

Travel Plan  
January 2024



# NNR House

Stanwell Road, Feltham

NNR Global Logistics UK Ltd

## Document History

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The content of this report is based on information available as of January 2024, the validity of the statements made may therefore vary over time as planning guidance and policies as well as the evidence base change.

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## 1 Introduction

- 1.1 This Travel Plan has been prepared by EAS Transport Planning Ltd on behalf of NNR Global Logistics UK Ltd (hereinafter referred to as the 'client') regarding the proposed redevelopment of NNR House, Stanwell Road, Feltham (hereinafter, the 'site').

### The Site

- 1.2 The site under consideration is located within an industrial and warehousing area, set just outside and to the south-east of Heathrow Airport. The full address of the site is NNR House, Stanwell Road, Feltham, TW14 8NG.
- 1.3 The site is set at the south-western corner of the London borough of Hillingdon ('LBH'), who therefore act as the local planning authority, as well as the local highway authority.
- 1.4 A map showing the location of the site is contained at **Appendix A**.

### The Scheme

- 1.5 It is proposed to replace the existing NNR House building with up to date premises in line with the company's growth. The scheme thereby proposes the development of 1,273sqm of Warehousing space (Use class B8), 535sqm of Office space (use class E(g)(iii)), 295sqm of Service Areas and 56sqm of Staff Facilities.
- 1.6 It is also proposed to re-arrange the site car park around the proposed structures on the site, to include 38 car parking spaces as well as 6 cycle parking spaces.
- 1.7 The proposed site plans are contained at **Appendix B**.

### Planning History and Highways Pre-application Advice

- 1.8 The site under consideration has been developed a while back, and as such no recent planning applications have been submitted within. The more recent application dates back to 2008.
- 1.9 With the preliminary proposals in mind, a combined planning and highways Pre-application Advice was requested from the LBH by the planning and design team.
- 1.10 In this regard, whilst the proposals were welcomed positively, it was recommended that a Travel Plan is included to support this proposal through the planning process.
- 1.11 This travel plan aims to positively influence the travel patterns and behaviours of NNR Global Logistics UK Ltd's employees, in aid of reducing reliance on the use of private cars in travelling to work, and in carrying out their work duties, through the encouragement of greater use of public transport and other sustainable methods.

### What Are Travel Plans?

- 1.12 A Travel Plan is a long-term management strategy for an organisation or development that seeks to deliver sustainable transport objectives through action and is articulated in a document that is reviewed regularly.

- 1.13 A Travel Plan involves identifying an appropriate package of measures aimed at promoting sustainable travel, with an emphasis on reducing reliance on single occupancy car journeys. It can also assist in meeting a range of other objectives, as discussed elsewhere in this document.
- 1.14 Travel Plans can assist in increasing accessibility whilst reducing congestion, local air pollution, greenhouse gases and noise. Importantly, a Travel Plan can also increase business efficiency and equality, which is why an increasing number of organisations are deciding to produce voluntary Travel Plans.
- 1.15 A well-developed Travel Plan can mitigate adverse traffic impacts of a development and the Government recognises their importance in achieving improvements in transport conditions at the local level.
- 1.16 The Department for Health publication Choosing Health: Making healthy choices easier (2004) recognised the health benefits of walking or cycling, as have several campaigns since then. Active travel as part of a Travel Plan enables people to enjoy these health benefits as part of their daily routine.

### Travel Plan Objectives

- 1.17 The main reasons for drawing up and implementing this Commercial Enterprise Travel Plan are to:
- demonstrate to LBH, the client's commitment to provide a commercial development with suitable facilities which will encourage local employees to travel to and from the site in a sustainable manner;
  - set out the necessary survey and monitoring requirements needed to assess the performance of the Commercial Travel Plan;
  - reduce the local employees' dependency on car-borne trips;
  - inform employees of the health benefits of sustainable travel;
  - market the site's accessibility to nearby key amenities and destinations via public transport; and
  - where applicable, ensure that service trips can be consolidated or avoided.
- 1.18 The Travel Plan will be regularly reviewed, reflecting the understanding that a Travel Plan is in a continuous process of improvement requiring monitoring and revision to ensure that it remains relevant to the site and those using it.
- 1.19 The full document will be produced in the light of travel surveys that will be carried out when the Commercial developments have been occupied. Monitoring reports will be produced in years 3 and year 5 in accordance with the requirements of the Section 106 Agreement. These will be informed by monitoring surveys.
- 1.20 The document will then be fully reviewed at this juncture; if the targets of the plan have been achieved the status of the plan maybe downgraded to voluntary, however should the targets not be met LBH may wish to negotiate new measures within a revised plan for a further period of time.
- 1.21 This Enterprise Travel Plan has been prepared by:

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### Aims & Structure of the Travel Plan

- 1.22 This Travel Plan has been produced with reference to the Department for Transport's Good Practice Guidelines: *Delivering Travel Plans through the Planning Process* (April 2009), the Travel Planning Guidance (2013) produced by Transport for London ('TfL') and WestTrans guidance on Travel Plans, and the LBH's online Travel Plan guidance, including the Supplementary Planning Document Planning Obligations (July 2014).
- 1.23 The contents of this Travel Plan are as follows:
- Section 2 – Reviews local travel planning policy;
  - Section 3 – Gives a Site Assessment;
  - Section 4 – Details Travel Patterns & Surveys;
  - Section 5 – Describes the Objectives and Targets;
  - Section 6 – Describes the Strategy, Monitoring and Review for the Travel Plan;
  - Section 7 – Details the Measures and Initiatives in the Travel Plan;
  - Section 8 – Explains the TP monitoring and review processes;
  - Section 9 – Reviews the implementation of the Travel Plan; and
  - Section 10 – Describes the proposed securing and enforcement of the TP.

## 2 Policy Context

- 2.1 This section sets out the policy context. Development and growth are encouraged at National, regional, and local level. How this is made sustainable in the longer term is by encouraging walking, cycling and public transport use.

### National Planning Policy Framework

- 2.2 Travel planning has been a tool at reducing car dependency for a number of decades. The National Planning Policy Framework ('NPPF'), the highest national planning policy document in the country, highlights the importance of using Travel Plans in improving sustainable travel options to and reducing dependency on the single car.
- 2.3 Within Paragraph 113 of the current NPPF (issued in July 2021), it is noted that all developments that will generate significant levels of movement are expected to include a Travel Plan, which would target modal shift towards more sustainable modes of travel.

### The London Plan

- 2.4 The London Plan was formally published on the 2<sup>nd</sup> of March 2021 by the Mayor of London. This document is defined as:

*"The new London Plan marks a break with previous London Plans, it represents a step-change in our approach and serves as a blueprint for the future development and sustainable, inclusive growth of our city.*

*The new London Plan encourages developments with greater public transport accessibility, lower parking provisions and higher housing density."*

- 2.5 Policy T1 'Strategic approach to transport' states the Mayor's ambition to provide a significant increase in trips made using sustainable modes of travel:

*"A Development Plans should support, and development proposals should facilitate:*

*1) the delivery of the Mayor's strategic target of 80 per cent of all trips in London to be made by foot, cycle or public transport by 2041*

*...*

*B All development should make the most effective use of land, reflecting its connectivity and accessibility by existing and future public transport, walking and cycling routes, and ensure that any impacts on London's transport networks and supporting infrastructure are mitigated."*

- 2.6 Figure 10.1 of this plan also clarifies the above target, which splits this 80% strategic target between Inner London and Outer London areas. In this regard, it is proposed that the percentage in Outer London Boroughs increase from 60% in 2015 to 75% in 2040 i.e., aiming at achieving a wider increase of circa 25% of trips making use of sustainable modes of travel.
- 2.7 Policy T4 states that:

*“B) When required in accordance with national or local guidance, transport assessments/statements should be submitted with development proposals to ensure that any impacts on the capacity of the transport network (including impacts on pedestrians and the cycle network), at the local, network-wide and strategic level, are fully assessed.*

...

*Travel Plans, Parking Design and Management Plans, Construction Logistics Plans and Delivery and Servicing Plans will be required having regard to Transport for London guidance.”*

2.8 Policy T6.2 Office Parking (point D) states that:

*“Outer London boroughs wishing to adopt more generous standards are required to do so through an evidence-based policy in their Development Plan that identifies the parts of the borough in which the higher standards will be applied, and justifies those standards, including:*

...

*5) a requirement (via Travel Plans) to reduce car parking provision over time and convert it to other uses”*

#### Local Policy – LB Hillingdon

2.9 The Hillingdon Local Plan is formed of two separately adopted documents – the Strategic Policies adopted in 2012, and the Development Management Policies, adopted in 2020. The two sections of the Local Plan form the council's future development strategy, setting out a framework and detailed policies to guide planning decisions.

2.10 These documents are in turn supported by Supplementary Planning Guidance ('SPG') documents, such as the Planning Obligations document issued in July 2014.

2.11 In this regard, the Planning Obligations SPG requires the preparation of Travel Plans for schemes which employ more than 20 staff on site. Being smaller than 2,500sqm in size, an Enterprise scale Travel Plan would suffice.

