

SHURGARD UK LIMITED

EXTENSION OF EXISTING SELF-STORAGE (B8) DEVELOPMENT:

UXBRIDGE ROAD, HAYES, LONDON BOROUGH OF HILLINGDON

Travel Plan

REPORT REF.
2203260-02A

January 2023

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Document Control Sheet

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Distribution

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1. INTRODUCTION

- 1.1. Ardent Consulting Engineers (ACE) has been appointed by Shurgard UK LTD to advise on the highways/transportation and infrastructure planning/engineering aspects of the proposals for the extension of the existing Shurgard self-storage facility at Uxbridge Road, Hayes.
- 1.2. The site is located within the local authority of the London Borough of Hillingdon (LBH) which is a borough authority within the Greater London area. LBH is also the local highway authority responsible for roads in the surrounding area. Transport for London (TfL) is the responsible authority for the public transport network in the vicinity of the site.
- 1.3. This TP supports a full application for extension of the existing self-storage facility (Use Class B8) on site with associated car and cycle parking facilities, accessed via the existing junction onto Uxbridge Road. The latest masterplan is shown at **Appendix A** for reference.
- 1.4. A Transport Statement (TS, **Report Reference 2203260-01**) has also been prepared by ACE to accompany the planning application for the proposed redevelopment. The TS assesses and identifies the change in traffic conditions associated with the proposals, including the predicted number of person trips by all modes of transport. Accordingly, where relevant, this TP makes references to the findings of the TS.
- 1.5. This TP has been prepared in accordance with the latest government advice and current best practices, with the aim of promoting the use of sustainable and active modes of travel for journeys to / from the site. It is primarily aimed at employees but may also have a positive effect on the travel choices of visitors to the site.

Scope of Report

- 1.6. This TP has been produced to set out a range of measures and incentives to facilitate and encourage all users of the site to utilise sustainable modes of travel wherever possible. This TP also identifies associated procedures for implementation and monitoring, along with suitable targets, to ensure the

overriding objectives of reducing single occupancy car travel and increasing uptake of sustainable modes are achieved.

- 1.7. A TP provides a long-term strategy for encouraging employees to minimise their need to travel, as well as to promote modes of transport other than the private motor vehicle. The aims of the strategy are: -
 - To promote travel opportunities by environmentally-friendly modes; and
 - To introduce a package of physical and management measures that will facilitate travel by other modes.
- 1.8. As this document has been prepared prior to the occupation of the proposed development, the details relating to travel patterns and mode share targets are considered to be indicative until such a time that actual travel patterns can be determined via on-site surveys and questionnaires. It is therefore the intention that the TP will be a 'living' document as further details on travel patterns, targets, measures and management will be provided throughout the lifetime of the TP. This will be developed through consultation with the local authority, LBH.

Purpose of a Travel Plan

- 1.9. A TP is defined by the Department for Transport (DfT) and by the Department for Communities and Local Government (DCLG) as: *a long-term management strategy for an occupier or site that seeks to deliver sustainable transport objectives through positive action and is articulated in a document that is regularly reviewed.*

- 1.10. The benefits from a TP can be loosely categorised under three main headings:

- Health Benefits;
- Environmental Benefits; and
- Financial Benefits.

Health Benefits

- 1.11. A reduction in the potential number of polluting vehicles on the roads surrounding the site will contribute to better air quality throughout the area. There are also

well documented health benefits associated with active travel, such as walking and cycling, which are increasingly being recognised as ways to reduce sedentary lifestyles and improve overall wellbeing.

- 1.12. Regular moderate physical activity (including walking and cycling), can help prevent and reduce the risk of cardiovascular disease, cancer, obesity, diabetes, stroke, mental health problems, high blood pressure, and musculoskeletal problems.

Environmental Benefits

- 1.13. Encouraging employees and visitors to make smarter, low carbon travel choices in the way they travel can reduce the impact that new and existing development across London has on the local environment and air quality.
- 1.14. An increase in car trips can also contribute to negative local environmental issues such as severance and blight. By encouraging sites to reduce car dependency, the local highway networks will benefit from a reduction in vehicular movements and local communities will benefit from less vehicular traffic and associated pollution.

Financial Benefits

- 1.15. There are financial benefits to be gained from increasing active travel rates and reducing harmful emissions produced by vehicles, both for individuals and for wider society.
- 1.16. Individuals (specifically employees) can benefit financially from travelling to and from a site with a TP in place due to the improved range of transport options available, some of which may be more cost-effective than private car travel.
- 1.17. An effective TP can help encourage employees and visitors to lessen their environmental impact by reducing emissions from transport, lead a healthier and more active lifestyle, and reduce financial wastage.

