

UNIT 1A, COWLEY RETAIL PARK, HILLINGDON TRAVEL PLAN

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CLIENT: PETS AT HOME

Velocity Transport Planning Ltd

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1 INTRODUCTION

1.1 APPOINTMENT

- 1.1.1 Velocity Transport Planning (VTP) has been appointed by Pets at Home to prepare this Travel Plan (TP) in relation to the discharge of planning condition for the proposals at Unit 1A, Cowley Retail Park, High Road, Cowley, Uxbridge, UB8 2TE (the Site).
- 1.1.2 The Site falls within the administrative boundary of London Borough of Hillingdon (LBH) who form the local planning authority and local highway authority. This Travel Plan has been prepared in accordance with the current Travel Plan Development Control Guidance issued by Transport for London (TfL).
- 1.1.3 The 'Approved Development' description for the approved planning application (Ref: 64733/APP/2025/2786) is as follows:

"Installation of mezzanine floor for use as Use Class E (Commercial, Business and Service)".

1.2 DISCHARGE OF PLANNING CONDITION 5

- 1.2.1 This TP has been prepared to discharge Condition 5 of the Approved Development which is as follows:

"Prior to the first occupation of the development hereby permitted a Travel Plan shall be submitted to and approved in writing by the Local Planning Authority. The Travel Plan, as submitted shall follow the current Travel Plan Development Control Guidance issued by Transport for London and will include:

1. *targets for sustainable travel arrangements;*
2. *effective measures for the ongoing monitoring of the Travel Plan;*
3. *a commitment to delivering the Travel Plan objectives; and*
4. *effective mechanisms to achieve the objectives of the Travel Plan by both present and future occupiers of the development."*

- 1.2.2 Given the nature of the intended use as a veterinary practice, it is considered that the Travel Plan will primarily relate to travel patterns for staff. However, many of the measures would be beneficial to customers so a copy of the Travel Plan would be made available for customers.
- 1.2.3 VTP has prepared this Travel Plan in line with LBH and TfL guidance, setting out a series of objectives, targets, and measures to manage the transport impacts of the Approved Development and encourage sustainable travel by staff.

1.3 SITE LOCATION

- 1.3.1 The Site is located at Unit 1A, Cowley Retail Park, High Road, Cowley, Uxbridge, UB8 2TE, within the L B H. The retail park is situated on the High Road (A408) in Cowley, west of Yiewsley. The site accommodates an existing Pets at Home store, to which the proposed mezzanine veterinary practice would be an ancillary use.
- 1.3.2 For context, the location of the Site is presented in **Figure 1-1**.



Figure 1-1: Site Location



1.4 OVERVIEW

- 1.4.1 Travel Plans assist with managing the travel demands and impacts of new developments.
- 1.4.2 A Travel Plan establishes a structured strategy with clear objectives and targets, supported by suitable policies and quality measures for implementation. Whilst the location of a development, its physical design and proximity to facilities create the conditions to make sustainable travel a preferred choice, communicating these opportunities to staff is critical to the success of the Travel Plan.
- 1.4.3 This Travel Plan sets out a series of objectives, targets, and measures and is intended to establish the overarching mechanisms to manage the Travel Plan and monitor its effectiveness in influencing travel choices in accordance with the agreed targets.

1.5 DOCUMENT STRUCTURE

- 1.5.1 The remainder of this TP is structured as follows:
- ⦿ **Section 2** – Planning Policy
 - ⦿ **Section 3** – Baseline Conditions & Site Accessibility
 - ⦿ **Section 4** – Travel Plan Strategy
 - ⦿ **Section 5** – Objectives, targets, measures
 - ⦿ **Section 6** – Monitoring & Review
 - ⦿ **Section 7** – Action Plan

2 PLANNING POLICY

- 2.1.1 The national and local transport policies relevant to this development are well documented, and this section does not seek to replicate them. Instead, the key themes in the relevant national and local policies are summarised briefly below and, where relevant, policies which relate directly to the Approved Development are addressed.
- 2.1.2 The relevant transport policy documents to this application include the following:
- ⊙ National Policy:
 - National Planning Policy Framework (NPPF) dated December 2024 (updated February 2025)
 - ⊙ Regional Policy:
 - Mayor's Transport Strategy (2018)
 - London Plan (2021)