2.12 The SPG also states the following with regard to Travel Plans:

*“All new developments should make provisions to encourage cycling and walking and for places of employment to encourage staff and visitors to use more sustainable modes of transport rather than rely on car use. For developments in an AQMA, the Travel Plan should include measures that produce quantifiable emission benefits and in certain cases air quality monitoring may be required.*

*Examples of individual measures within a Travel Plan may include:*

- *Secure cycle parking and changing facilities;*
- *Safe pedestrian routes;*
- *Facilities for public transport, such as bus stops and lay-bys;*



- *Management and use of parking spaces, so that priority is given to certain categories of people, e.g. disabled people, people with children, visitors, or cars with more than one occupant, electric or low emission vehicles;*
- *The removal of parking spaces after a specified period, or when access to the site is improved (e.g. new public transport routes, cycle lanes);*
- *Car free housing developments;*
- *The provision of information on public transport, walking and cycling access to the site;*
- *Details on deliveries to the site, covering specification of vehicles and hours of operation, and specifications for lorry parking and turning spaces; and junction and road layouts;*
- *Employment of a travel plan co-ordinator for the site with responsibility for monitoring;*
- *Setting targets on the proportion of employee trips to be made by public transport and other alternative modes of transport; and*
- *Setting up or participating in City Car Clubs for residents or employers."*

### 3 Existing Site Assessment

- 3.1 The site and its surrounding areas are reviewed in terms of transport sustainability, and the adequacy of the local highway network, in context of the proposed scheme.

#### Site Location and Local Facilities

- 3.2 **Appendix A** contains a location plan showing the site's location just north of the boundary of and within the London Borough of Hillingdon.
- 3.3 The site is therefore located on the northern side of Stanwell Road near the north-western corner position between Stanwell Road and Great South-West Road (A30). Terminal 4 of Heathrow Airport is located just 650m north of the site and is accessible via the preceding junction to the north on the A30.
- 3.4 Bedfont local centre is located within a walkable range on Staines Road, in Feltham, being located around 1.3km to the east of the site, and offering range of shops and businesses that includes facilities that may need to be accessed by staff including:
- local supermarkets and convenience stores;
  - other local food shops, such as a grocer and butcher;
  - coffee shops, restaurants and take away shops;
  - pharmacies and opticians;
  - beauty parlours, hair dressers, and barber shops;
  - doctors and dentists; as well as
  - a wide range of shops and businesses.
- 3.5 There are also a range of schools within the local residential areas, near the proposed development, together with a number of places of worship.

#### Site Function

- 3.6 The existing site comprises a total of 0.19 hectare (0.5 acres) and is occupied by the current commercial facility of NNR Global Logistics UK Ltd (known as NNR House). The facility is formed of an office block fronting the site (known as NNR House), and the warehouse at the rear of the site.
- 3.7 There are circa 38 car parking spaces at the site, which are located to the front and western side of the existing building. Some of these spaces are only informal spaces.
- 3.8 These car parking areas are accessed via Bedfont Cross, which is a small access road off Stanwell Road serving this site and three other neighbouring industrial plots nearby.
- 3.9 It is proposed to replace the existing NNR House building with a more up to date premises in line with the company's growth. The redevelopment scheme thereby proposes the enhancement of the existing office and service areas (including significant improvements to staff facilities) as well as the warehousing space.

### Public Transport - General

- 3.10 The Public Transport Accessibility Level ('PTAL') Index is used to derive accessibility maps for London. The Public Transport Accessibility Index ('PTAI') at the front of the site is 5.08 and of 1.98 at the rear of the site. These PTAIs equate to a PTAL classification of between 1a and 2 or 'Very Poor' and 'Poor' (PTAL score ranges of 0 to 2.5 and 5 to 10).

### Public Transport - Bus

- 3.11 There are existing bus stops located close to the site, from where bus service 203 can be boarded. Bus services H25 and H26 can be boarded from St Mary's Church bus stops, circa 425m, east of the site.
- 3.12 Route 203 runs between Staines-upon-Thames and Hounslow Town Centre, via Ashford Hospital, Stanwell, Bedfont, Hatton Cross, and Hounslow West. There are 3 buses an hour during weekday peak hours.
- 3.13 Route H25 runs between Hatton Cross and Crane Park in Feltham, via Bedfont, Feltham, and Hampton, offering 5 buses an hour on weekdays. Route H26 runs between North Feltham and Hatton Cross via Feltham Town Centre and Bedfont, serving 4 buses an hour on weekdays.
- 3.14 A little further away from the site is route 116 which stops at Spinney Green Bus stops, circa 550m walk south-east from the site, which runs between Ashford Hospital and Hounslow, 5 times per hour during weekday peak hours.
- 3.15 National Express routes 201, 202, 203, 205, 250, A30 and A40, as well as local services 482 and 490 stop outside Heathrow Terminal 4, circa 1.2km walk north of the site. These services link the local area to a variety of destinations around the country, including Braintree, Bristol, Central and West London, Colchester, Gatwick Airport, Ipswich, Poole, Portsmouth, Southampton, Stansted Airport, Swansea, and Wales.
- 3.16 Routes 482 and 490 link Heathrow and the local area to Richmond, and Southall, via Feltham, Hampton, Hatton Cross, Hounslow, and Twickenham, with weekday peak hour frequencies of 3 and 6 services per hour respectively.
- 3.17 The local bus spider map is included in **Appendix C**.

### Public Transport - Rail

- 3.18 Heathrow Terminal 4 Rail and London Underground ('LU') Station is located around c. 1.2km walk north of the site and links the local area to the LU Elizabeth Line, and the LU Piccadilly Line.
- 3.19 The LU Elizabeth Line (formerly known as Crossrail) is London's newest rail service, running east to west across the city and beyond, linking the local area to London Paddington, Bond Street, Tottenham Court Road, Farringdon and Liverpool Street Stations in Central London, as well as other stops along the routes east to Shenfield or Abbey Wood. Separate western branches of the Elizabeth Line also continue to Heathrow Terminal 5 and Reading in the west. This network provides 4 services per hour terminating at this station.
- 3.20 The Piccadilly Line network provides around 6 departures per hour in each direction between Heathrow and Cockfosters, via Central London, also stopping at Hammersmith,

Earl's Court, Knightsbridge, Piccadilly Circus, Holborn, King's Cross & St Pancras International, and Finsbury Park.

- 3.21 A little further away, at around 2.7km walk east of the site, is Feltham Rail station, which forms part of the South Western Railway network, which runs between London Waterloo and Reading, Windsor or Weybridge. This network provides 6 services in each direction, and is served by bus route H25.
- 3.22 Details of all the local rail services from these stations is contained in **Appendix D**.

### **Active Travel - Walking and Cycling**

- 3.23 The immediate pedestrian environment outside the site is typical of an outer London industrial area, site with wide footways on both sides of Stanwell Road.
- 3.24 Formal pedestrian crossing facilities are available nearby at the junction of Stanwell Road with Great South West Road (A30).
- 3.25 A shared footway-cycleway facility runs along the western side of the A30, circa 1.5m in width.
- 3.26 The nearest sections of the National Cycle Network are located within Staines-upon-Thames, being Route 4 of this network, which terminates within the local town centre. This network can be reached locally via shared footway-cycleway facilities on the A30.
- 3.27 Both TfL and Cyclestreets have online cycle journey planners available for determining suitable cycle routes to and from the site.

## 4 Travel Plan Management

### Travel Plan Co-ordinator

- 4.1 The Travel Plan Co-ordinator shall mean a permanent member of staff appointed by the clients with the appropriate skills, budgetary provisions, and resources to fulfil the role.
- 4.2 This person should be identified from the outset and will lead on writing and implementing the Travel Plan. This person will either have the authority to make decisions themselves or have the direct support of a senior manager who can facilitate decision-making.
- 4.3 The person appointed will need to have:
  - the support of the client company's Senior Management; and
  - access to other support networks such as, IT, finance, administration, and HR, to undertake the required measures and initiatives.
- 4.4 The appointment of a Travel Plan Co-ordinator is crucial as there must be a point of contact to successfully implement the Travel Plan. The contact details for the Travel Plan Co-ordinator must be submitted to LBH's Sustainable Travel Planning Team upon appointment to the role.
- 4.5 The Travel Plan Co-ordinator ('TPC') will be made responsible for developing and implementing the TP and collecting data from the organisation. They will lead on this initiative and act as the correspondent between the local authority and the organisation. The TPC will ensure ongoing development and implementation of the plan, taking responsibility for liaison with the external agencies as appropriate, whilst ensuring that the workforce and visitors are kept fully informed of any new developments in the plan's implementation.
- 4.6 The duties of the Travel Plan Co-ordinator will include to:
  - present a business case to secure a budget for Travel Plan development and ensure efficient and effective use;
  - undertake annual Staff Travel Surveys over five consecutive years and supply evidence of this, as required, to the District and the County Councils;
  - take responsibility for data collection and review of the Travel Plan;
  - oversee the development and implementation of the Travel Plan on a day-to-day basis;
  - obtain and maintain commitment and support from senior managers, staff, union representatives, etc.;
  - design and implement effective marketing and awareness-raising campaigns to promote the Travel Plan;
  - set up, co-ordinate and attend Steering Groups, Working Groups, etc;
  - act as a point of contact for all staff requiring information;
  - ensure the travel information available is always up to date;
  - liaise with external organisations, e.g., local authorities;
  - negotiate with transport operators to secure discounts for staff;

- co-ordinate the monitoring programme for the Travel Plan, including target setting (in agreement with LBH) and make necessary changes if the targets are not being met; and
  - source and supply travel information packs for all site users.
- 4.7 The contact details for the Travel Plan Co-ordinator will be submitted to LBH's Sustainable Travel Planning Team upon appointment to the role.

