the later living community and therefore internal. However, the staff for each of the land uses (including the later living community and nursery) has been considered separately and derived from Census 2011 data. This is shown in **Table 5-3**.

Table 5-3: Staff trips targets

Method of Travel	Baseline Data	Provisional Target[3]	Shift %
Vehicle passengers	7.5%	7.5%	+/-0
Car Driver	5%	2%	-3%
Cyclists	4.2%	5.2%	+1
Pedestrians	21.4%	21.4%	+/-0
Bus passengers	30%	30%	+/-0
Rail passengers	29.8%	31.8%	+2
Motorcycle	1.7%	1.7%	+/-0
Taxi	0.4%	0.4%	+/-0
Total people	**100.0%**	**100.0%**	-

[2] Notes: (1) Baseline data to be amended once post-occupation baseline travel surveys are carried out, within six months of occupation; (2) Targets to be reviewed and if necessary updated following completion of post-occupation baseline travel surveys.

[3] Notes: (1) Baseline data to be amended once post-occupation baseline travel surveys are carried out, within six months of occupation; (2) Targets to be reviewed and if necessary updated following completion of post-occupation baseline travel surveys.

5.14 Targets will reflect the performance of the TP in delivering the targets outlined above: where targets have not been met, they will be monitored, revisited, and solutions sought.

6 Travel Plan Management

Travel Plan Coordinator

6.1 The Travel Plan Coordinator (TPC) will be an individual appointed by the developer to take overall responsibility for the development of the Travel Plan.

6.2 The appointment of a TPC is a key measure of the Travel Plan and is considered essential for the management and successful implementation of measures associated with the Travel Plan. The key roles of the TPC are as follows:

- Distribute welcome packs to staff and visitors to the proposed development;
- Promote the initiatives of the Travel Plan;
- Promote travel by sustainable modes (walking, cycling and public transport);
- Implement and manage the monitoring strategy.

6.3 Consequently, the developer will ensure that the TPC be allowed to dedicate as much time to the role as he or she considers necessary for he or she to successfully achieve the objectives as set out in this document. It is expected that the time devoted to developing the TP will vary over a certain year but will be at its peak during monitoring periods.

TPC Responsibilities

6.4 Once appointed, the TPC's contact details will be passed to LBH. This will be prior to first occupation of the development, in order to implement the measures identified in the Action Plan provided at Chapter 8 of this report and in line with the timetable identified for the implementation of each measure.

6.5 Within six months of occupation TPC will organise a travel survey of staff. The findings of the survey will be used as a baseline against which the Travel Plan targets will be measured.

6.6 The TPC will agree a budget for the measures within the Travel Plans, and who will take responsibility for the financial implications of the Travel Plans.

7 Travel Plan Measures and Initiatives

Introduction

7.1 This section of the TP sets out the key measures that will be implemented prior to the occupation of the development or shortly after occupation to encourage travel to the development by sustainable means.

7.2 Effective implementation of the Travel Plan Strategy will require leadership from the TPC along with clear engagement with LBH.

7.3 In order to maximise the opportunity to make a change in travel behaviour a combination of the following is needed:

- Incentives to change behaviour positively; and
- Disincentives to continue any non-sustainable travel behaviour.

7.4 This is also referred to as the 'carrot and stick' approach. Providing better facilities, communication and incentives will not work effectively without creating appropriate policies that discourages unsustainable behaviour and reward positive change.

7.5 The following section of this chapter provides examples of the types of measures that will be appropriate to implement as part of the Travel Plans for the overall development prior to the occupation of the site. The list is by no means exhaustive and the Travel Plan Coordinator (TPC) should be encouraged to develop these ideas further to make them more specific to the Site.

Travel Plan Coordinator and Monitoring Group

7.6 As previously noted, a Travel Plan Coordinator (TPC) will be appointed by the developer with this person having ultimate responsibility for implementing the Travel Plan measures and liaising with LBH's Travel Plan officer and other parties. As well as working to implement the measures put forward within the Travel Plan, the TPC's role will also involve producing progress reports of the Travel Plans and progressing actions accordingly. The TPC should be in place prior to first occupation of the development.