2.2 NATIONAL PLANNING POLICY FRAMEWORK (2024)

- 2.2.1 The National Planning Policy Framework (NPPF) was revised in December 2024. It sets out the Government's planning policies for England. At its heart, the NPPF sets out a presumption in favour of sustainable development (Paragraph 11).
- 2.2.2 The NPPF promotes sustainable transport and notes that transport issues should be considered at the earliest stages of development proposals.
- 2.2.3 Chapter 9 of the revised NPPF sets out the requirements for promoting sustainable transport, advising that significant development should be focused on locations which are or can be made sustainable through limiting the need to travel and offering a genuine choice of transport modes. The NPPF advises that planning policies should support an appropriate mix of uses across an area and within larger-scale sites, to minimise the number and length of journeys needed for employment, shopping, leisure, education and other activities.
- 2.2.4 The NPPF does not set parking standards but notes in Paragraph 111 that parking policies should take into account:
- a) *the accessibility of the development;*
 - b) *the type, mix and use of development;*
 - c) *the availability of and opportunities for public transport;*
 - d) *local car ownership levels; and*
 - e) *the need to ensure an adequate provision of spaces for charging plug-in and other ultra-low emission vehicles.*
- 2.2.5 In Paragraph 115, the NPPF sets out that when assessing applications for development, it should be ensured that:
- a) *sustainable transport modes are prioritised taking account of the vision for the Site, the type of the development and its locations;*
 - b) *safe and suitable access to the site can be achieved for all users;*



- c) *the design of streets, parking areas, other transport elements and the context of associated standards reflects current national guidance, including the National Design Guide and the National Model Design Code; and*
- d) *any significant impacts from the development on the transport network (in terms of capacity and congestion) or on highway safety can be cost-effectively mitigated to an acceptable degree through a vision-led approach.*

2.2.6 Paragraph 116 of the NPPF states that “Development should only be prevented or refused on highways grounds if there would be an unacceptable impact on highway safety, or the residual cumulative impacts on the road network would be severe” and in this context that planning applications should:

- a) *give priority first to pedestrian and cycle movements, both within the scheme and with neighbouring areas; and second so far as possible to facilitating access to high-quality public transport, with layouts that maximise the catchment area for bus or other public transport services, and appropriate facilities that encourage public transport use;*
- b) *address the needs of people with disabilities and reduced mobility in relation to all modes of transport;*
- c) *create places that are safe, secure and attractive which minimise the scope for conflicts between pedestrians, cyclists and vehicles, avoid unnecessary street clutter, and respond to local character and design standards;*
- d) *allow for the efficient delivery of goods and access by service and emergency vehicles; and*
- e) *be designed to enable charging of plug-in and other ultra-low emission vehicles in safe, accessible and convenient locations.*

2.2.7 Paragraph 118 of the NPPF requires all developments that will generate significant amounts of movement to provide a travel plan and be supported by a vision-led transport assessment so that the likely impacts of the proposal can be assessed.

2.3 GOOD PRACTICE GUIDELINES: DELIVERING TRAVEL PLANS THROUGH THE PLANNING PROCESS

2.3.1 The DfT developed 'good practice' guidance in 2009 to assist all stakeholders in securing an effective policy framework, determine when a Travel Plan is required, and outlining how it should be prepared within the context of an integrated planning and transport process. They also set out how Travel Plans should be evaluated, secured, implemented and then also monitored and managed in the longer term as part of this process. The document comprises technical guidelines and does not set out any new policy or legal requirements.

2.3.2 The guidelines recognise that the planning process provides the key opportunity to ensure that new development can be effectively accessed by everyone who needs to get to and from a site, minimise the impact of developments on the transport infrastructure, and help to reduce CO2 emissions.

2.3.3 Travel Plans are important for major new developments in order to:

- ⊕ Support increased choice of travel modes;
- ⊕ Promote and achieve access by sustainable modes;
- ⊕ Respond to the growing concern about the environment, congestion, pollution and poverty of access; and
- ⊕ Promote a partnership between the authority and the developer in creating and shaping 'place'.

2.3.4 The document also recognises that it can be helpful to view a Travel Plan for a new development as a pyramid of measures and actions, which are constructed from the ground up with each new layer building on the last, all set within the context of the outcomes sought, as shown in **Figure 2-1**.



Figure 2-1: Travel Plan Pyramid



- 2.3.5 The Travel Plan Pyramid demonstrates how successful plans are built on the firm foundations of a good location and site design. Additional hard and soft measures should be integrated into the design, marketing and occupation of the site.

MAYOR'S TRANSPORT STRATEGY (2018)

- 2.3.6 The Mayor's Transport Strategy (MTS) sets the strategic direction for transport in London. It includes an ambition for 80% of all trips in London to be made on foot, by cycle, or using public transport by 2041. The MTS requires Travel Plans to be submitted with planning applications to manage the transport impacts of new developments.