### Partnerships

- 4.8 Partnerships are an important aspect to the success of a Travel Plan. By building partnerships with other businesses and community groups we can share best practice and develop new travel initiatives.
- 4.9 Partnerships can be formed from Steering Groups, Representatives from other businesses on site, local Public Transport groups, local walking and cycling groups and many others.
- 4.10 Duties of the partnerships can include Working with the Travel Plan Co-ordinator to develop new idea and engage employees on sustainable means of travel, Act as a communication channel between employees and the Travel Plan Co-ordinator and hold regular meetings with all parties involved to identify area for improvement.

### Travel Plan Steering Group

- 4.11 A Steering Group or reference group is important to the success of a Travel Plan.
- 4.12 A Steering Group can be organised that could include the TPCs for the employers, and employees of the commercial premises, and nearby residents or nearby businesses.
- 4.13 The Group can help ensure that different stakeholders are represented during the development of the plans and can contribute to identifying and implementing compatible strategies that span across many areas of concern. It may also allow opportunities for sharing knowledge, experience, valuable information, and contacts.

### WestTrans

- 4.14 The organisation WestTrans provide information on producing Travel Plans in London, including suggestions of measures and initiatives to encourage active and public transport use over use of private vehicles.
- 4.15 WestTrans is a partnership formed of the six west London Boroughs of Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon and Hounslow. WestTrans also work with TfL to identify, develop and implement transport projects to the benefit of the sub-region.
- 4.16 The WestTrans Partnership also contribute advice to local leaders in relation to the development of an appropriate transport strategy for West London, and provide a platform to lobby regional and national government.
- 4.17 The WestTrans Partnership helps develop and deliver strategic transport improvement programmes, in line with local and regional objectives, and provide support on transport issues to a wide range of key West London stakeholders.



### Likely Transport Patterns

- 4.18 To establish the baseline travel patterns expected from the site, 2011 Census Data has been interrogated to establish the Method of Travel to Work within the local Workplace Population (dataset WP703EW). The 2011 Census remains the most recent set of population data available for local Output Area, as the 2021 datasets published so far does not include this dataset.
- 4.19 It is worth adding that whilst the 2021 dataset for the local MSOA is available, the use of that data is considered dissimilar to the site at hand, as the wider MSOA includes Heathrow Airport, which includes dedicated Bus, Train, and Underground networks. The variation in mode of travel between the 2011 and the 2021 datasets was noted to be quite limited.
- 4.20 Table 4.1 below therefore shows the data for the local Workplace population (E33029974) sets out the travel commute patterns within the immediate surrounding area that the site is within.

Method of Travel to Work (2011 census)	Number	%
Underground, metro, light rail, or tram	6	1.7%
Train	6	1.7%
Bus, minibuss, or coach	22	6.4%
Taxi	1	0.3%
Motorcycle, scooter or moped	3	0.9%
Driving a car or van	286	83.4%
Passenger in a car or van	7	2.0%
Bicycle	2	0.6%
On foot	10	2.9%
Other method of travel to work	0	0.0%

*Table 4.1 Assumed Travel to Work mode share within the local Workplace Population*

- 4.21 Table 4.1 suggests that 86% of employees currently commuting within the local area, travel to work via driving a car or van, whilst just 13% of local employees currently travel to work via a sustainable mode of travel. Therefore, there is definitely significant progress to be made in influencing employees to use a more sustainable mode of travel to and from the workplace.
- 4.22 The full Census dataset is contained in **Appendix E**.

### Proposed Baseline Survey

- 4.23 The figures assumed in Table 4.1 being generic for the local Workplace Zone, while appropriate for planning purposes, may not reflect the actual modal split at this location, owing to the particular set of local circumstances, i.e., public transport, local shops and services etc. in relation to the staff members. Therefore, in order to obtain figures directly related to the staff employed at the redeveloped set, a baseline survey is proposed to be undertaken.
- 4.24 In order to establish the travel patterns of site employees at the time of introducing the Travel Plan, a survey will be conducted within 6 months of first occupation in order to obtain the baseline information.

- 4.25 The baseline survey will record data about staff trips and travel characteristics associated with the proposed development. It will also explore barriers to sustainable travel use. This information will be used to build on the measures in this Travel Plan and ensure that the measures that have been installed are in line with employees' needs and circumstances.
- 4.26 It is proposed that the baseline survey will be undertaken under the supervision of the Travel Plan Co-ordinator (TPC, as set out in section 6 on Travel Plan management below). The results of the baseline survey will then be fed back to the LBH's Travel Plan Officer within three months of collection in a succinct baseline survey report. At the Travel Plan Officer's discretion, the Travel Plan may be updated to reflect the survey's findings.

### Proposed Future Surveys

- 4.27 The timing for monitoring of the subsequent client phases will be determined according to the same principles and is detailed below.
- 4.28 Following the initial baseline survey, monitoring will be undertaken annually by the TPC. The TPC will be responsible for comparing the results year-on-year and adjusting the targets and initiatives, which would then have to be approved by LBH. In addition to the surveys, they will also take into account the commuting and travel-related feedback received from employees through the year. The TPC will ensure that the results of these 'internal' surveys are available.
- 4.29 In addition to the internal monitoring detailed above, the Travel Plan will be independently monitored by an independent field survey company in years 3 and 5. All results will be communicated to LBH as the local Travel Planning officers and the Local Planning Authority, in the form of a specific Monitoring Report, within three months of each survey.
- 4.30 Following each full survey and subsequent review, the Travel Plan will be updated, in conjunction with LBH, with specific consideration given to the sections concerned with targets, modal shift, action plan, and initiatives.



## 5 Travel Plan Targets

### Objectives

- 5.1 The objectives and goals selected for this Travel Plan are;
- ensure that employees' dependence on Single Occupancy Vehicle ('SOV') trips is low as by installing a range of hard and soft measures;
  - increase the attractiveness of walking and cycling for staff, particularly for short journeys.
  - provide the required information and incentives to encourage staff to use sustainable methods of transport;
  - reduce the transport related environmental impacts associated with employees and service vehicles at the site;
  - enhance the developer's social responsibility credentials; and
  - make the development an attractive and marketable location for living and access.
- 5.2 Having identified the Travel Plan objectives the following identifies the targets by which the progress of the Travel Plan will be assessed and the measures that will be implemented in order to achieve those objectives and targets.

### Targets

- 5.3 The success of the Travel Plan will be measured against the number of employees making single occupancy trips, and the level of modal-shift from single vehicular use to sustainable modes such as walking, cycling, car sharing and public transport.
- 5.4 Targets are the measurable goals by which the progress of the Travel Plan will be assessed. Targets are essential for monitoring progress and success of the Travel Plan. Targets should however be 'S M A R T' – specific, measurable, achievable, realistic, and timed. There is no point in setting targets that are impractical or unrealistic as this will simply reduce the effectiveness of the Travel Plan.
- 5.5 Targets should be set over a minimum five-year time frame, with interim targets at year three. They should aim to improve on the baseline (Year 1) mode share of sustainable modes and enable the measurement of success in achieving the objectives of the Travel Plan. The primary goal of this Travel Plan is to increase non-car journeys by staff at the expense of SOV trips.
- 5.6 In order to meet the Mayor's 2040 ambition, as stated within Policy T1 'Strategic approach to transport' of the London Plan, it is therefore proposed that **a 25% reduction of SOV trips made within the existing overall percentage to the site**, and this is set as the main target of this Travel Plan.
- 5.7 At this stage it is not possible to set the actual targets as the existing travel patterns are not known. However, based upon the 2021 Census data of 83% of trips currently being made as SOV trips, the following are the sort of targets (% figures below are percentage points) that we would imagine would be set.
- 5.8 The potential targets for this Travel Plan are therefore:

- 1) Reduce the proportion of SOV trips made by staff employed at the client's premises by 10% of all trips in year 3 and by another 11% in year 5 (down by 21% of the total trips);
  - 2) Increase the proportion of employees car sharing, whilst commuting to and from the client's premises by 1% in year 3 and another 1% by year 5 (overall a 2% increase);
  - 3) Increase the proportion of employees walking, whilst commuting to and from the client's premises by 1% in year 3 and another 1% by year 5 (overall a 2% increase);
  - 4) Increase the proportion of employees cycling, whilst commuting to and from the client's premises by 1% in year 3 and another 1% by year 5 (overall a 1% increase); and
  - 5) Increase the proportion of employees using public transport modes, whilst commuting to and from the client's premises by 7% in year 3 and another 7% by year 5 (overall a 15% increase).
- 5.9 The proposed targets outlined above represent what is considered to be realistic, including achievable increases in sustainable travel modes. However, it is recognised that the overall number of sustainable trips is the target aim and therefore where the ultimate results achieved may not necessarily achieve the targets set the results should be looked at in relation to the total number of sustainable mode trips against the number of SOV trips.

## 6 Sustainable Travel Options

### Walking and Cycling

- 6.1 Walking is suitable for journeys under 2 miles and can be combined with other methods, such as public transport to cover longer distances, whilst those employees who live within 5 miles of the workplace are potential cycle commuters.
- 6.2 Cycle routes are likely to only be on parts of routes – both on and off road, with shared and segregated use.
- 6.3 In addition to the outlined cycle and walking routes in the previous sections, the following measures are good ways of promoting sustainable travel:
- form an employee Bicycle Users Group ('BUG') to encourage cycling and organise promotional events;
  - provide free cycle training for employees;
  - promotion of national campaigns, for example Walk to Work and Walk to School Weeks, National Bike Week, and Cycle to Work Day;
  - promote the use of local online portals for ideas and personal development opportunities, such as the nearby London Cycle Campaign (<https://lcc.org.uk/>);
  - negotiate discounts for employees on bikes and equipment with local cycle outlets;
  - introduce a Cycle to Work tax-efficient scheme. For more information on schemes like this visit [www.cyclescheme.co.uk](http://www.cyclescheme.co.uk); and
  - provide business cycle mileage for staff cycling on company business.