7.7 As the site will hold later living community, nursery, wellbeing centre and restaurant/bar land uses, the first and most essential task that the TPC should undertake is to engage with the respective occupiers to ensure the requirements of the site are understood by all. If required, a monitoring group will be set up by the TPC to include the TPC and a representative of each aspect of the development. The members of the monitoring group will meet every 6 months and it will be the responsibility of the TPC to engage with LBH to inform the findings of the monitoring group.

Measures for Residents and Employees

7.8 In order to meet the objectives of this TP it is essential to ensure accessibility to and from the development. The measures set out below are therefore both hard (i.e. site design) and soft (i.e. marketing and promotion), designed to address the travel needs of residents and staff of the site and to reduce the need for travel by single occupancy vehicles. The measures outlined below will be continuously reviewed and updated if necessary, as part of the Travel Plan review:

Welcome Packs

7.9 All new residents and staff will be provided with a welcome pack that will contain information relating to the Travel Plan and the measures contained therein.

7.10 The welcome pack should include up-to-date travel information including public transport timetables and routes, plus leaflets on such initiatives as safe cycling routes in the area, cycle storage at the

development, local bus routes, etc. The TPC will be responsible for introducing themselves to employees.

Promotion and Awareness Raising

7.11 The TPC should investigate locally organised promotions as part of national events and encourage occupants of the development to participate. Some examples of the types of events that could be encouraged are listed below:

- Sustainability Week;
- European Mobility Week;
- Bike Week; and
- Car Free Day

Travel Boards

7.12 It is anticipated that the later living community and nursery will have information packs throughout the development as well as 'local attraction' boards for residents and employees, situated in the lobby/communal areas. These locations present an opportunity to inform residents and employees of the opportunities to travel by sustainable modes, including up to date travel information. Sustainable travel information should therefore be made available and accessible at these locations and should detail local walking and cycling routes to key amenities and transport hubs.

Travel Information Provided on Website

7.13 The TPC will be responsible for supporting the development by encouraging occupiers to include travel information on their websites that explains, amongst other things, links to public transport websites, maps of cycle routes and walking routes, and promotion of local and national transport related events.

7.14 In order to promote sustainable transport modes amongst residents and employees, the Guild Living Uxbridge and nursery tenant's websites should publicly support the development's sustainable transport strategy, encouraging alternative (sustainable) travel arrangements to be made by residents and employees.

7.15 Due to the site's close proximity to key public transport nodes at Uxbridge Underground station and the nearby Uxbridge bus station, the occupiers' websites should be encouraged to detail the best walking routes to access the transport hubs from the development.

Walking and Cycling

7.16 The TPC will provide advice and support in relation to walking and cycling to residents and employees of the development. This could include, but not be limited to, providing route maps for safe cycling routes in the area, advice on purchasing and maintaining a bicycle and, for employees, advice on tax free cycle purchase schemes.

7.17 The TPC should liaise with LBH's Travel Plan officer to effect improvements to the existing external infrastructure of the site and surrounding area for the benefit of pedestrians and cyclists. This could include such things as improved cycle routes, improved street lighting and better security features such as Closed-Circuit Television (CCTV). This is inclusive of lighting, landscaping and shelter to create a pleasant waiting environment at local transport nodes. The TPC will regularly request and collate comments made by employees of those improvements which will encourage them to walk and cycle.

7.18 Where possible, publicly available leaflets regarding walking and cycling in the area will be made available in the public areas, with these located prominently where they are visible to employees and visitors if deemed appropriate.

7.19 Long-stay cycle parking has been provided in the plans, in line with Intend to Publish London Plan standards, which will encourage site users to travel by bicycle.

Public Transport

7.20 The TPC will provide up–to-date information on permanent display on the Site's Travel Plan webpage and, if appropriate, on notice boards in common areas of the development relating to the available public transport within easy access to all. The TPC should be able to give advice on potential journey options and different fare schemes such as Oyster and season tickets.