LBH LOCAL PLAN (2012 / 2020)

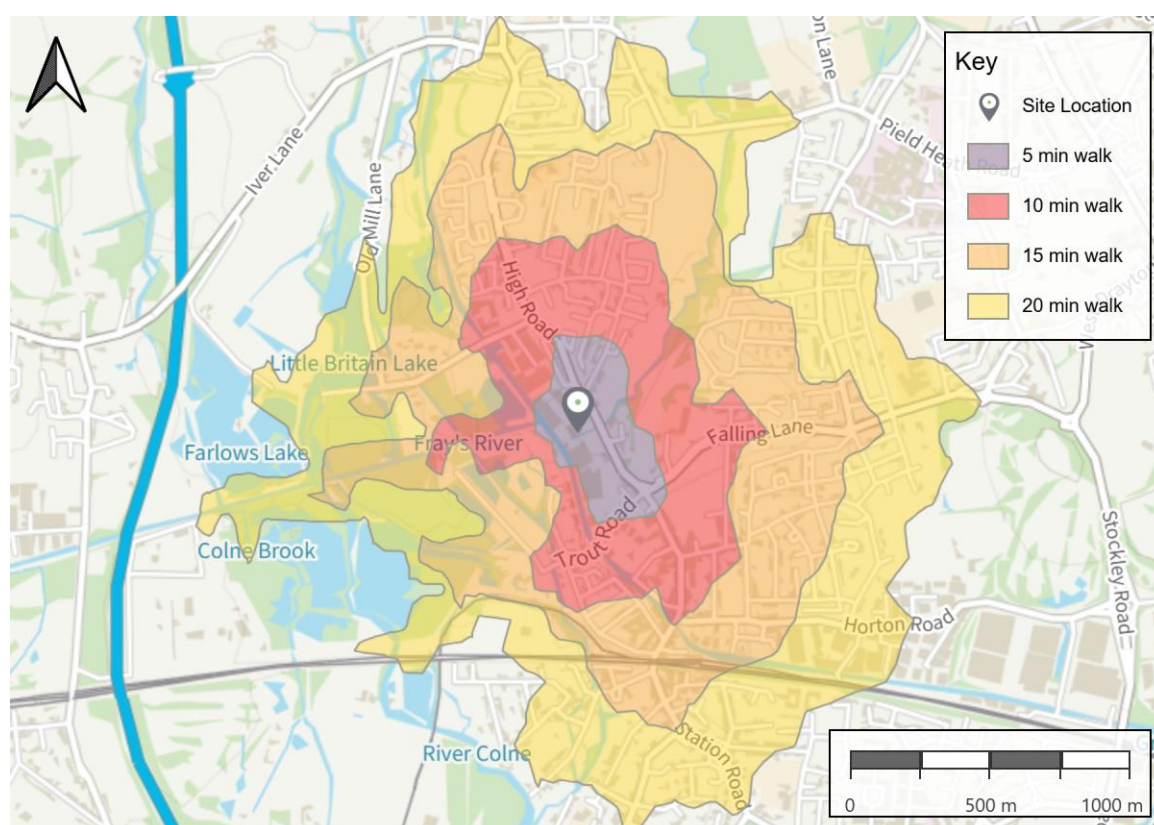
- 2.3.7 The London Borough of Hillingdon (LBH) Local Plan forms part of the statutory development plan for the area. The adopted Local Plan comprises Part 1: Strategic Policies, adopted in November 2012, and Part 2: Development Management Policies, adopted in January 2020.
- 2.3.8 Policy DMT 1, Managing Transport Impacts, is most relevant to this Travel Plan. It requires development proposals to address transport impacts in a sustainable manner and to be accessible by public transport, walking, and cycling. The policy also requires safe, convenient, and inclusive access for pedestrians, cyclists, and public transport users, and confirms that a Transport Assessment and Travel Plan should be provided where relevant thresholds are met.
- 2.3.9 This Travel Plan therefore sets out measures to promote sustainable travel choices, reduce reliance on single-occupancy car trips, and support walking, cycling, and public transport use in accordance with Policy DMT 1, the NPPF, the London Plan (2021), and TfL Travel Plan guidance.

3 BASELINE CONDITIONS AND SITE ACCESSIBILITY

3.1 WALKING

- 3.1.1 The National Travel Survey notes that walking is the most frequent travel mode used for short-distance trips (within 1 mile/1.6km). Infrastructure that supports efficient travel on foot is therefore important to promote active travel and walking as a viable alternative to short car trips. **Figure 3-1** illustrates the destinations that lie within a 20-minute walk of the Site.