### Public Transport

- 6.4 Public Transport can provide a good alternative to the car for many commuters, as well as business related journeys. In addition to the examples outlined in the Travel Plan above, the following are a selection of measures that help improve sustainable travel:
- provision or diversion of existing services to serve the development site (if viable);
  - consider selling rail and bus passes at the workplace;
  - provide interest free annual season ticket loans; and
  - upgrading existing bus stops with shelters, seating, and real-time information displays (ensuring new bus stops are also supplied with these facilities).
- 6.5 A Travel Plan strategy that sets out clearly the stages by which the Travel Plan will be developed and implemented is very important. Elements of a Travel Plan strategy usually relate to:
- appointing a Travel Plan Co-ordinator;
  - securing the resources (including time) that are necessary to develop and implement the Travel Plan;
  - consulting and educating staff and suppliers; and
  - identifying and engaging with partners.

- 6.6 This section comprises the Commercial Travel Plan strategy for the client commercial premises. It discusses how the plan will be managed and marketed, as well as who the key partners will be.

#### Travel Plan Coordinator

- 6.7 The developers, are fully committed to the implementation of this Commercial Travel Plan and its maintenance over an initial five-year period from the baseline survey. The client has will need to appoint a Travel Plan Co-ordinator, who will be responsible for:
- implementation of the Travel Plan;
  - preparation of the baseline survey and reporting on feedback;
  - day to day management of the Travel Plan; and
  - preparation of the monitoring survey work and reporting on feedback.
- 6.8 The Travel Plan management structure will be formalised before the circulation of Travel Plan implementation materials and before undertaking initial baseline survey work. In addition, the Travel Plan Co-ordinator will contact the LBH's Travel Plan Officer to confirm the Travel Plan management structure once this is fully identified.

#### Travel Plan Steering Group

- 6.9 A Steering Group or reference group is important to the success of a Travel Plan.
- 6.10 A Steering Group can be organised that could include the Travel Plan Co-ordinators for the employers, and employees of the commercial premises, and nearby residents or nearby businesses.
- 6.11 The Steering Group can help ensure that different stakeholders are represented during the development of the plans and can contribute to identifying and implementing compatible strategies that span across many areas of concern. It may also allow opportunities for sharing knowledge, experience, valuable information, and contacts.

#### Partners and Stakeholders

- 6.12 Travel Plans need partnerships for success. Organisations need to work with a number of partners and internal stakeholders from the planning stage, through to implementation, management and monitoring stages.
- 6.13 It is expected that all of the following partners and internal stakeholders will make an active contribution to this process:
- |                        |                                      |
|------------------------|--------------------------------------|
| • TPC                  | (To be confirmed, Client staff)      |
| • Clients              | NNR Global Logistics UK Ltd (Client) |
| • LBH                  | Travel Plan Officer                  |
| • Staff Representative | (To be confirmed, Client staff)      |

## Marketing

- 6.14 Marketing and awareness raising strategies form an important part of all Travel Plans. The Commercial Travel Plan, and the measures or incentives within it, will be marketed to new staff via the following means prior to full occupation of the site:
- Travel information available on the Client Website;
  - Welcome Packs containing suitable travel information will be distributed to new and existing staff.
  - This will be done from the date when staff first take up their employment, well before the baseline surveys take place.
- 6.15 It is important that there is continued marketing of the Commercial Travel Plan (and its measures and incentives) at and after the launch. The following primary means of marketing communications are proposed at this point:
- Travel Plan launch and reminder events;
  - continuing to offer the Welcome Packs to new staff, and ensuring that these are kept up to date;
  - continued upkeep of information on travel; and
  - making available information on progress against targets as well as any new Travel Plan initiatives.
- 6.16 Branding' is a key part of the promotion of any Travel Plan. It is important for all involved to have a brand that they recognise as it will reinforce the Travel Plan, its initiatives and what it seeks to achieve. The branding, which will be applied to all the Travel Plans across the site, will be established prior to the Travel Plan launch and the collection of any baseline data.

## Resourcing

- 6.17 Currently it is envisaged that the Travel Plan Coordinator will oversee the necessary tasks utilising the clients' resources. Additional funds for costs covering publicity material would be paid for by clients (or their successors). It is anticipated that this would not exceed around £1,000 per annum for the five-year period.
- 6.18 An initial budget will be allocated for the Travel Plan's implementation by the clients to finance the measures identified. This will be reviewed by the TPC on an annual basis to identify whether any adjustments are required in order to achieve the targets.
- 6.19 It is envisaged that the ongoing maintenance of the Travel Plan will involve approximately 1 to 2 hours of time per week. This would allow 8 hours per month for the TPC role, the 'direct' cost of funding the TPC is therefore estimated to be circa £2,500 per annum.
- 6.20 Any other associated costs to fund on-going travel planning measures will be met by the clients, and would include other resources necessary to implement the proposed initiatives. At this stage it is difficult to quantify the exact budget required for the implementation of the Travel Plan. This will need to cover items such as travel surveys, publicity materials and activities, input into promotion and marketing materials and travel advice and passes.

## Monitoring and Review

- 6.21 This Travel Plan is a continuous process for improvement, requiring monitoring, review, and revision to ensure that it remains relevant to employees and the wider community in future years. This section sets out the proposals for monitoring and review of the Travel Plan over the development's first five years of occupation.
- 6.22 Following the initial baseline survey, discussed in Section 4 above, the Travel Plan Co-ordinator would normally undertake travel monitoring surveys at biennial periods, over the five-year Travel Plan period, or until such a time that the Travel Plan targets have been met.
- 6.23 Due to the phasing of the development, surveys have been set at suitable periods during the phasing. These survey dates will be reviewed to ensure that changes to actual occupation are reflected. Table 6.1 below sets out suggested surveys related to the current phasing plan.

Phase	Completion Date	Survey
1	Opening year	Baseline survey
2	Opening +1 year	TP Review
3	Opening +2 year	Year 3 surveys
4	Opening +3 year	TP Review
5	Opening +4 year	Year 5 surveys

*Table 6.1 Phasing of Travel Plan*

- 6.24 In year five, or sooner if the need arises, the Travel Plan Co-ordinator will review the Travel Plan and its targets and will thereafter set new objectives, updated targets and introduce new measures where appropriate. If the Travel Plans targets have been met the Travel Plan can be updated on a voluntary rather than a compulsory basis. In this case, if targets are being met, then the final 2023 survey may not be required.
- 6.25 In the event that the Travel Plan targets are not met within five years of the baseline survey, remedial measures (in the form of a revised action plan) will be necessary. The proposed measures within this revised action plan will be clearly of a greater scope, intensity or duration than those presented in the submitted action plan – though the extent to which the target has been missed must also be taken into account when LBH approve the revised package.
- 6.26 This section sets out the specific monitoring proposals associated with the site and the means by which the TPC team will assess progress towards the targets outlined in Section 5 above.

## Monitoring Plan

- 6.27 Table 6.2 included overleaf summarises the proposed monitoring plan, including the data collection activities which will be undertaken as part of this exercise, and when these will occur.
- 6.28 Specific types of information and indicators which will be measured through each activity are also identified.



Data Collection and Reporting Exercise	Key Information	When and How Frequently	By Whom
Baseline Staff and Visitor Surveys	Response Rate, Modal Split, Travel Attitudes, Destination Data	Within 3 months of Planning Consent	TPC
Baseline Survey Report and Travel Plan Review	Headlines from the Baseline Survey and how they verify the Travel Plan	Report within Three months of Baseline Survey	TPC for submission and review by LPA
Monitoring Employee and Visitor Survey	Response Rate, Modal Split, Travel Attitudes, Destination Data	3 and 5 Years after Baseline Survey	TPC
Monitoring Report	Headlines from the Monitoring Survey	Within three months of each survey	TPC for submission and review by LPA
Identification of new Travel Plan Initiatives	Potential new measures for inclusion in Travel Plan	Ongoing	TPC and Steering Group

*Table 6.2 Client Commercial Travel Plan Monitoring Plan*

## Reporting

- 6.29 The Travel Plan Co-ordinator will report the multi-modal survey results to LBH within three months of each survey. The TPC and officers at LBH will then review the results and, if necessary, revise the Travel Plan targets accordingly. The results of the Travel Survey and revised targets will be included in the following revision of the plan.
- 6.30 The Travel Plan Co-ordinator and team will be responsible for communicating to staff the results of the monitoring surveys and resultant amendments to the Travel Plan. This will be achieved through the production of an annual newsletter or monitoring report which will also be displayed, perhaps in summary form, on the information boards.

## 7 Measures and Initiatives

### Introduction

- 7.1 This chapter sets out proposed measures for the Travel Plan. They will be modified in the light of the baseline travel survey and of experience gained as the Travel Plan progresses. The Travel Plan Co-ordinator will liaise with the Travel Plan Officer at the LBH as to what changes, if any, should be made.

