

## **Barclay Care Group**

### **Travel Management Plan (TMP)**

#### **for 206 Nestles Avenue, Hayes, UB3 4QG**

**October 2025**

### **1. Introduction**

This Travel Management Plan (TMP) supports the proposed change of use of 206 Nestles Avenue, Hayes, UB3 4QG to a small children's residential care home (Use Class C2) for up to four young persons (8–18). It sets out practical, site-specific measures to manage parking, pick-up/drop-off, staff and visitor travel, and wider transport impacts so that the home operates safely and with minimal effect on local amenity and the highway network.

This TMP aligns with the accompanying Planning Statement (October 2025) and with relevant national, London Plan and LB Hillingdon policies on sustainable travel and highway safety.

### **2. Objectives & Audience**

The objective of this plan is to:

- Minimise car dependency and overspill parking on surrounding streets.
- Ensure safe, orderly on-site manoeuvres and kerbside management for taxis and occasional visitors.
- Schedule staff shift changes outside highway peak hours wherever possible.
- Promote and monitor sustainable modes (walking, cycling, public transport).
- Provide clear lines of accountability and a complaints/feedback route for neighbours.

This plan is for: Registered Manager (Travel Plan Coordinator), staff, visiting professionals, taxi providers, neighbours, LB Hillingdon Highways, and Ofsted (as part of site management evidence).

### **3. Development & Operations**

#### **3.1 Site**

206 Nestles Avenue is located in Hillingdon, in the London Borough of Hillingdon. The postcode is within the Pinkwell ward/electoral division. The full address is 206 Nestles Avenue, Hayes, UB3 4QG.

The development proposes to change the existing Use Class C3 to Use Class C2. As such, no changes to external layout, access, scale, appearance or landscape are proposed. The proposals also involve the implementation of 2 on-site car parking spaces, cycle storage and refuse storage.

#### **3.2 Staffing & Shifts (operational profile)**

- Core model: Two carers on staggered 48-hour shifts, sleeping on site.
- Occasional contingency: A third daytime carer or a short-term waking-night carer may attend when care plans require it.
- Registered Manager: Typically attends 3–5 times/week, generally 10:00–16:00 (school hours). Some managerial tasks undertaken off-site.
- Shift handovers are targeted outside 07:30–09:30 and 16:30–18:30 to avoid peaks and will be undertaken efficiently.

### **3.3 Residents: education & movements**

The children's home's residents would be educated off-site. Primary transport will be LA-arranged licensed taxis or, where appropriate, public transport/walking accompanied by staff.

No on-site family contact visits will not be allowed (family contact occurs off-site/neutral venues, arranged with the staff).

### **3.4 Visitors & professionals**

Visiting professionals, such as social workers, attend by appointment, typically every four to six weeks. Their visits are scheduled to avoid peak times and shift change periods. General visitors are kept to a minimum, and ad-hoc deliveries occur infrequently and are arranged outside of peak hours whenever possible.

## **4. Access, Parking & Kerbside Management**

### **4.1 Access**

Vehicular and pedestrian access via existing driveway on Nestles Avenue. No changes to the access pavement or highway network are proposed.

### **4.2 Car parking supply & management**

There are 2 off-street care spaces on the driveway (including one space safeguarded to serve an Electric Vehicle charging point).

The following management rules will be enforced in relation to parking at the site:

- On-street staff parking is not permitted. Staff are recruited and rostered on the basis of sustainable access (public transport, walking, cycling).
- The two off-street car spaces are prioritised for (i) active shift staff if they must drive, (ii) Registered Manager during short visits, and (iii) licensed taxis for supervised pick-up/drop-off when practicable.
- No more than 2 staff cars are allowed on site at any time.

### **4.3 Cycle parking**

The provision includes four secure and covered cycle parking spaces. The cycle store is lockable, and the route from the house to the store is well-lit to ensure safety and visibility.

### **4.4 Electric Vehicle Charging**

1 x untethered/tethered EVCP (Mode 3) to be installed on the driveway, minimum 7kW, with load management where required.

### **4.5 School taxi/pick-up & drop-off protocol**

The following protocol will apply in relation to taxi services at the site:

- Preferred location: On-driveway stopping where feasible (single vehicle at a time). If kerbside is required, taxis stop directly outside the property for the minimum time necessary, engines off, hazards on, avoiding neighbours' driveways and visibility splays.
- Supervision: A carer meets/dispatches residents at the front door/vehicle. No kerbside waiting beyond 2 minutes.
- Staggering: School runs are staggered to avoid simultaneous arrivals; multi-occupancy taxis used where practicable.

- Routing: Drivers instructed to approach/depart at low speed and avoid turning in neighbours' drives (using the appropriate turning area); where forward exit is not possible, staff assist with safe reversing within site.

#### **4.6 Deliveries, servicing & refuse**

The following protocol will apply in relation to deliveries, servicing and refuse at the site:

- Refuse: As per LB Hillingdon's residential collection days; bins presented and returned promptly to avoid obstruction.
- Deliveries/servicing: Off-peak wherever possible. Oversized deliveries (rare) pre-booked and supervised.