Figure 3-1: 20 Minute Walking Distance



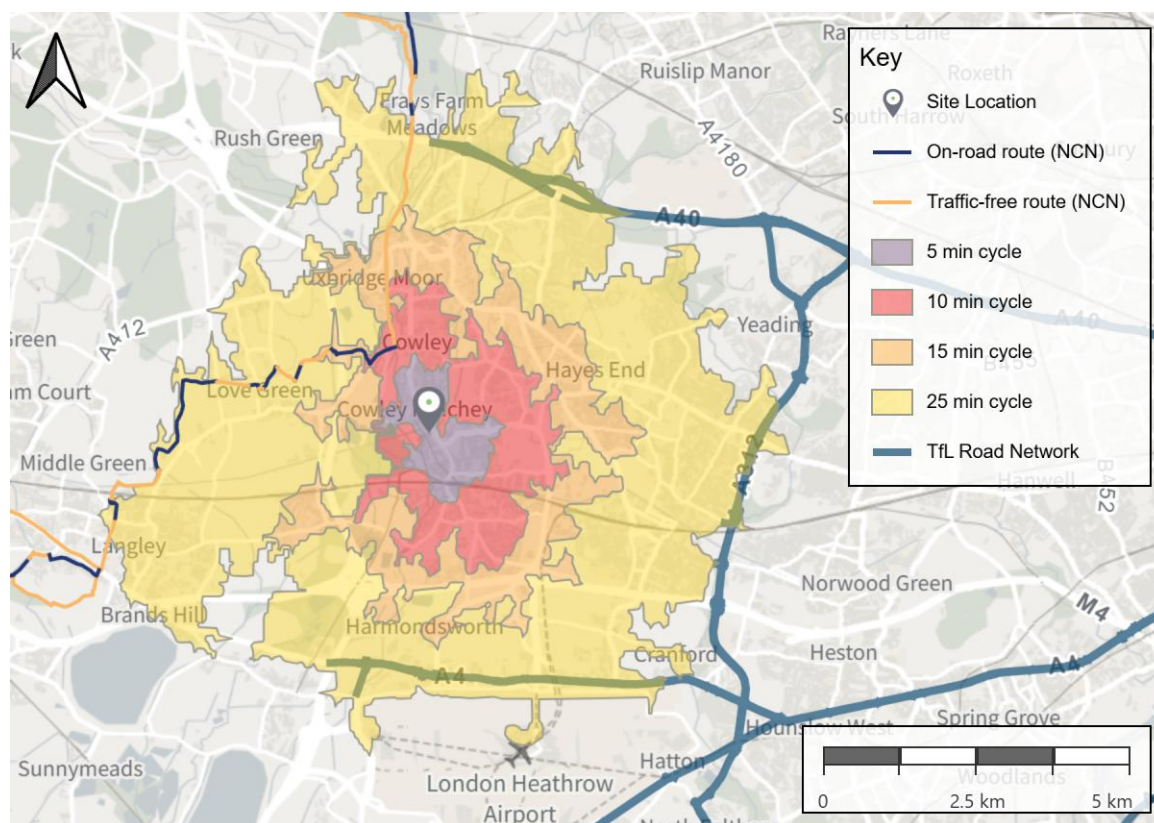
- 3.1.2 West Drayton, including retail and employment facilities, can be reached within a 20-minute walk from the Site. The surrounding area accommodates a range of retail uses, supermarkets and local amenities within close walking distance, making the Site well-positioned for pedestrian access by customers and staff.

3.2 CYCLING

- 3.2.1 Cycling has the potential to substitute for short car trips, particularly those less than five kilometres in length. **Figure 3-2** illustrates a 20-minute cycle catchment area from the Site.



Figure 3-2: 20-Minute Cycle Distance



3.2.2 As shown in **Figure 3-2**, significant areas of Hillingdon, including Uxbridge town centre and West Drayton, are within a 20-minute cycle of the Site. West Drayton Elizabeth line station is located approximately 1.1km from the Site, providing potential for staff to undertake multi-modal journeys for longer distance travel.

3.2.3 The Grand Union Canal towpath is accessible within close proximity to the Site and provides an off-road cycle route connecting the Site to the wider area. The surrounding road network also accommodates on-road cycling.

3.3 BUS ROUTES

3.3.1 The Chartered Institution of Highways and Transportation (CIHT) 'Buses in Urban Developments Guidance' (2018) suggests that the maximum walking distance to bus stops from a development should be no more than 400m, although having access to direct and simple bus routes which link to key facilities is the most critical parameter.