### Working from Home

- 7.2 The main aim of the Travel Plan process is to reduce the number of Single Occupancy Vehicle trips to the site, and the need for occupiers of the site to travel to and from their place of work through the need of the private car.
- 7.3 Following the enforced public health emergency following the emergence of Covid-19, Working from Home became the common working practice for many companies in the UK and elsewhere. The infrastructure for such working arrangements has therefore quickly developed over this time, which has enabled work to be undertaken remotely, away from the place of work.
- 7.4 These arrangements have therefore avoided the need for staff to travel to and from their place of work, indirectly achieving the Travel Plan aims wherever this was already applicable.
- 7.5 In this regard, such working arrangements should therefore be retained where possible (naturally, this being dependent on the nature of the business), saving commuters the need to travel at all.
- 7.6 The occupiers of the site currently already make use of staggered working arrangement, in line with their ISO 14001:2015 accreditation regarding Environmental management systems, but it is accepted that there remains scope for further expansion of such schemes. The site management will therefore retain and expand the emphasis of (where possible), to encourage staff to travel less to and from the site, through Working from Home arrangements.
- 7.7 Staff will be allocated the necessary resources to be able to undertake such work, where deemed feasible.

### Walking

- 7.8 Walking is the most sustainable method of travel; it has a number of proven health benefits and is an important expression of personal freedom. It forms part of practically all journeys, even if most of the distance is covered by car or public transport, and is the basic mode for those without access to either of these. It is particularly important for short journeys, under two kilometres or approximately 1.25 miles.
- 7.9 Walking is essentially free, practical and under the individual's control. It is non-polluting and does not make large demands on infrastructure. Like cycling it is an active form of travel that offers a range of physical and psychological benefits to the individual.



- 7.10 The Travel Plan Co-ordinator will be responsible for raising awareness amongst staff and visitors of the health, financial and practical benefits of undertaking journeys by foot.
- 7.11 The Travel Plan Co-ordinator will draw up a plan showing walking routes to local amenities which are lit, accessible, easy to follow and well surfaced. This plan will be included in the employees' welcome pack and provided on the Client's commercial premises.
- 7.12 Where appropriate the Travel Plan Co-ordinator will liaise with LBH regarding the upkeep of local footpaths, signage, lighting, and improvements to security on routes around the site.

### Cycling

- 7.13 Cycling is also relatively cheap, offers reliable journey times, and is environmentally friendly. Encouragement of cycling can help to improve people's health. A link has been identified between growth in car use and obesity, with both trends increasing at a similar rate between 1985 and 2000. Travel Plans can offer substantial health benefits to individuals who are motivated to complete more journeys on foot or by cycle.
- 7.14 The health benefits of cycling outweigh the risk of accidental death whilst cycling by a ratio of 20:1. A Travel Plan can offer benefits through the role of active travel in helping to:
- prevent diabetes
  - reduce the risk of colon cancer
  - prevent high blood pressure
  - decrease the risk of coronary heart disease
  - control body weight, and
  - prevent osteoporosis.
- 7.15 The development of nearby dedicated facilities as well as shared footway-cycleway facilities provides segregated infrastructure that permits a significantly improved perception by cyclists driving through high-speed routes. This will allow access to cycling as the mode of travel between rural centres within a wider range of the local population, who live within a cyclable range of the site. As the cost of travelling by car increases, it is expected that cycling will become cost-effective for a widening range of journey types.
- 7.16 The Travel Plan Co-ordinator will seek to make cycling for both visitors and staff a viable travel option by incorporating the following infrastructure and measures into the development and the Travel Plan:
- the provision of long-term and short-term cycle parking spaces, as set out within the planning layouts;
  - the inclusion of changing and showering facilities within the building;
  - the provision, in welcome packs and on noticeboards, of local cycle route maps and information about local cycle repair shops and bicycle user groups (BUGS), and other third-party schemes.
  - marketing of national and Local-based 'Cycle to Work' weeks and events on the noticeboards; and
  - approaching local cycle retailers with a view to providing discounts for staff.

### Commuter Mini-bus Service to Public Transport Nodes

- 7.17 Increased use of public transport is a fundamental aspect of the Government's and Mayor of London's sustainable transport strategies.
- 7.18 Although walking and cycling are cheaper to use and have the least environmental impact and the greatest health benefits, they cannot easily replace public transport for longer journeys, say more than five kilometres.
- 7.19 It is however accepted that access to public transport from the site is complicated by the fact that the walking route from the nearest Train and Underground Stations does not include a continuously surfaced path. The route is also not direct, and directs pedestrians to walking along Great South-west Road (A30).
- 7.20 It is therefore proposed that once the number of on-site employees exceeds 50, a commuter mini-bus service is organised from the local station, which would operate at set times during the peak periods in the morning and evening, collecting staff from the station in the morning and dropping them back after work.
- 7.21 It is not excluded that this service can also route to serve other local areas within Feltham, but this will be arranged by the TPC as part of their duties.
- 7.22 Maps showing the location of, and suitable routes to, nearby bus stops and train stations will be prominently displayed on the site.
- 7.23 Train companies with enhanced environmental credentials and specific environmental targets, such as 'Tree Hugger' ([www.trainhugger.com](http://www.trainhugger.com)), could therefore be supported through targeted marketing with staff and visitors, supporting an improved natural environment.
- 7.24 The Travel Plan Co-ordinator will also provide information about free or discounted bus and rail travel (e.g., for under 18s, over 60s, war veterans, first-year apprentices, or unemployed people).

### Managing Car Parking

- 7.25 Car parking is proposed to be provided within the extended site below policy requirements. This is being recommended based on the existing car parking demand at the existing client facility.
- 7.26 The limitation of empty car parking being available, should also dissuade new employees from turning up by car when they start working at the site.
- 7.27 It is not excluded that the Site management would allocate the use of car parking spaces within the site car park as required by staff's residential location in the future, if car parking demand exceeds the available supply. This is currently considered to be not required, as such.

### Car Sharing

- 7.28 The TPC will encourage car sharing by staff working at the site. Whilst not all employees who live within a common driving route will be able to car share, both due to differing

working times and pick-up and drop-off times, the TPC will seek to enable internal operational changes to encourage this further.

- 7.29 The company will permit the TPC to make use place of the residential postcode data for employees, and to allocate dedicated time for direct discussions with employees who may be able to car share.
- 7.30 The TPC will also publicise London Car Share Scheme ([www.liftshare.com](http://www.liftshare.com)) for those wishing to car share for individual or regular journeys.

### Travel Information

- 7.31 Complete and easy to understand information about travel information is an essential ingredient for a Travel Plan, since the first step towards behavioural change is for an individual to understand and consider the options they have and the benefits or otherwise of each. One barrier to behaviour change is not knowing one's options. Equally, it is unrealistic to expect behavioural change where there are no viable alternatives. It is therefore important for the baseline survey and site audit to identify what options people have available.
- 7.32 The Travel Plan Co-ordinator will seek to disseminate relevant transport information to visitors and staff in the following ways:
- making employees and suppliers aware of the journey planning and 'real-time information' tools available on the public transport operator and third-party websites;
  - making available local public transport maps showing bus stops, bus destinations, public transport costs and discounts;
  - making available local cycling maps showing safe lit routes for cyclists, locations of local cycle parking spaces and local cycle repair shops; and
  - preparing or making available a map of local amenities that are within walking distance of the site.

### Delivery and Servicing

- 7.33 The transport impacts on a site relate not only to employees but also to the range of servicing and delivery movements.
- 7.34 Whilst servicing trips such as postal and staff personal deliveries, refuse collections, and building maintenance trips are difficult to rationalise, there is a possibility to reduce the level of business deliveries.

## 8 Monitoring and Review

### Introduction

- 8.1 This Travel Plan is a continuous process for improvement, requiring monitoring, review, and revision throughout its life to ensure that it remains relevant to staff and the wider community in future years. This section sets out the proposals for monitoring and review of the Travel Plan over the development's first five years of occupation which coincides with the phasing of development.
- 8.2 Following the initial baseline survey, and in line with the Department for Transport's ('DfT') *Good Practice Guidelines: Delivering Travel Plans through the Planning Process* (April 2009), and with TfL and WestTrans guidance in mind, the Travel Plan Co-ordinator would normally undertake monitoring at annually over a five-year period, or until such a time that the Travel Plan targets have been met.

### Travel Plan Phasing

- 8.3 Surveys will be set once the redeveloped commercial unit is occupied.
- 8.4 In year five, or sooner if the need arises, the Travel Plan Co-ordinator will review the Travel Plan and its targets and will thereafter set new objectives, updated targets and introduce new measures where appropriate. If the Travel Plans targets have been met the Travel Plan can be updated on a voluntary rather than a compulsory basis. In this case, if targets are being met, then the final survey may not be required.
- 8.5 In the event that the Travel Plan targets are not met within five years of the Baseline survey, remedial measures (in the form of a revised action plan) will be necessary. The proposed measures within this revised action plan will be clearly of a greater scope, intensity or duration than those presented in the submitted action plan – though the extent to which the target has been missed must also be taken into account when LBH approve the revised package.
- 8.6 This section sets out the specific monitoring proposals associated with the site and the means by which the TPC team will assess progress towards the targets outlined in Section 5.

### Monitoring Plan

- 8.7 Table 8.2, shown overleaf, summarises the proposed monitoring plan, including the data collection activities which will be undertaken and when these will occur. Specific types of information and indicators which will be measured through each activity (refer to Chapter 5 above) are also identified.