Policy and Guidance

- 1.18. TPs have become an important tool for the delivery of national, regional and local transport policy and commonly play an integral aspect within the planning process, fulfilling a role in encouraging more sustainable development.

1.19. This TP has been developed in conformance with the following documents where possible:

- National Planning Policy Framework [NPPF] (MHCLG, July 2021);
- National Planning Practice Guidance [NPPG] - Travel Plans, Transport Assessments and Statements (MHCLG, March 2014);
- Travel Planning for New Developments (TfL, November 2013);
- The London Plan (Greater London Authority, March 2021);
- Mayor's Transport Strategy (Greater London Authority, March 2018);
- LBH Local Plan

Report Structure

1.20. Following this introduction, the remainder of this report is structured as follows:

- **Section 2.0** describes the existing conditions in terms of the site's accessibility on foot, by cycle and public transport (including an analysis of PTAL);
- **Section 3.0** provides a description of the proposed redevelopment scheme including the proposed trip generation / attraction;
- **Section 4.0** provides details of objectives and targets;
- **Section 5.0** outlines the proposed package of measures and initiatives to encourage use of alternative modes of travel to the private car; and
- **Section 6.0** outlines the proposed TP monitoring and review process.

2. EXISTING SITUATION

2.1 This section of the report provides a review of the accessibility of the proposal site in transport terms.

Site Location

2.2 The application site is located at Uxbridge Road, Hayes as shown in **Plate 2.1** below.



Plate 2.1: Site Location

2.3 The site is currently operating as a self-storage unit, with the proposals intending to increase the floor space of the existing facility. The site currently comprises approximately 8,180sqm of B8 floor space.

- 2.4 Vehicular access to the existing site is via a priority junction onto Uxbridge Road, adjacent the Uxbridge Road / Delamere Road junction.
- 2.5 The surrounding area is in a largely built-up, primarily residential area although there is a significant industrial/retail development to the south, on the opposite side of Uxbridge Road.

Site Accessibility

Pedestrian & Cycle Access

- 2.6 Existing pedestrian & cycle access to the site is via the access road off Uxbridge Road.
- 2.7 Uxbridge Road benefits from footways on both sides of the road, as well as extensive street lighting.
- 2.8 A number of cycle routes are provided in the vicinity of the site as shown in **Plate 2.2** below.



Plate 2.2: Local Cycle Routes (OpenCycleMap.org)

2.9 Considering the presence of footways and cycle routes, the site is considered accessible on foot or by cycle.

Public Transport

PTAL Mapping

2.10 A PTAL (Public Transport Accessibility Level) assessment has been conducted for the proposal site, using the TfL WebCat tool. A plan showing the PTAL map of the site and surrounding areas is provided at **Plate 2.3** below.