3.3.2 The nearest bus stop to the Site is Philpots Bridge (Stop T), approximately 42m to the north on the High Road, served by Route 222 (Uxbridge Station – Hounslow Bus Station) at six buses per hour during weekday peak periods. Further stops at Moorfield Road (92m), Packet Boat Lane (235m) and Yiewsley Library (389m) are all within the 400m desirable walking distance, with the U1 and U3 services to Heathrow Airport accessible from Otterfield Road (474m). Full-service details are summarised in **Table 3-1**.

3.3.3 **Table 3-1** summarises the bus routes serving the site and their respective daily frequencies.



Table 3-1: Bus Service Frequency

BUS STOP	DISTANCE	SERVICE	ROUTE	WEEKDAY PEAK FREQUENCY	WEEKEND FREQUENCY
Philpots Bridge (Stop T)	42m	222	Uxbridge Station – Hounslow Bus Station	6 per hour	Sat: 4 per hour, Sun: 3 per hour
Moorfield Road (Stop C)	92m	222	Uxbridge Station – Hounslow Bus Station	6 per hour	Sat: 4 per hour, Sun: 3 per hour
Packet Boat Lane (Stop S)	235m	222	Uxbridge Station – Hounslow Bus Station	6 per hour	Sat: 4 per hour, Sun: 3 per hour
Yiewsley Library (Stop W)	389m	222	Uxbridge Station – Hounslow Bus Station	6 per hour	Sat: 4 per hour, Sun: 3 per hour
Otterfield Road (Stop A)	474m	U1 / U3	Uxbridge – Heathrow Airport	6 per hour	Sat: 4 per hour, Sun: 3 per hour

3.4 NATIONAL RAIL

- 3.4.1 The nearest rail station to the Site is West Drayton Station, located approximately 1.1km to the south (an approximate 12-minute walk or four minute cycle). West Drayton Station is served by the Elizabeth line (formerly Crossrail), providing fast and frequent services to central London and beyond.
- 3.4.2 West Drayton Station provides comprehensive rail connectivity with Elizabeth line services operating through central London to Reading and Heathrow Airport in the west, and Shenfield and Abbey Wood to the east. The station provides step-free access and a range of passenger facilities.

Table 3-2: Rail Service Frequency and Journey Times

DESTINATION	FREQUENCY	JOURNEY TIME
London Paddington	4 per hour	Approx. 19 Mins
Bond Street	4 per hour	Approx. 30 Mins
Liverpool Street	4 per hour	Approx. 36 Mins
Tottenham Court Road	4 per hour	Approx. 31 Mins
Heathrow Terminal 2 & 3	4 per hour	Approx. 25 Mins*
Reading	2 per hour	Approx. 38 Mins
Slough	4 per hour	Approx. 7 Mins
Shenfield	4 per hour	Approx. 70 Mins

- 3.4.3 **Table 3-2** illustrates that customers and staff at the Site will have access to frequent Elizabeth line services connecting to major destinations across London and the wider region. Services to London Paddington operate approximately every 15 minutes (peak) or every 30 minutes (off-peak) with a journey time of approximately 19 minutes.
- 3.4.4 Heathrow Airport can be reached in approximately 25 minutes (with a change at Hayes & Harlington), and the City of London (Liverpool Street) in approximately 36 minutes from West Drayton Station.



4 TRAVEL PLAN STRATEGY

4.1 TRAVEL PLAN COORDINATOR

4.1.1 In accordance with Condition 5 of the planning permission, a Travel Plan Coordinator (TPC) will be appointed by Pets at Home to take responsibility for the management and implementation of the Travel Plan prior to first occupation of the Approved Development.

4.1.2 The details for the TPC are as follows:

Name: Vicky Randall

Position: Store Area Manager

Contact: vrandall@petsathome.co.uk

4.1.3 The expected roles and responsibilities of the TPC are set out below:

- ⦿ Ensuring the structures for the ongoing management of the plan are set up and running effectively;
- ⦿ Overseeing the monitoring and reporting of the Travel Plan, including liaising with LBH and TfL where appropriate; and
- ⦿ Administration of the Travel Plan, involving the maintenance of necessary systems, data and paperwork, consultation and promotion. These duties are ongoing throughout the duration of the Travel Plan.