Data Collection and Reporting Exercise	Key Information	When and How Frequently	By Whom
Baseline staff survey	Response rate, modal split, travel attitudes, destination data	When development is occupied	TPC using surveys
Baseline survey report and TP amendments (if required)	Headlines from the baseline survey data and how they verify the plan	Within three months of baseline survey collection	TPC for submission and review by LBH
Car park and vehicle monitoring surveys	Vehicle movements to and from the development and car park occupancy	At time of baseline surveys and annually thereafter	TPC or management company if fixed equipment is used
Staff monitoring survey	Response rate, modal split, travel attitudes, destination data	3 and 5 years after first occupation	TPC Survey
Monitoring Reports	Headlines from the monitoring survey data in the 3rd and 5th years. Chart progress toward Travel Plan targets	Within 3 months of the monitoring survey	TPC for submission and review by LBH
Identification of new Travel Plan Initiatives	Potential new measures for inclusion within the Travel Plan	At any time	Steering Group & TPC

*Table 8.2 Client Commercial Travel Plan Monitoring Plan*

### Reporting

- 8.8 The Travel Plan Co-ordinator will report the survey results to LBH within three months of each survey. The TPC and officers at LBH will then review the results and, if necessary, revise the Travel Plan targets accordingly. The results of the Travel Survey and revised targets will be included in the following revision of the plan.
- 8.9 The Travel Plan Co-ordinator and team will be responsible for communicating to employees and visitors the results of the monitoring surveys and resultant amendments to the Travel Plan. This will be achieved through the production of an annual newsletter or monitoring report which will also be displayed, perhaps in summary form, on the information boards.

### Action Plan

- 8.10 The primary goal of this Travel Plan is to reduce the percentage of single occupancy car journeys by staff to the facility, and increase the number of sustainable trips, particularly walking and cycling, therefore minimising the transport effect on the local environment.
- 8.11 The Action Plan draws together the proposals for Travel Plan implementation, monitoring, and review. The actions which will be taken are summarised in the action plan and the Action Plan indicates how the various elements of the plan will be drawn together and how actions will be prioritised
- 8.12 An Action Plan for the implementation of this Travel Plan is set out in Section 9 below.

## 9 Implementation

### Introduction

- 9.1 This chapter draws together the proposals for Travel Plan implementation, monitoring, and review.

### Action Plan

- 9.2 The actions which will be undertaken as part of this TP process are therefore summarised in an action plan (shown in Table 9.1 below), which indicates how the various elements of the Plan will be drawn together and prioritised:

Action	Responsibility	Timescale
Confirm details of the TPC and key personnel who will be included in the TPC Team to LBH	Clients	Before commercial space is first occupied
Preparation of travel information for staff and visitors	TPC	Before commercial space is first occupied
Prepare staff welcome pack and communal board information	TPC	Before commercial space is first occupied
Issue Welcome Packs with TP information	TPC	As staff commence work
Undertake (or commission) baseline surveys	TPC	Six months after first occupation of commercial spaces
Travel Plan Launch Event	TPC, LBH	To be undertaken at the time of collecting baseline data
Update communal board information	TPC Team	Once every two months after launch of Travel Plan or as required
Review baseline survey data and modify TP targets or measures if necessary	TPC, LBH	Within three months of undertaking baseline surveys
Seek to develop partnerships with other local Travel Plan operators	TPC	Ongoing
Hold steering group meeting to investigate TP issues	TPC and all Stakeholders	Annually
Monitor Travel Plan through monitoring surveys	TPC, LBH	Annually after initial baseline surveys
Review Travel Plan	TPC, Steering Group, LBH	Ongoing

*Table 9.1: Actions that will assist in implementing the Travel Plan*

## 10 Securing and Enforcement

- 10.1 The Travel Plan Co-Ordinator can ensure that the Travel Plan is effectively implemented with support from LBH if necessary.
- 10.2 The implementation of the Travel Plan will incur costs associated with resources and materials as well as the time of those involved such as the Travel Plan Co-Ordinator.
- 10.3 The cost of monitoring the Travel Plan will be borne by the clients.

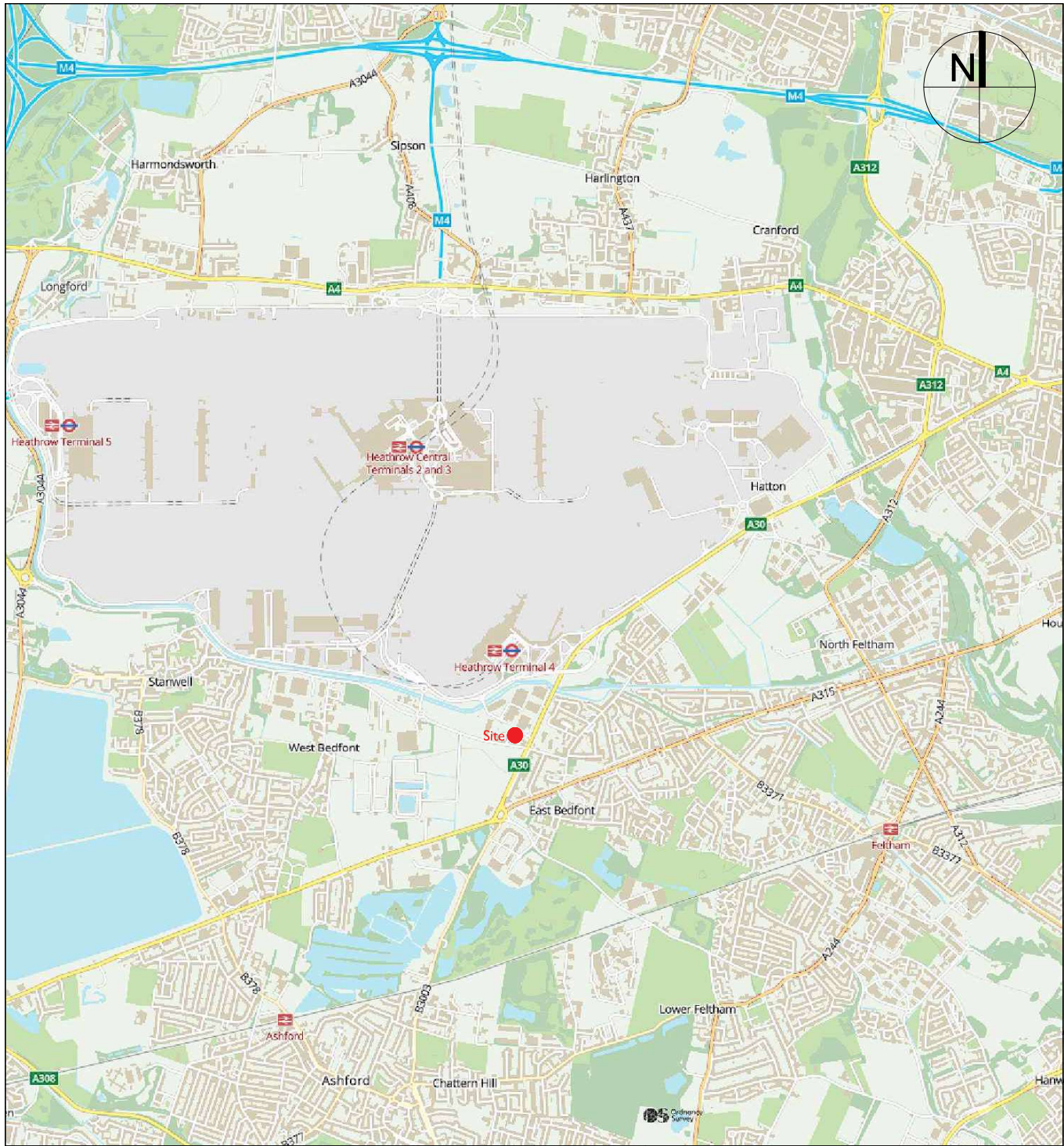



## Appendices

Appendix: A - Location Plan  
Appendix: B - Masterplan  
Appendix: C - Local Bus Map  
Appendix: D - Train Maps  
Appendix: E - Census Data