7.21 As with the walking and cycling advice, publicly available leaflets detailing public transport routes in the area will be displayed in the commercial units in areas visible to employees and visitors if deemed appropriate.

Sustainable car use

7.22 Car parking will be provided at this development due to the overall age and ability of the residents, however measures should be taken via this Travel Plan to encourage better, more sustainable, car use.

7.23 Electric vehicle charging points will be provided at every residents' car parking space. These will be provided at a rate of 20% active and 80% passive provision, which means all charging points are ready to be used by electric vehicles.

Minibus

7.24 The site will also include a minibus service for residents, which will provide transport for those to infirm to drive as well as reducing car trips by providing a multi-occupancy alternative to the car for those that do drive.

8 Travel Plan Monitoring

Introduction

8.1 A programme of monitoring and review is essential to generate information by which the success of the Travel Plan can be evaluated for both itself and against other Travel Plans in London and the UK.

8.2 The tools required for monitoring and review of the Travel Plan should be considered from the outset of the plan. How the plan evolves and develops at each stage, and who will be responsible at each point should be outlined in writing at the earliest point of the implementation of the plan.

8.3 Monitoring of the Travel Plan will be done using travel surveys on a biennial basis. Monitoring of the employee and visitor Travel Plan will be the responsibility of the TPC in liaison with LBH.

8.4 The overall objective of the Travel Plan is to effect an increase in the proportion of walking and public transport journeys, and this will be monitored accordingly using travel surveys.

8.5 Other less direct objectives of the Travel Plan are to increase awareness about the environmental and personal financial implications of travel mode choice. Awareness is less easy to monitor, although one indicator will be the general response to the introduction of the Plan, measured by the volume and type of feedback from occupants, both at the outset of the plan and as the strategy evolves.

Monitoring

8.6 To ensure that the Travel Plan are achieving their targets a monitoring report and a review of the existing Travel Plan will be carried out every two years over the five-year period (i.e. Year 1, Year 3 and Year 5). Where monitoring reveals problems, the monitoring process provides an opportunity to review the plan and take remedial action.

8.7 The proposed monitoring measures of the Travel Plans are outlined below:

- Travel surveys carried out every two years from the anniversary of the baseline survey;
- Monitoring the success of the site websites to encourage modal shift. This will be determined through feedback obtained from employees and visitors; and
- Recording of feedback comments received from employee and visitors and the management of the businesses on the development relating to the operation and implications of the Travel Plan.

8.8 Information gathered through the monitoring process will be recorded for input to the biennial Travel Plan review which will be made available to LBH on or around the anniversary of the post-occupation baseline travel survey.

8.9 All reviews undertaken by the TPC will be produced according to the methodology required by LBH.

9 Action Plan

Residents' Action Plan

9.1 **Table 9-1** below contains a Residents' Action Plan for the implementation of the measures suggested within this TP which should be used by the Travel Plan Coordinator as a guide for implementation prior to occupation of the development and during the lifetime of the Travel Plan. The Residents' Action Plan is not exhaustive and should be developed as the Travel Plan evolves.

Table 9-1: Residents' Action Plan Table

Action	Responsibility	Suggested Timescales
General Measures		
Travel Strategy and Transport Steering Group: • Appoint a Travel Plan Coordinator; • Set up a monitoring group incorporating the occupiers of the units; • Agree finances and budgets for the Travel Plan.	Site Owner Travel Plan Coordinator Travel Plan Coordinator	Within 3 months of occupation and ongoing
Travel Information Website: • Arrange for a standalone travel website containing sustainable travel information useful to residents; • Promote sustainable travel modes to the residents; • Promote the website in marketing materials for the development.	Travel Plan Coordinator Travel Plan Coordinator and monitoring representatives	On and during occupation
Promotion and Awareness Raising: • Investigate local and national sustainable transport events; • Provision of public transport information within lobby / communal area; • Prepare a series of promotional events linked in to local and national event that will promote sustainable travel and the Travel Plan; • Following occupation of the development, promote events to employees of the development.	Travel Plan Coordinator	Within 3 months of occupation and ongoing