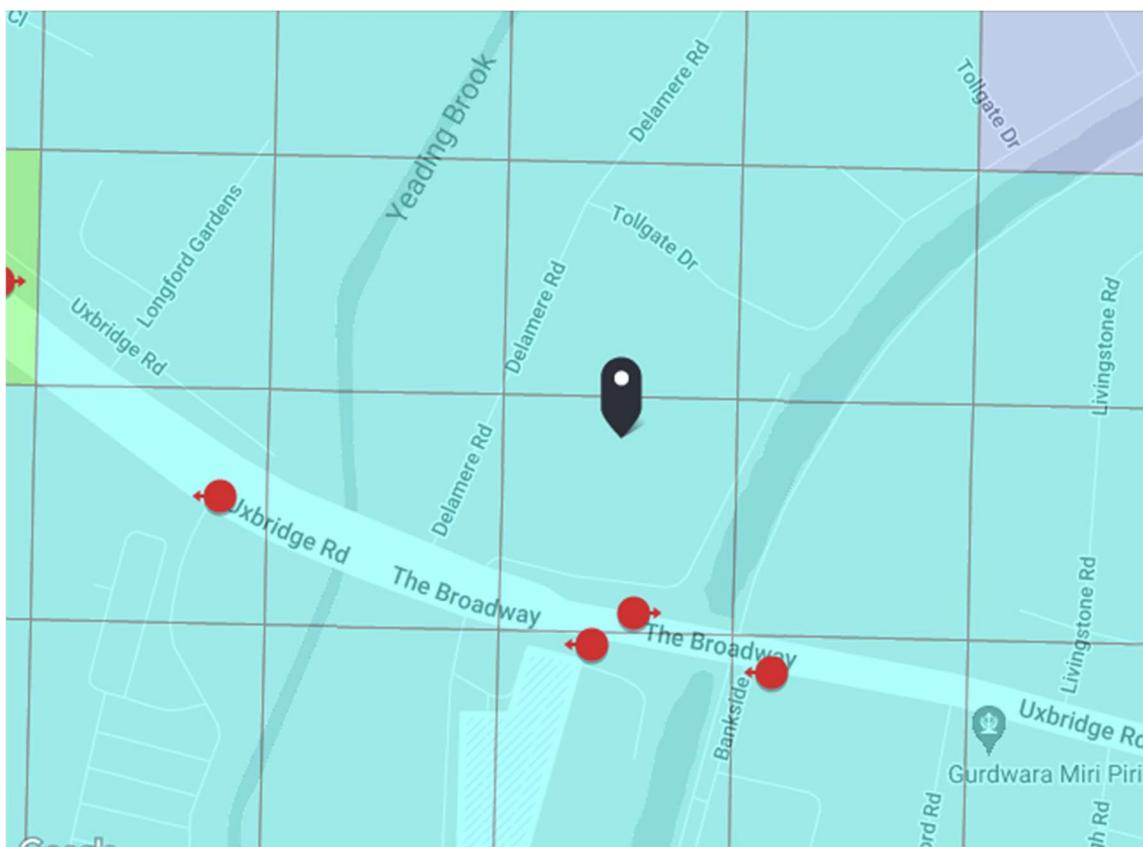


Plate 2.3: PTAL Map

2.11 Full PTAL Outputs are provided at **Appendix A** and indicates the site has a PTAL score of 2 in the current and future year scenarios.

Bus

2.12 The closest bus stops to the site are the 'Hayes Bridge' bus stops located on Uxbridge Road. The eastbound stop is located approximately 180 metres to the south, with the westbound stop located approximately 250 metres to the southeast of the site. The Hayes Bridge stops are served by the 207, 427 and night time N207 service. These services provide connections to Southall, Ealing, Acton, Shepherd's Bush and Uxbridge.

2.13 The nearest rail station to the site is Southall, which is approximately 1.8km (22 minutes walk) to the southeast. Southall Station is served by the Great Western Railway and the Elizabeth Line.

Local Highway Network

2.14 The site is currently accessed via a priority junction with Uxbridge Road. Uxbridge Road is a single carriageway road with dedicated bus lanes on both sides.

2.15 Uxbridge Road provides access to the A312 The Parkway, which in turn provides access to the M4 and A40.

3. THE PROPOSALS

3.1. A summary of the development is as follows:

- The partial demolition of the existing building on site and extension to provide additional self-storage floorspace (Use Class B8) with associated car and cycle parking facilities.
- The proposal seeks to demolish 1,540sqm GIA of existing floorspace. A total of 3,078sqm GIA floorspace will be installed at ground, first and third floors within the extension. Overall, including retained floorspace and demountable mezzanines, the Site can provide a maximum of 11,770sqm GIA class B8 floorspace. For the purposes of robustness this upper figure has been used to assess the impact of the proposals.
- The proposed development will provide a total of 20 car parking spaces of which one will be reserved for disabled users. In the unlikely event that larger vehicles require access to the site, two spaces can be utilised at once. 6 spaces will provide active electric vehicle charging infrastructure.
- Access to the site will be via the existing priority junction onto Uxbridge Road.

3.2. The proposed ground floor layout plan is provided on the Threesixty Architecture drawing '**21065GA-D-001**', provided at Appendix B.

Access Arrangements

3.3. Vehicular access to the site will be via the existing junction onto Uxbridge Road. All vehicles, including customer, staff and servicing vehicles, are to access the proposed development via the above junction.

3.4. Pedestrian and cycle access will also be via the existing access junction.

Parking Provision

3.5. The parking standards applicable to the proposed development are found in the adopted LBH Local Plan Part 2 Development Management Development Plan Document (January 2020).

3.6. Policy DMT 6: Vehicle Parking of the adopted LBH Development Plan states the following:

"Development proposals must comply with the parking standards outlined in Appendix C Table 1 in order to facilitate sustainable development and address issues relating to congestion and amenity"

3.7. The car parking standards for the borough are contained within Appendix C of the Local Plan. The maximum standards for the borough are detailed below in **Plate 3.1** below.