#### **4.7 Emergency (blue-light) access**

The driveway and frontage remain clear of stored items to preserve access; carers trained to marshal access in emergencies.

### **5. Sustainable Transport Context (summary)**

An investigation into the provision of sustainable travel options for potential users of the application site has been carried out to assess the sustainable accessibility of the site. The following modes of transport have been investigated:

- Rail: Hayes & Harlington station (on the Elizabeth line) is within walking distance (~12 minutes), connecting to central London, Heathrow and Reading. Frequent services throughout the day and provides excellent connectivity to London's transport network.
- Bus: Frequent local bus services available from stops off North Hyde Road/Roseville Road, which is a ~3 minutes' walk from the site. In addition to this, a new bus route due to be operational along the length of Nestles Avenue. The frequency of bus services and their proximity to the site provide excellent opportunities for sustainable travel to and from the site.
- Walking/cycling: The local highway network contains footways, streetlighting, dropped kerbs and tactile paving to facilitate the movement of pedestrians and vulnerable road users. There are uncontrolled and controlled pedestrian crossings with lighting and tactile paving within walking distance of the site.

### **6. Trip Profile & Highway Impact (typical weekday)**

Movement	Vehicles/day (typical)	Notes
Staff changeover	1–2	Usually one arriving + one departing; targeted outside peak time. Many staff use public transport/walk/cycle to commute to work.
Registered Manager	0–1	Short daytime visit during off-peak hours, and not daily.
Visiting professionals	0–1 (weekly average <0.2)	Typically, 1 such visit every 4–6 weeks which is booked during off-peak times.
School taxis	2–4 arrivals + 2–4 departures	Minimal waiting and efficient drop offs.
Deliveries/servicing	0–1	Off-peak time.

Conclusion: With two on-site spaces, controlled scheduling, and excellent sustainable staff travel options, residual cumulative impacts on the road are expected to be negligible. Operations are comparable to a typical family dwelling of this size.

## **7. Targets & Key Commitments**

- We will achieve a sustainable staff mode share of at least 80% non-car commuting by Month 6 and maintain that level annually.
- We will ensure that at least 95% of shift handovers occur outside the peak windows of 07:30–09:30 and 16:30–18:30.
- We will have zero on-street staff parking incidents adjacent to the site.
- We will limit taxi kerbside dwell time to two minutes or less, achieving at least 95% compliance.
- We will register zero substantiated repeat neighbour complaints, and any complaint received will be resolved within ten working days.

## **8. Measures (How we'll achieve the targets)**

- Recruitment and rostering - will prioritise hiring staff who live within public transport or walking catchment areas, and rotas will be designed to accommodate off-peak handovers.
- The induction and welcome pack - will include travel information such as rail and bus maps, walking routes, a clear rule against on-street parking, guidance on taxi protocols, and instructions for using electric vehicle charging points (EVCP).
- Incentives - will be offered, including season-ticket loans, vouchers for cycle mileage and maintenance, shared umbrellas and high-visibility gear for walking commutes, and a guaranteed ride home scheme.
- Facilities - will include a secure cycle store, personal lockers, a drying space for wet gear, and access to EVCPs.
- Kerbside management - will be supported by issuing taxi briefing sheets and installing signage at the frontage that reads “No waiting—pick-up/drop-off only.”
- Neighbour relations - will be maintained by discreetly displaying a contact email and phone number, and by sending a quarterly courtesy note upon request from neighbours.

## **9. Monitoring, Management & Reporting**

It is important that the targets set within the TMP are met. This section sets out the monitoring and evaluative procedures that will be employed. The Registered Manager (or delegate) is responsible for the enforcement of this TMP.

The TMP monitoring period is 5 years from the opening day of the development. The initial baseline survey of site users will be undertaken within 3 months of occupation. The primary target will be monitored in the form of modal trip generations, in line with the baseline data.

Measures implemented as part of the TMP will be subject to ongoing monitoring, including:

- Usage of on-site parking/car parking demand
- Cycle parking usage
- Number of people cycling
- Number of people walking
- Take-up of public transport usage
- Identification of potential new measures to include within the TMP

### **8.3 Review Process**

Annual reviews will be conducted to assess the effectiveness of the TMP and identify areas for improvement. The review process will include:

- Analysis of monitoring data
- Feedback from staff and visitors
- Assessment of target achievement
- Identification of new measures or modifications to existing measures
- Reporting to relevant authorities as required

## **10. Appendices**

- A. Staff/Visitor Travel Pack (template)
- B. Taxi Provider Briefing (template)
- C. Annual Survey Form & Monitoring Log (templates)
- D. Handover Timetable (template)
- E. Neighbour Communications Template (courtesy note)

## **Appendix A — Staff/Visitor Travel Pack – (text only, to include maps when published)**

Site: 206 Nestles Avenue, Hayes, UB3 4QG

Key principles:

- Avoid on-street staff parking; use public transport, walking, or cycling where possible.
- Schedule shift handovers outside 07:30–09:30 and 16:30–18:30.
- For safeguarding, proceed directly to the door/taxi; no loitering at frontage.