Walking		
• Provision of suitable walking routes to and from the site entrances within the site boundary, that connect to external footways. These must be suitable for those who are disabled or visually impaired. • Provision of pleasant pedestrian areas in line with Healthy Streets agenda, including lighting, landscaping and surfacing	Developer	Prior to occupation
• Research information to provide residents with advice and support regarding suitable walking routes; • Provide route maps and guides in a common area of the development for good walking routes; • Establish contact with the Local Authority and other community groups to discuss improvements to be made in the area such as increased security /installation of CCTV etc; • Following occupation, collate any comments relating from residents relating to walking in the area.	Travel Plan Coordinator	Within 3 months of occupation and ongoing
Cycling and mobility scooters		
• Provision of covered and secure cycle and mobility scooter parking (and charging);	Developer	Prior to occupation
• Research information to provide residents with advice and support regarding safe cycling; • Provide route maps and guides in a common area of the development for safe cycling and mobility scooter use; • Following occupation, collate any comments relating from residents relating to safe cycling and mobility scooter use in the area.	Travel Plan Coordinator	Within 3 months of occupation and ongoing
Sustainable car use		

• Provision of 100% passive electric charging points on all residents' car parking spaces • Provision of taxi drop-off / waiting areas within the development	Developer	Prior to occupation
• Promote the website in marketing materials for the development; • Provide information to all residents on the electric charging points available in the residents' car park.	Travel Plan Coordinator	On and during occupation
• Provision of a minibus service for residents of the development	Developer	Upon Occupation

Employees' Action Plan

9.2 **Table 9-2** below contains an Employees' Action Plan for the implementation of the measures suggested within this TP which should be used by the Travel Plan Coordinator as a guide for implementation prior to occupation of the development and during the lifetime of the Travel Plan. The Employees' Action Plan is not exhaustive and should be developed as the Travel Plan evolves.

Table 9-2: Employees' Action Plan Table

Action	Responsibility	Suggested Timescales
General Measures		
Travel Strategy and Transport Steering Group: • Appoint a Travel Plan Coordinator; • Set up a monitoring group incorporating the occupiers of the units; • Agree finances and budgets for the Travel Plan.	Site Owner Travel Plan Coordinator Travel Plan Coordinator	Within 3 months of occupation and ongoing
Travel Information Website: • Arrange for a standalone travel website or relevant information to be included on the websites of the tenants; • State the no-car development strategy and promote sustainable travel modes within employees and visitors;	Travel Plan Coordinator Travel Plan Coordinator and monitoring representatives	On and during occupation

• Promote the website in marketing materials for the development.		
Promotion and Awareness Raising: • Investigate local and national sustainable transport events; • Provision of public transport information within lobby / communal area; • Prepare a series of promotional events linked in to local and national event that will promote sustainable travel and the Travel Plan; • Following occupation of the development, promote events to employees of the development.	Travel Plan Coordinator	Within 3 months of occupation and ongoing
Walking		
• Provision of suitable walking routes to and from the site entrances within the site boundary, that connect to external footways. This must be suitable for those who are disabled or visually impaired. • Provision of pleasant pedestrian areas in line with Healthy Streets agenda including lighting, landscaping and surfacing	Developer	Prior to occupation
• Research information to provide employees with advice and support regarding suitable walking routes; • Provide route maps and guides in a common area of the development for good walking routes; • Establish contact with the Local Authority and other community groups to discuss improvements to be made in the area such as increased security /installation of CCTV etc; • Following occupation, collate any comments relating from employees relating to walking in the area.	Travel Plan Coordinator	Within 3 months of occupation and ongoing

Cycling		
• Provision of cycle parking, lockers, showers and changing facilities;	Developer	Prior to occupation
• Research information to provide employees with advice and support regarding safe cycling; • Provide route maps and guides in a common area of the development for safe cycling; • Following occupation, collate any comments relating from employees relating to safe cycling in the area.	Travel Plan Coordinator	Within 3 months of occupation and ongoing

10 Securing and Enforcing

10.1 It is confirmed that adequate funding will be put in place by the site owner in order to deliver the measures identified in this document.