ALL OTHER B CLASS USES
2 spaces plus 1 space per 50 – 100 sqm of gross floorspace

Plate 3.1: LBH Maximum Car Parking Standards

3.8. Based on the above, the maximum number of spaces allowed on site would be 237.

3.9. In addition to the above, Table 10.4 of the London Plan 2021 provides maximum parking standards for B2 / B8 developments. Table 10.4 is replicated in **Plate 3.2** below.

Table 10.4 - Maximum office parking standards	
Location	Maximum parking provision*
Central Activities Zone and inner London	Car free^
Outer London Opportunity Areas	Up to 1 space per 600 sq.m. gross internal area (GIA)
Outer London	Up to 1 space per 100 sq.m. (GIA)
Outer London locations identified through a DPD where more generous standards apply	Up to 1 space per 50 sq.m. (GIA)

Plate 3.2: London Plan 2021 Maximum Car Parking Standards

3.10. Considering that the site lies within Outer London, the standards would allow a maximum of 117 car parking spaces ($11,770 \div 100 = 117.7$).

3.11. Policy 6.2(C) of the London Plan 2021 states the:

"B8 (storage or distribution) employment uses should have regard to these office parking standards and take account of the significantly lower employment density in such developments. A degree of flexibility may also be applied to reflect different trip-generating characteristics. A degree of flexibility may also be applied to reflect different trip-generating characteristics."

3.12. TfL have advised that the site lies within the Heathrow Opportunity Area, where parking standards are a maximum of 1 space per 600sq.m of B8 floorspace. The Heathrow Opportunity Area standards would therefore expect a maximum of 20 car parking spaces based on the GIA of the development ($11,770 \div 600 = 19.62$).

3.13. The proposed development provides a total of 20 parking spaces, as 4 visitor spaces and 16 customer spaces, and so is well within LBH and London Plan maximum standards detailed above, as well as according with the Heathrow Opportunity Area standards. One of the visitor spaces adjacent to the reception building will be reserved for disabled users whilst the majority are also suitable for light goods vehicles. Six spaces will provide electric vehicle charging infrastructure

3.14. In order to confirm that no overspill parking would result from the extension to the facility, a survey was undertaken of the existing operations on site of parking uptake. A survey of the site covering arrivals, departures and dwell times was

undertaken from Friday 1st July 2022 to Thursday 7th July 2022, inclusive. At this time, the facility was 92.3% occupied and therefore the parking demand has been factored accordingly. The weekday accumulation profiles have been averaged to provide a typical weekday.

3.15. The results of the survey have been used to calculate the parking accumulation profile of the existing development, which can be seen in **Plate 3.3** below.