4.1.4 Following the adoption of the Travel Plan, the TPC's role will also involve:

- ⦿ Being a point of contact for Travel Plan enquiries, explaining its purpose and the opportunities on offer to staff and customers of the Approved Development;
- ⦿ On-site coordination of data collection for the Travel Plan;
- ⦿ Helping establish and promote the individual measures in the plan;
- ⦿ Providing on-site support to staff and customers, as required; and
- ⦿ Implementing any additional measures (If required).

4.2 MARKETING

4.2.1 It is recognised that a communication strategy is key to the success of the Travel Plan. The strategy will aim to raise awareness of the sustainable travel options available to staff and customers of the veterinary practice, as well as the wider Pets at Home store.

4.2.2 Staff will be made aware of the Travel Plan, including its purpose and objectives, along with specific measures. This will be communicated via a Staff Travel Information Pack, which will be regularly reviewed and updated by the TPC.



4.3 SECURING THE PLAN AND FUNDING

- 4.3.1 This Travel Plan is secured by Condition 5 of planning permission reference: 64733/APP/2025/2786, granted by LBH. The Travel Plan will be implemented prior to first occupation of the Approved Development and will remain in force for the duration of its operation.
- 4.3.2 All implementation, monitoring and reporting costs will be met by Pets at Home.

4.4 REVIEW

- 4.4.1 The TPC will issue a summary of each survey's results within one month of survey completion. Where necessary, targets and measures will be updated and recorded in the next Travel Plan revision.
- 4.4.2 If the results show that targets are not being achieved, the TPC will agree and implement appropriate remedial measures with LBH Council.



5 TRAVEL PLAN TARGETS AND MEASURES

5.1 INTRODUCTION

- 5.1.1 This chapter sets out the Travel Plan strategy for the Approved Development, including forecast travel patterns, objectives, targets, and measures.
- 5.1.2 The Action Plan in Section 7 of this report summarises the proposed Travel Plan measures, timescales, responsibilities, and funding sources.

5.2 FORECAST TRAVEL PATTERNS

- 5.2.1 The Approved Development is expected to accommodate approximately four full-time equivalent (FTE) staff members. Travel Plan measures will seek to further reduce car use by staff and customers, where practicable.
- 5.2.2 Upon occupation, the TPC will undertake a survey of staff to understand how they have travelled to Site.
- 5.2.3 In the interim, it is assumed that up to 50% of the four staff will travel by car.

5.3 OBJECTIVES

- 5.3.1 The primary objective of this Travel Plan is to reduce traffic generation and encourage sustainable travel by staff and customers of the Approved Development.
- 5.3.2 The supporting objectives are as follows:
- ⦿ To raise staff and customer awareness of the sustainable travel options available to and from the Site;
 - ⦿ To encourage walking, cycling, and public transport use where practical;
 - ⦿ To raise awareness of the health and wellbeing benefits of walking and cycling for short journeys;
 - ⦿ To reduce reliance on single-occupancy car travel;
 - ⦿ To manage the transport impacts of the Approved Development; and
 - ⦿ To monitor travel patterns and update Travel Plan measures where required.

5.4 TARGETS

- 5.4.1 Targets are tailored to deliver the objectives of the Travel Plan and must be Specific; Measurable; Achievable; Realistic; and Timed (SMART).
- 5.4.2 Two types of targets are considered. 'Action' type targets are physical actions that can be achieved by a set date, for example, appointing a Travel Plan Coordinator (TPC), whilst 'Aim' type targets are those which relate to outcomes achieved through the implementation of measures, for example, achieving a change in mode split compared to a baseline.
- 5.4.3 It is proposed to set both 'Action' type targets and 'Aim' type targets.



ACTION TARGETS

5.4.4 The following Action targets are proposed:

- ⦿ Raise staff awareness of sustainable travel opportunities and their benefits prior to first occupation, in particular:
 - How to contact the Travel Plan Coordinator;
 - The bus services which are available;
 - The rail services which are available;
 - The range of local facilities and amenities which are within walking distance, and the health benefits of travel by foot; and
 - The cycle parking facilities provided for staff and customers, and the health benefits of cycling.
- ⦿ Provide cycle parking in accordance with the London Plan (2021) standards.

5.4.5 Achieving this specific and timed target will be measured by the implementation of marketing and awareness raising measures, which will be reported to LBH. This target links directly to objectives of the Travel Plan.

AIM TARGETS

5.4.6 Based on the forecast trip generation, the Travel Plan aims to achieve a reduction in car trips by staff and customers and increase the proportion of trips made by sustainable modes.

5.4.7 On that basis, the aim targets will seek to reduce the proportion of car trips and increase the use of sustainable modes. Cycling has been identified as the mode of travel most appropriate to replace short car journeys.