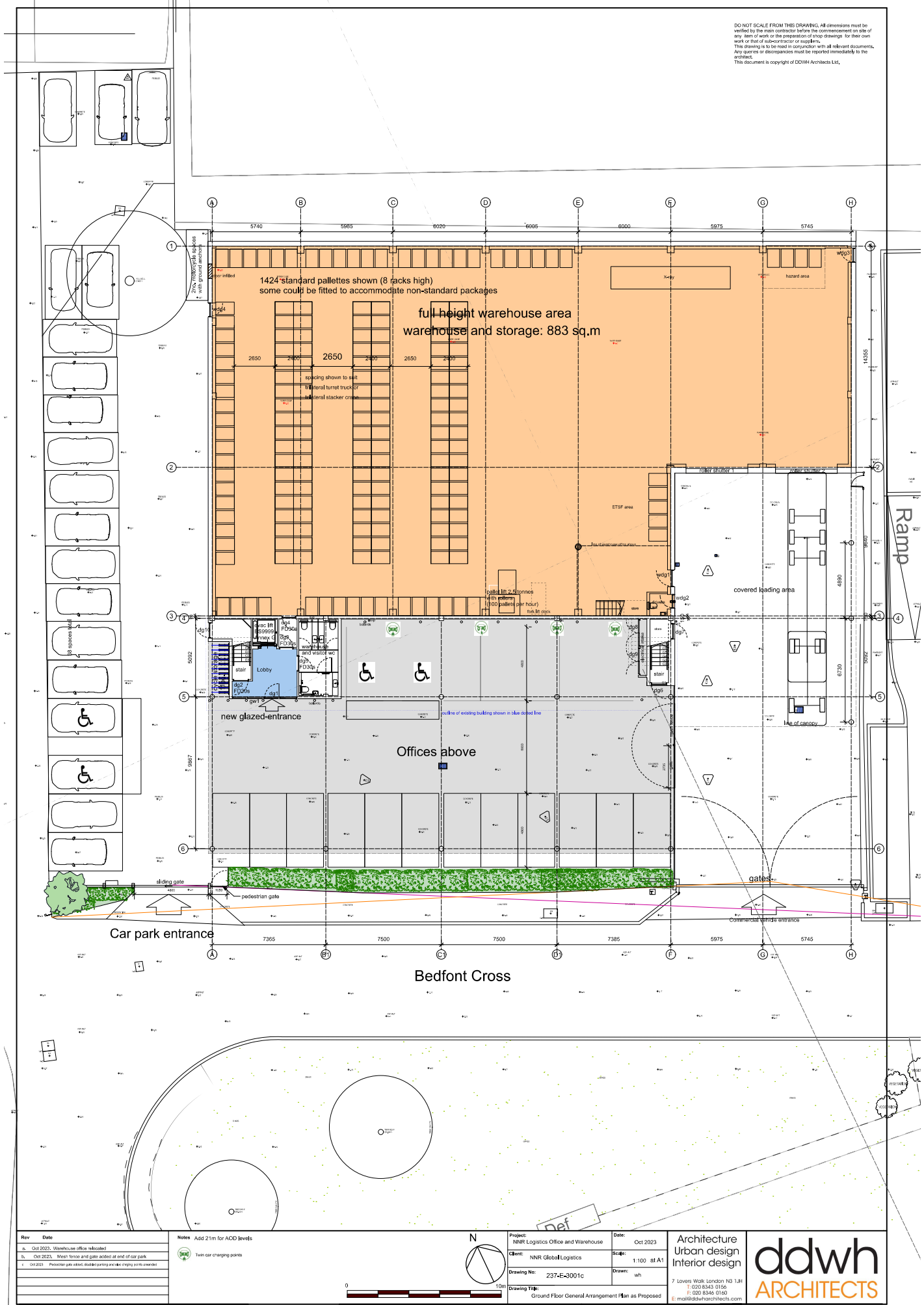
## Appendix: A - Location Plan



DRAWING STATUS:		REV	DATE	BY	DESCRIPTION		CKD	APP
FOR INFORMATION		PROJECT:  NNH HOUSE,BEDFONT CROSS, STANWELL ROAD, FELTHAM						
Ordnance Survey (c) Crown Copyright 2018. All rights reserved. Licence number 100022432								
<div></div> <div>1<sup>st</sup> Floor Millers House, Roydon Road, Stanstead Abbots, SG12 8HN Tel: 01920 871777 <a href="http://www.eastp.co.uk">www.eastp.co.uk</a></div>								
CLIENT:		TITLE:  LOCATION MAP						
NNR GLOBAL UK LTD		SCALE @ A3:  NTS		DESIGN-DRAWN:  JM		DATE:  31/07/2023		
ARCHITECT:		PROJECT No:  4633		DRAWING No:  SK01				
DDWH ARCHITECTS								

## Appendix: B - Masterplan

DO NOT SCALE FROM THIS DRAWING. All dimensions must be verified by the main contractor before the commencement on site of any item of work or the preparation of shop drawings for their own work or that of subcontractor or suppliers.  
This drawing is to be read in conjunction with all relevant documents. Any queries or discrepancies must be reported immediately to the architect.  
This document is copyright of DDWH Architects Ltd.



Rev	Date
A	04/2023. Warehouse office relocated
B	Oct 2023. Main fence and gate added at end of car park
C	05/2023. Pedestrian gate added, disabled parking and electric charging points added

Notes: Add 21m for ACD levels  
Two car charging points



Project: NNR Logistics Office and Warehouse  
Client: NNR Global Logistics  
Drawing No: 237-E-3001c  
Drawing Title: Ground Floor General Arrangement Plan as Proposed

Date: Oct 2023  
Scale: 1:100 at A1  
Drawn: wh

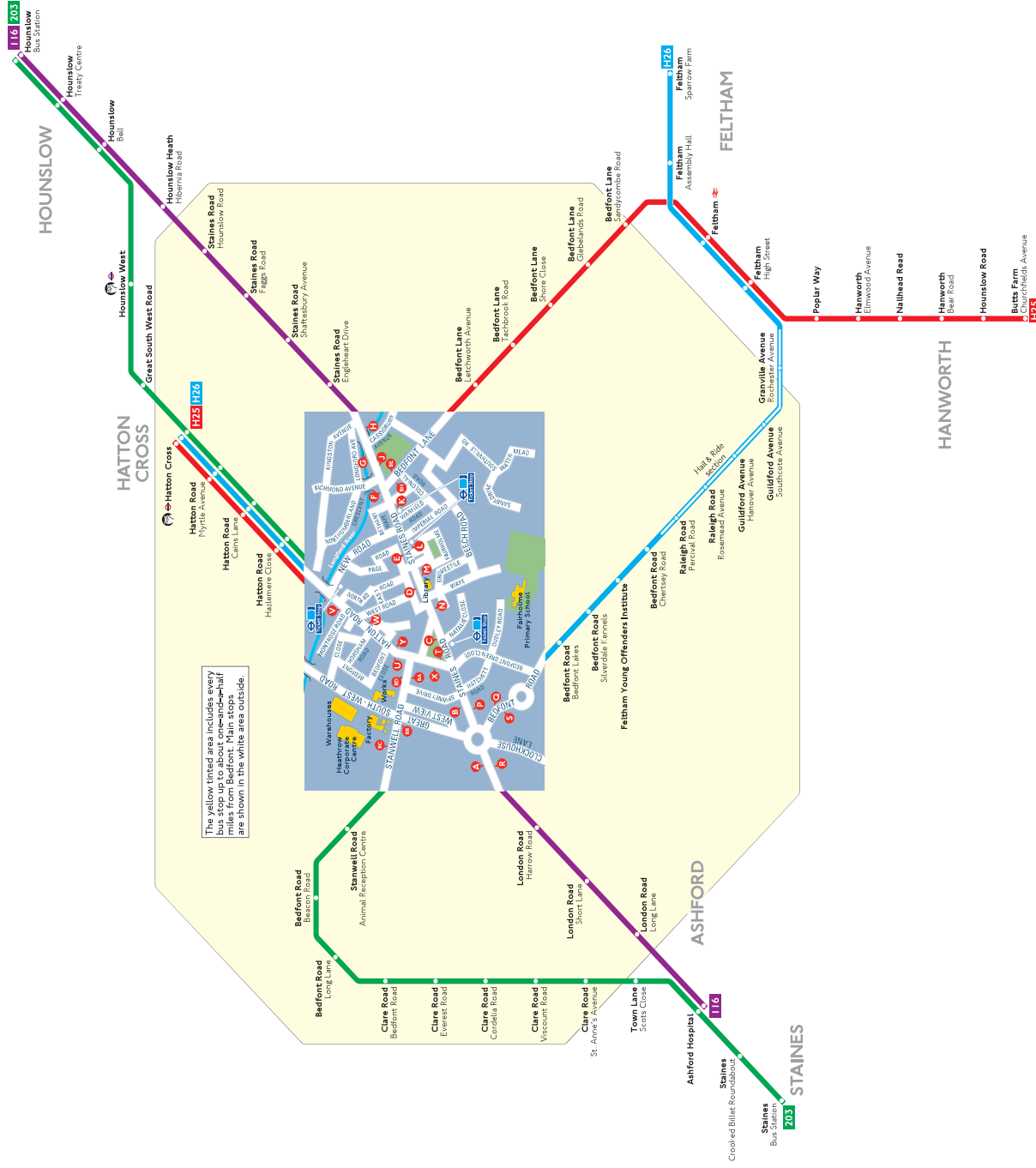
Architecture  
Urban design  
Interior design  
**ddwh**  
ARCHITECTS  
7 Lovers Walk London N3 1JH  
T: 020 8345 0156  
F: 020 8345 0160  
E: info@ddwharchitects.com

## Appendix: C - Local Bus Map







# Buses from Bedford



## Route finder

Bus route	Towards	Bus stops
<b>116</b>	Ashford Hospital	N 1 2 3 4 5 6
<b>203</b>	Hounslow	6 5 4 3 2 1
<b>205</b>	Hounslow Staines	6 5 4 3 2 1
<b>H25</b>	Hanworth	6 5 4 3 2 1
	Hatton Cross	6 5 4 3 2 1
	Feltham	6 5 4 3 2 1
<b>H26</b>	Hatton Cross	6 5 4 3 2 1

## Key

	Connections with London Underground
	Connections with National Rail
	Tube station with 24-hour service Friday and Saturday nights

## Ways to pay

- Use your contactless debit or credit card. It's the same fare as Oyster and there is no need to top up.
- Top up your Oyster pay as you go credit or buy Travelcards and bus & train passes at around 4,000 shops across London.
- Sign up for an online account to top up online and see your travel history and spending.