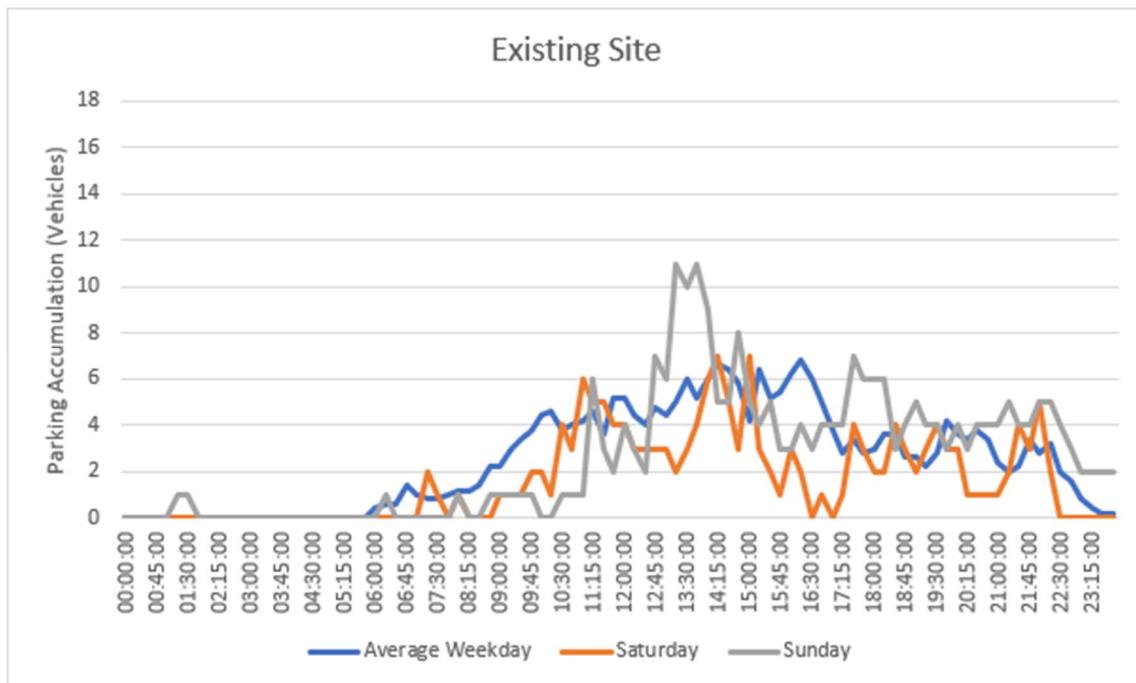


Plate 3.3: Existing parking demand

3.16. As demonstrated above, the maximum parking demand at any one time was 11 vehicles recorded around 13:30 to 14:15 on a Sunday. The maximum number of vehicles recorded on site during the busiest weekday was 7.

3.17. In order to calculate total existing demand, the number of cars has been factored up from the 92.3% occupancy at the time of the survey to replicate 100% occupancy. This predicted demand is shown in **Plate 3.4** below.

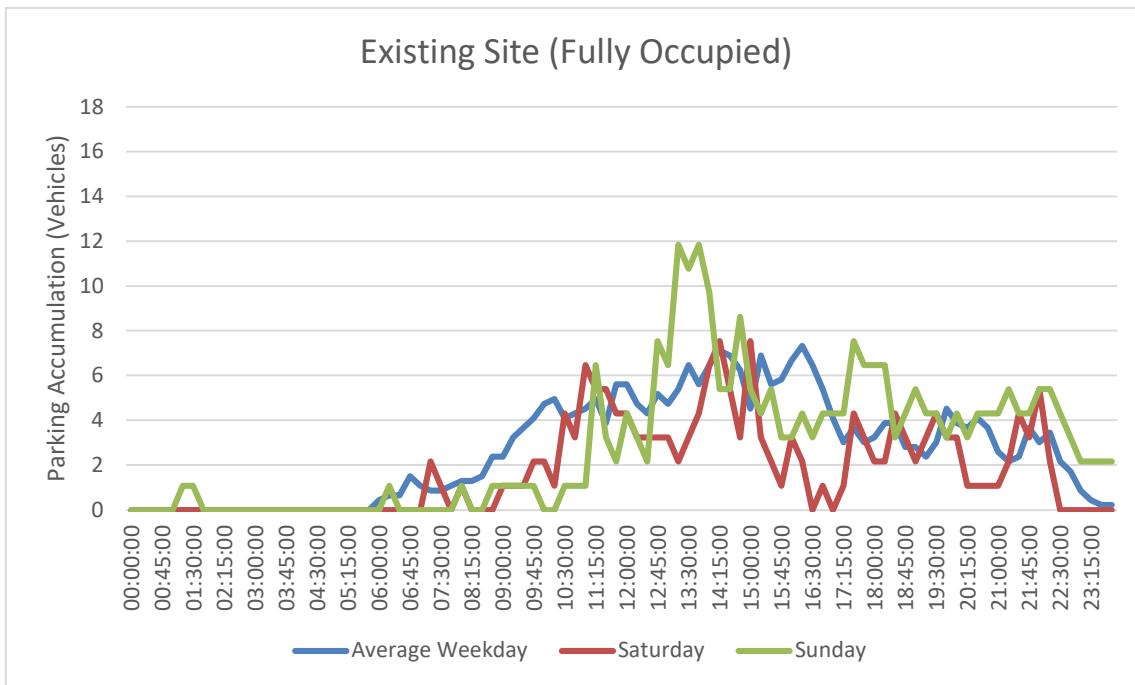


Plate 3.4: Existing (100% Occupancy) parking demand

3.18. To determine the parking requirements for the proposed development, the parking demand of the existing site has been increase pro-rata with the proposed maximum increase in floor area (i.e. a 44% uplift if mezzanines in the potential future scenario are included). The predicted future parking demand of the site is shown in **Plate 3.5** below.