5.4.8 The following Aim targets are therefore proposed:

- ⦿ Reduce the proportion of staff travelling to work by single-occupancy car 50%

5.4.9 The indicative target will be reviewed once baseline travel surveys are undertaken.

5.5 MEASURES

5.5.1 This section outlines the measures which will be implemented to achieve the objectives of the Travel Plan. These measures form the core of the Travel Plan and have been grouped into three types:

- ⦿ 'Hard' engineering measures incorporated into the design;
- ⦿ Key services and facilities; and
- ⦿ 'Soft' marketing and management measures which ensure that sustainable travel behaviour is maximised.

HARD MEASURES

5.5.2 Physical aspects of the Site will influence travel patterns from the outset. The hard engineering measures at the Site are discussed individually below and would be provided prior to first occupation.



SITE LAYOUT AND PERMEABILITY

- 5.5.3 The Site is located on the High Road (A408) within the Cowley Retail Park, which benefits from existing pedestrian footways along both sides of the High Road, providing connections to the surrounding residential areas and local services.
- 5.5.4 The Site provides direct pedestrian access from the High Road frontage, with the existing Pets at Home store entrance accessible to all users.

SHORT-STAY CYCLE PARKING

- 5.5.5 Cycle parking will be provided at the Site in accordance with the approved details pursuant to Condition 4 of the planning permission reference: 64733/APP/2025/2786. The Travel Plan will support and promote use of the cycle parking provision for staff and customers visiting the veterinary practice.

BUS AND PUBLIC TRANSPORT ACCESS

- 5.5.6 The Site is served by Route 222 bus stops at Philpots Bridge and Moorfield Road, providing frequent services to Uxbridge and West Drayton. The TPC will ensure that up-to-date public transport information is prominently displayed within the Site.

KEY SERVICES & FACILITIES

- 5.5.7 A number of key services and facilities will also be implemented to further encourage the use of sustainable transport modes. Details of each of the proposed key services are set out below.

PERSONALISED JOURNEY PLANNING

- 5.5.8 The TPC will be available to provide personalised travel planning advice to staff of the veterinary practice. The TPC will be able to identify routes to public transport services for staff travelling to work and other key facilities.
- 5.5.9 The personalised journey planning service will accommodate the specific requirements of staff members with mobility impairments.

CAR SHARING

- 5.5.10 The TPC will investigate car sharing opportunities for staff members who drive to work, to reduce the number of single-occupancy vehicle trips generated by the Approved Development.

SOFT MEASURES

- 5.5.11 The location of the Site, and its proximity to public transport services within the surrounding area, will create the conditions to make sustainable travel a viable option. A communication strategy is key to the success of the Travel Plan.



STAFF TRAVEL INFORMATION PACK

5.5.12 Staff members will be provided with a Staff Travel Information Pack upon commencement of employment at the Site. The key role of the Pack is to raise awareness of sustainable travel opportunities and initiatives available to staff, including:

- ⦿ Promotion of local, sustainable travel networks, including:
 - Bus services;
 - Rail services; and
 - Local cycle routes.
- ⦿ Links to relevant public transport travel information websites will be provided.
- ⦿ Promotion of local amenities: The Pack will include information on nearby facilities accessible on foot, such as local shops, cafes and parks.
- ⦿ Promotion of the cycle parking: Making staff and customers aware of the cycle parking facilities available at the Site.
- ⦿ Promotion of health benefits associated with alternative modes of transport: The Travel Information Pack will provide details of the health benefits associated with walking and cycling regularly.
- ⦿ Details of carbon footprinting: provision of information to raise awareness of the environmental and cost-saving benefits associated with sustainable travel and reducing car usage.
- ⦿ Promotion of key services and facilities: Full details of the key services and facilities will be included in the Pack, including:
 - the availability of the personalised journey planning service;
 - the availability of car sharing schemes and the benefits of reduced car use.

5.5.13 The Staff Travel Information Pack will be available in both hard copy and electronic format. The Travel Plan will be updated periodically and redistributed in electronic form.

TRAVEL PACK

5.5.14 A copy of the Staff Travel Information Pack is included within **APPENDIX A**.

COMMUNITY NOTICE BOARDS

5.5.15 Information boards or displays providing travel information for staff and customers will be provided within the Site, prominently displayed at the entrance to the veterinary practice. Online information will also be made available.



6 MONITORING AND REVIEW

6.1 OVERVIEW

- 6.1.1 A programme of monitoring and review will be implemented to evaluate the success of the Travel Plan. This will establish whether the agreed targets are being met. Monitoring and review will be the responsibility of the TPC.