How to get here:

- Rail: Hayes & Harlington (Elizabeth line), typically ~12 minutes' walk
- Bus: Frequent local services from stops off North Hyde Road/Roseville Road (~3 minutes' walk) and use of new bus service on Nestles Avenue when active.
- Walking/Cycling: Residential streets with footways and lighting.
- Cycle parking: 4 secure, covered spaces on site (locked rear-garden store).
- EV charging: One 7kW EVCP on driveway for short stays (book via Registered Manager).
- On-street parking: Staff parking on street is not permitted as standard (permit controls may apply).

Arrival instructions:

- Do not block neighbours' driveways or visibility splays.
- Taxis/escort vehicles use the driveway first; engines off; maximum 2-minute dwell.
- If you must drive, use one of the two on-site bays by prior agreement.

Arrival etiquette:

- No idling at the frontage.
- Keep conversations at low volume out of respect for neighbours.
- Minimise dwell for pick-up/drop-off.

Accessibility & safety:

- Front approach is level with standard residential kerb; request assistance if required.
- Use lights/hi-viz for cycling in low light; lock bikes in the designated area.
- Report near-misses/hazards to the Registered Manager the same day.

Emergency contact: *[Insert 24/7 duty number]*

## **Appendix B — Taxi Provider Briefing Note**

Site: 206 Nestles Avenue, Hayes, UB3 4QG

Operating windows: School-day pick-up/drop-off at pre-booked times. Avoid 07:30–09:30 and 16:30–18:30 where possible.

Rules for drivers:

- Driveway-first stopping (single vehicle at a time). If kerbside is unavoidable, stop directly outside 206 Nestles Avenue only.
- Maximum dwell 2 minutes. Engine OFF while waiting.
- Do not obstruct neighbours' driveways or park opposite dropped kerbs.
- Resident movements are supervised by staff. Do not invite the resident to the vehicle until a carer is present.
- Approach/depart slowly; be mindful of pedestrians and cyclists.

Contact on arrival (supervised handover): *[Insert duty phone]*. If running late, notify the home as early as possible.

## Appendix C — Monitoring Logs

## H1. Staff Mode Share Survey (baseline & annual):

## H2. Parking Occupancy Log (on-site and adjacent kerbside):


### H3. Taxi Dwell Log:

#### H4. Complaints & Feedback Register:


##### H5. Annual TMP Review:

- Introduction and scope
- Operations summary (staffing/residents/school transport)
- Mode share results vs target ( $\geq 80\%$  non-car)
- Parking occupancy & on-street observations
- Taxi dwell compliance ( $\leq 2$  minutes,  $\geq 95\%$ )
- Complaints summary & resolutions
- Incidents/near-misses & learning
- Updated measures & next-year targets
- Sign-off by Registered Manager (Travel Plan Coordinator)

## **Appendix D — Handover Timetable Example (off-peak targeting)**

Illustrative rota demonstrating handovers outside 07:30–09:30 and 16:30–18:30 (adjust to staffing).

<b>Day</b>	<b>Staff A handover</b>	<b>Staff B handover</b>	<b>Manager visit window</b>	<b>Notes</b>	<b>Compliance (Y/N)</b>
Mon	10:00	10:15	10:00–16:00	School runs staggered	
Tue	13:30	13:45	10:00–16:00		
Wed	11:15	11:30	10:00–16:00		
Thu	13:00	13:15	10:00–16:00	Training 14:00	
Fri	10:30	10:45	10:00–16:00		
Sat	11:00	11:15	—	Weekend cover	
Sun	13:00	13:15	—		

## **Appendix E — Neighbour Communications Template (courtesy note)**

Subject: 206 Nestles Avenue – Travel & Kerbside Courtesy Notice

Dear neighbour,

We're writing to share how we manage parking and short pick-up/drop-off activity at 206 Nestles Avenue, which operates as a small children's residential home (Use Class C2). Our aim is to be good neighbours and keep the street safe and uncongested.

What we do

- Use two off-street bays on the driveway and avoid staff parking on the street.
- Schedule staff handovers outside the busiest traffic periods.
- Keep taxi dwell times to under two minutes with engines switched off, using the driveway first.
- Supervise arrivals/departures and avoid blocking driveways.

If you have concerns

- Please contact our Registered Manager / Travel Plan Coordinator: [insert name] – [insert phone/email].
- We log and investigate every concern and aim to resolve issues within 10 working days.

Thank you for your cooperation and for helping us keep Nestles Avenue safe and pleasant for everyone.

Kind regards,  
[Name]

Registered Manager / Travel Plan Coordinator  
206 Nestles Avenue, Hayes UB3 4QG