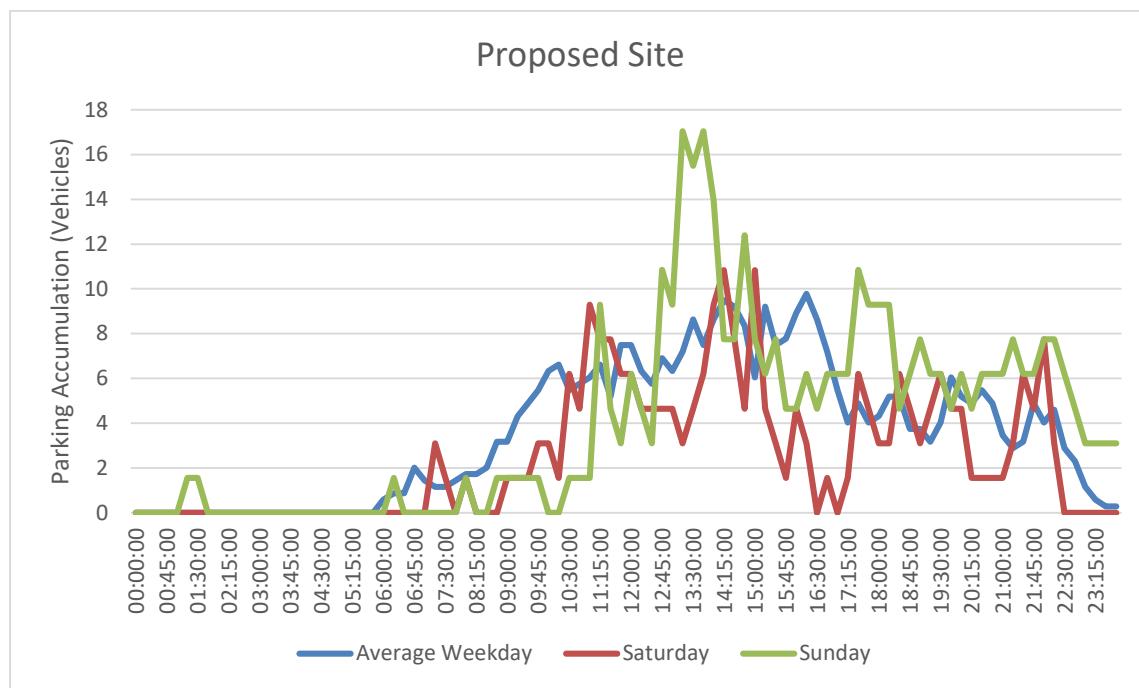


Plate 3.5: Predicted future parking demand

3.19. As demonstrated above, the maximum parking demand at any one time is expected to be 17 vehicles around 13:30 to 14:15 on a Sunday. The maximum number of vehicles expected during the average weekday is 10.

3.20. The 20 spaces proposed on site is therefore considered sufficient to accommodate all parking needs of the proposed development. The spare capacity on site would also allow larger vehicles to take up multiple spaces to unload in the unlikely event they are required, even during peak times, and if required larger vehicles can wait on the road with suitable space for a vehicle to pass available.

Cycle Parking

3.21. The cycle parking standards applicable to the proposed development are also found in the adopted LBH Local Plan Development Management Development Plan Document (January 2020).

3.22. Policy DMT 6: Vehicle Parking of the adopted LBH Development Plan states the following:

"Development proposals must comply with the parking standards outlined in Appendix C Table 1 in order to facilitate sustainable development and address issues relating to congestion and amenity"

3.23. The cycle parking standards for the borough are contained within Appendix C of the Local Plan. The minimum standards for the borough are detailed below in **Plate 3.1** below.

(b) B2 – B8 (General Industry storage and distribution)

1 per 500

Plate 3.2: LBH Minimum Cycle Parking Standards

3.24. Based on the above, the standards would expect a minimum of 24 spaces ($11,770 \div 500 = 24$).

3.25. Table 10.2 of the London Plan 2021 provides minimum parking standards for B2 / B8 developments. An extract of Table 10.2 showing the cycle parking standards for B2 / B8 uses is provided in **Plate 3.3** below.

Use Class	Long-stay (e.g. for residents or employees)	Short-stay (e.g. for visitors or customers)
B2-B8 general industrial, storage or distribution	1 space per 500 sqm (GEA)	1 space per 1000 sqm (GEA)

Plate 3.3: London Plan 2021 Minimum Cycle Parking Standards

3.26. Based on the above, the standards would expect a minimum of 13 long-stay cycle parking spaces ($11,770 \div 500 = 24$) and a minimum of 12 short-stay cycle parking spaces ($11,770 \div 1000 = 12$).

3.27. The proposed development provides a total of 32 cycle parking spaces, as 22 long stay spaces and 10 short stay spaces. The proposals therefore accord with London Plan standards. Furthermore, of the 10 short stay spaces 2 cargo bike spaces are provided to encourage sustainable transport of goods.