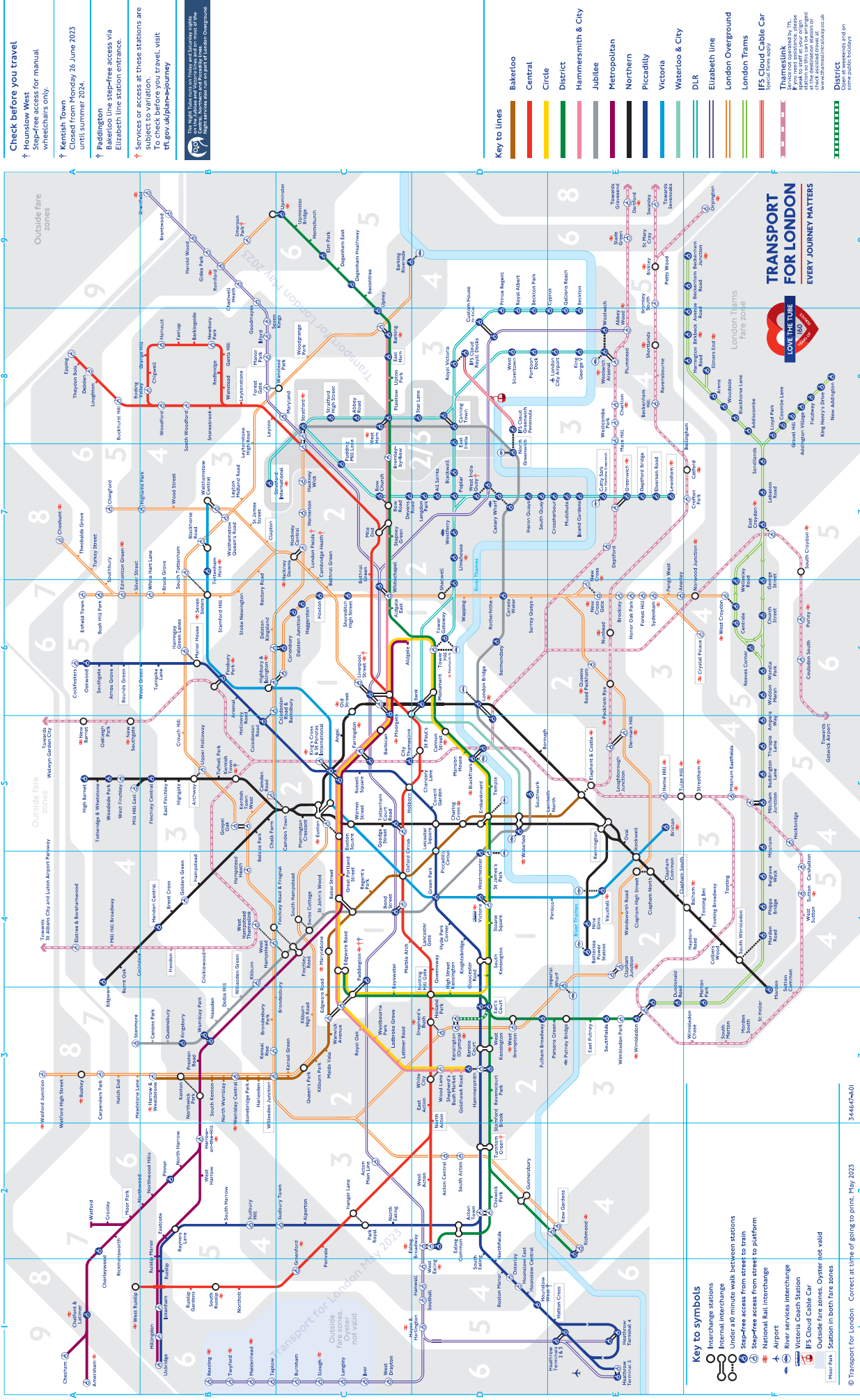
## Appendix: D - Train Maps

# Tube map

Play your journey  
Download the TfL Go app

24 hour travel information  
0345 222 1234\*

Check your travel  
tfl.gov.uk/travel-tools



Online maps are strictly for personal use only. To license the Tube map for commercial use please visit [tfl.gov.uk/imapicensing](https://tfl.gov.uk/imapicensing)

Direct

## TfL Go, your real-time travel app

Download TfL Go to plan your journey



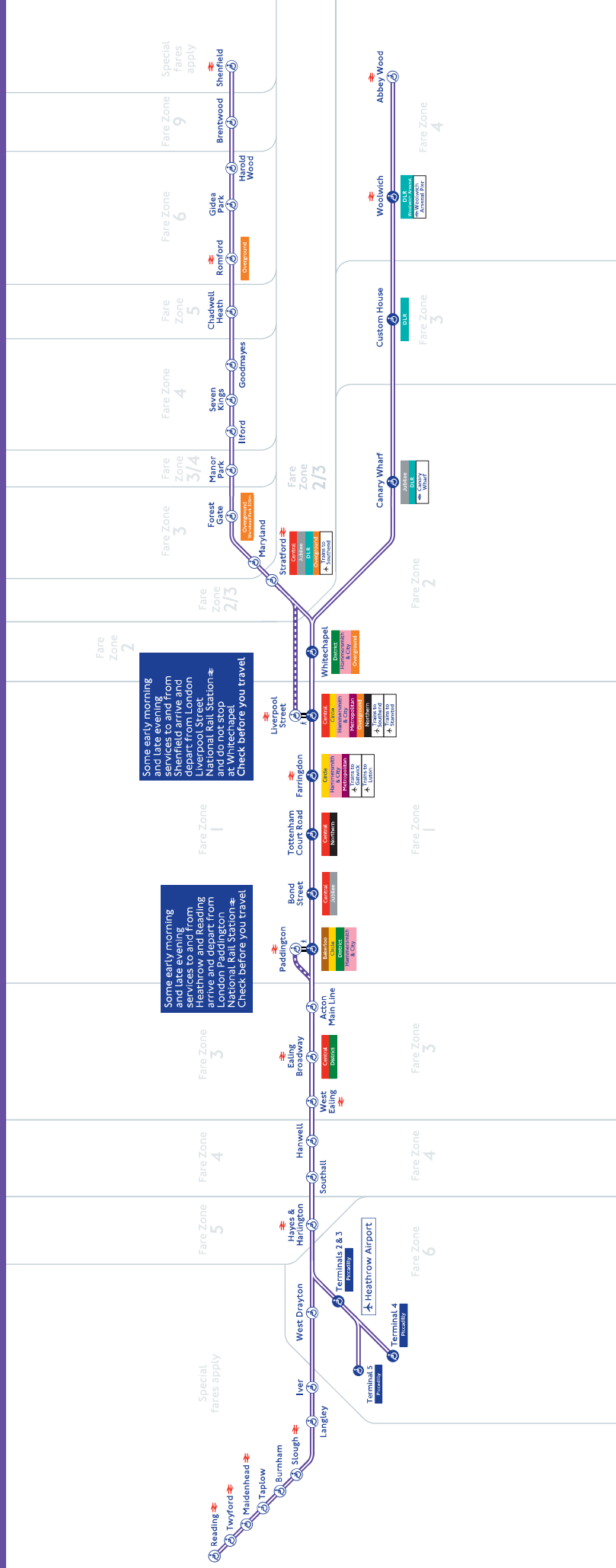
Bus only

Direct





# Elizabeth line



Valid from Sunday 21 May to Saturday 9 December 2023

## Service delay refunds

If you've been delayed on an Elizabeth line journey, you may be able to claim for a service delay refund.

### When we refund for service delays

If your journey was delayed for reasons within our control by:

- 15 minutes or more on Tube and DLR services
- 30 minutes or more on London Overground or Elizabeth line services.






We'll refund you the single fare for the journey you were delayed on. For further details please visit the TFL website.

 [tfl.gov.uk/refunds](https://tfl.gov.uk/refunds)

 **0343 222 1234\***

\* Service and network charges may apply.  
See [tfl.gov.uk/terms](https://tfl.gov.uk/terms) for details

## Key to symbols

-  Interchange stations
-  Step-free access from street to platform
-  Step-free access from street to train
-  National Rail
-  Airport
-  River services interchange

## Appendix: E - Census Data



**WP703EW - Method of travel to work (2001 specification) (Workplace population)**

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population All usual residents aged 16 to 74 in employment in the area the week before the census

units Persons

date 2011

Method of travel to work	msoa2011:E02000524 : Hillingdon 031	wpzone2011:E33029974	ualad09:Hillingdon	country:England	gor:London
All categories: Method of travel	46,243	343	164,963	25,087,843	4,500,481
Work mainly at or from home	282	0	11,229	2,581,820	380,663
Underground, metro, light rail c	3,207	6	10,061	990,435	896,502
Train	1,456	6	5,222	1,290,591	828,286
Bus, minibus or coach	7,134	22	19,164	1,838,785	542,645
Taxi	57	1	449	119,824	18,848
Motorcycle, scooter or moped	477	3	1,335	200,591	50,867
Driving a car or van	31,186	286	100,602	13,561,447	1,200,320
Passenger in a car or van	1,158	7	5,006	1,230,966	73,983
Bicycle	491	2	2,358	719,919	158,613
On foot	620	10	8,927	2,453,356	330,419
Other method of travel to work	175	0	610	100,109	19,335

In order to protect against disclosure of personal information, records have been swapped between different geographic areas. Some counts will be affected, particularly small counts at the lowest geographi