3.28. Based on the existing operation of the site which incorporates no parking for cycles, the proposed provision represents a significant improvement in respect of encouraging greater levels of cycling. Additionally, due to the nature of the use on-site – long-term storage of items – the proportion of customers visiting the site via cycle is likely to be significantly lower than the typical B2 / B8 development. As such, the proposed cycle parking provision is considered suitable for use, and will mostly be used by staff.

Predicted Travel Patterns

3.29. As part of the TS that has been prepared in support of the application, the peak hour trip generation of the approved development was established from a survey assessment of the existing site. Utilising this information, the potential numbers of trips associated with the development are shown in **Table 3.1** below.

Table 3.1: Proposed Development Trips

Weekday AM peak period (08:00-09:00) – Two-way trips						
Cars	LGV	OGV1	OGV2	PSV	M/B	Cyc
Total Existing Trips (11,770sqm - B8)	1	1	0	0	0	0
Weekday PM peak period (17:00-18:00) – Two-way trips						
Cars	LGV	OGV1	OGV2	PSV	M/B	Cyc
Total Existing Trips (11,770sqm - B8)	7	7	0	0	0	0

3.30. As shown in Table 3.1, the number of vehicles accessing the site is low in both peak hours.

Baseline Data

3.31. Establishing baseline travel patterns is necessary to enable the progress of the TP to be measured. However, this can only be confirmed once the development is built-out and fully occupied. Therefore, for a TP prepared in advance of occupation, such as in this case, it should initially be assessed against the anticipated trip generation / attraction by travel mode set out within the

corresponding TS (as reproduced above). These estimates therefore help to inform the initial TP targets set out in **Section 4.0** of this document.

3.32. An initial travel survey will be undertaken within the first 3 months of occupation of the site. This survey will be undertaken by on-site management staff, who will undertake the role of Travel Plan Coordinator (TPC), with the survey ascertaining staff travel patterns, specifically recording:

- Typical Mode of Travel used to Travel to Site
- If car, how many occupants
- Origin of trip (part postcode)
- Use of cycle parking
- Use of car parking spaces

3.33. Subsequent surveys will be undertaken in years 1,3 and 5 to monitor travel.

4. OBJECTIVES AND TARGETS

- 4.1. This section sets out the objectives for the TP, as well as targets for the short and medium term. It also includes information regarding indicators through which progress towards meeting the targets of this plan will be measured. Further information on monitoring and review of the TP can be found in **Section 5.0**.
- 4.2. Objectives are the high-level aims of the TP, giving it direction and providing a focus. Targets are the measurable goals by which progress can be assessed. Indicators are the elements which will be measured in order to assess progress toward meeting the final and interim targets.
- 4.3. The primary aim of this TP is to: '*Minimise single occupancy car trips associated with the development site, by promoting and encouraging the use of more sustainable alternatives.*'

Objectives

- 4.4. The primary objectives of the TP are set out below and shall:
 - Provide a commitment to develop the site with suitable facilities which will encourage users to travel to and from the site in a sustainable manner;
 - Reduce dependency on single occupancy car-borne trips at the development;
 - Market the sites accessibility to key amenities via public transport and active travel modes to influence travel behaviour of employees and visitors; and
 - Implement effective travel targets which are SMART (Specific, Measurable, Achievable, Realistic and Timely).

Targets

- 4.5. In order to achieve measurable outputs from the TP process, it is important to establish targets from the outset, against which progress can be measured. These targets will be set against the "SMART" criteria as follows:

- **Specific:** A target to maintain the level of vehicle trips identified to be met within five years of occupation.
- **Measurable:** The number of employees using each mode of transport will be measured and monitored using the travel surveys outlined later in this section. This will include details on travel times / patterns to allow the number of journeys to be determined, including by single occupancy car driver.
- **Achievable:** It is considered that given the site's location, in close proximity to public transport and the good potential for employees to walk and cycle to / from the site, then these targets are achievable.
- **Realistic:** It is considered that a target to maintain the level of vehicular trips is realistic given the measures and initiatives contained within this TP, the restricted level of car parking at the site and the potential available to employees and visitors to use alternative travel modes.
- **Time-bound:** The targets are to be met within five years of initial occupation of the development.

4.6. The baseline level of trips will be updated following an initial travel survey, which will be undertake within 3 months of occupation.

5. MEASURES AND INITIATIVES

- 5.1. The measures proposed in this TP are primarily intended to encourage staff to use non-car modes of transport for trips to and from the self storage facility. This TP has therefore identified measures to encourage such active modes of travel and achieve the targets set out in this report.
- 5.2. The measures combine “hard measures” such as site design and infrastructure, with “soft measures” including marketing, promotion and awareness among employees. However, some of these may be subject to change, and additional measures may also be provided that will be of benefit of the scheme at a later date.
- 5.3. TfL guidance states that a TP should set out the long-term management strategy for existing or proposed developments and seek to integrate proposals for increasing sustainable travel by the future occupier(s) of the site.

Travel Plan Co-ordinator

- 5.4. To ensure the delivery and management of the TP, a TPC could be nominated to promote and implement the various initiatives.
- 5.5. The TPC shall be a member of staff appointed by Shurgard with the appropriate skills, budgetary provision and resources to fulfil the role. The TPC is required for the lifespan of the TP.
- 5.6. The contact details for the TPC will be submitted to LBH upon appointment to the role and included within the TP.
- 5.7. The TPC will be the first point of contact for staff on any matters regarding travel to and from the site, and will also raise issues on their behalf with LBH and local public transport operators.

5.8. Responsibilities of the TPC duties include, but are not limited to:

- Co-ordinating effective marketing and awareness campaigns to promote sustainable travel (i.e. Travel Information leaflets);
- Co-ordinating the data collection / travel surveys of staff travel behaviour, where appropriate; and
- Managing the ongoing monitoring, and production of required reports following the travel surveys.

Measures to Promote Walking and Cycling

5.9. Travel Information Notice Boards could be provided which will act as a platform to promote sustainable and active travel and provide in house public transport information. Information on the best pedestrian routes to and from the site will be provided by the TPC for the benefit of staff.

Measures to Promote Walking and Cycling

5.10. Dedicated and conveniently located cycle parking is provided for staff and customers to use. Demand for this parking will be monitored by the TPC and should demand increase above provision, further cycle spaces will be considered.

5.11. The following measures will be put in place to promote walking and cycling: -

- Advertising the health benefits of walking and cycling through promotional material;
- Encouraging people to cycle to and from the site by ensuring cycle parking facilities are freely available. In addition, a mixture of cycle parking will be provided;
- Advertisement of online walking and cycling maps and sustainable travel planners ;
- Promotion of national campaigns, for example Walk to Work, National Bike Week, and Cycle to Work Day; and
- Negotiation of discounts for staff on purchase of bikes and equipment with cycle outlets.

Measures to Promote Public Transport

5.12. Increased use of public transport is a fundamental aspect of the Government's sustainable transport strategy. The benefits of travelling by public transport can include:

- No need to park;
- Traffic free routes; and
- Being able to relax, read or work while travelling.

5.13. It is important to recognise that, where possible, walking and cycling are usually favourable to public transport because they have fewer environmental impacts and offer health benefits. Nevertheless, public transport remains important, particularly for journeys of more than 5 miles (8 kilometres).

5.14. The following measures have been considered to promote public transport usage:

- Provision of up to date timetable and route map information;
- Links to information services, e.g. National Rail Enquiries, TfL and Traveline;

6. MONITORING AND REVIEW

- 6.1. This TP is to be subject to a continuous process for improvement, requiring monitoring, review and revision to ensure it remains relevant. This document sets out the proposals for monitoring and review of the full TP over the first five years of the occupation of the development.
- 6.2. This section sets out the specific monitoring proposals associated with the site and the means by which the TPC will assess progress towards the targets outlined earlier in this document. All monitoring will be carried out by or procured by the TPC and funded by the end developer.

Monitoring

- 6.3. Travel surveys will be coordinated in order to gain an overview of the effectiveness of the various measures implemented. The initial survey will provide details of the baseline mode share of employees. This will provide the information base for future monitoring and the baseline targets
- 6.4. Following on from this initial survey, subsequent surveys will be undertaken in years 1,3 and 5.

Review

- 6.5. Surveys will be undertaken in years 1,3 and 5 and reviewed by senior management to ensure that suitable measures are in place, with remedial measures such as a further marketing of national or local events and benefits of sustainable travel.

Appendix A



SCALE DATE DRAWN CHECKED
1:250 Jun'22 AF DA

PROJECT
SHURGARD UK
UK04 - HAYES
LONDON UB4 0HD

DRAWING
Site Plan
As Proposed

Threesixty
Architecture

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DRAWING No.
21065GA-D-001D