6.2 MONITORING

- 6.2.1 Monitoring will be undertaken through staff travel surveys and observation of mode of travel. In accordance with Condition 5 and LBH requirements:

- ⦿ The baseline survey will be completed within three months of first occupation of the veterinary practice;
- ⦿ Follow-up surveys will be carried out every two years thereafter; and
- ⦿ The monitoring programme will run for a minimum period of five years.

- 6.2.2 Each survey will be designed in a format agreed in advance with LBH and will seek a minimum 50% response rate from staff (unless an alternative rate is agreed).

- 6.2.3 The TPC will compile a monitoring report outlining the results of the monitoring process. The report will include the following information:

- ⦿ A summary of the Travel Plan objectives and targets;
- ⦿ How and when information has been gathered;
- ⦿ Modal split gathered on the travel survey; and
- ⦿ Progress towards meeting targets.

6.3 REVIEW

- 6.3.1 The monitoring report will be forwarded to LBH Council's Travel Plan officers. The TPC will arrange the timing of each staff survey, collate the data, and prepare the report for submission.

- 6.3.2 Monitoring will continue in the two-year cycle set out above until the fifth anniversary of first occupation. The Travel Plan will then be deemed to have met its monitoring requirement.



7 ACTION PLAN

7.1 OVERVIEW

7.1.1 The programme for the implementation of the Travel Plan measures is set out in **Table 7-1**. This sets out tasks, intended implementation dates, and responsibilities.

Table 7-1: Travel Plan Action Plan

MEASURE	OBJECTIVE	RESPONSIBILITY	REVISED DEADLINE / TIMING
Appoint Travel Plan Co-ordinator (TPC)	Provide person responsible for plan	Applicant	Prior to first occupation – TPC details in Section 4
Provide cycle parking in accordance with Condition 4	Promote cycling	Applicant	Prior to first occupation
Issue Staff Travel Information Pack to all employees	Promote sustainable travel	TPC	At commencement of employment (ongoing)
Display public transport information within the Site	Promote sustainable travel	TPC	Prior to first occupation
Offer personalised journey planning to staff	Promote sustainable travel	TPC	Prior to first occupation (ongoing on request)
Investigate car sharing opportunities for staff	Reduce car use	TPC	Within first year of occupation
Carry out baseline monitoring survey	Determine travel-pattern baseline	TPC	Within 3 months of first occupation
Commission follow-up surveys	Monitor progress toward objectives	TPC	Every 2 years after baseline survey (up to Year 5)
Produce Progress Report for LBH	Report progress toward objectives	TPC	Within 3 months of each survey round
Discuss additional measures with LBH (if needed)	Refine plan to site conditions	TPC	Within 2 months of Progress Report (if required)
Implement additional measures agreed with LBH (if needed)	Enhance plan to reduce traffic generation	TPC	Within 6 months of LBH agreement (if required)
Hand Travel Plan over to operator's management	Conclude developer obligations	TPC	At Year 5, following final survey & agreed close-out
Annual promotion of sustainable travel to staff	Promote sustainable travel	TPC / LBH	First event within Year 1, then annually until Year 5



APPENDIX A

TRAVEL PACK



Travel Pack

Vets4Pets at Cowley Retail Park

Working at Vets4Pets, Unit 1A, Cowley Retail Park means you benefit from strong transport connections to Uxbridge, West Drayton, and Central London. The practice's location on the High Road (A408) provides easy access to buses, the Elizabeth line, and local cycle routes, making sustainable travel a convenient choice for your daily commute.

 YOUR LOCATION

Around Cowley Retail Park

Vets4Pets is located within the Pets at Home store at Unit 1A, Cowley Retail Park, High Road, Cowley, Uxbridge, UB8 2TE — well-positioned in the heart of Cowley with easy access to a range of retail and local amenities, and excellent public transport links within a short walk.



Tesco Yiewsley Superstore

Approximately 0.2 miles away — ideal for picking up lunch or essentials before or after your shift.



KFC Yiewsley & Local Cafés

A range of food and refreshment options can be found within 5–10 minutes' walk along the High Road and Yiewsley High Street.



Grand Union Canal Towpath

A scenic off-road walking and cycling route accessible within close proximity to the Site, connecting to the wider area.



Yiewsley Town Centre

Retail and employment facilities can be reached within a 10-minute walk, including supermarkets, local services, and amenities.



Local Services

Pharmacies, banks, and convenience stores are available within the immediate area, making day-to-day errands easy on foot.

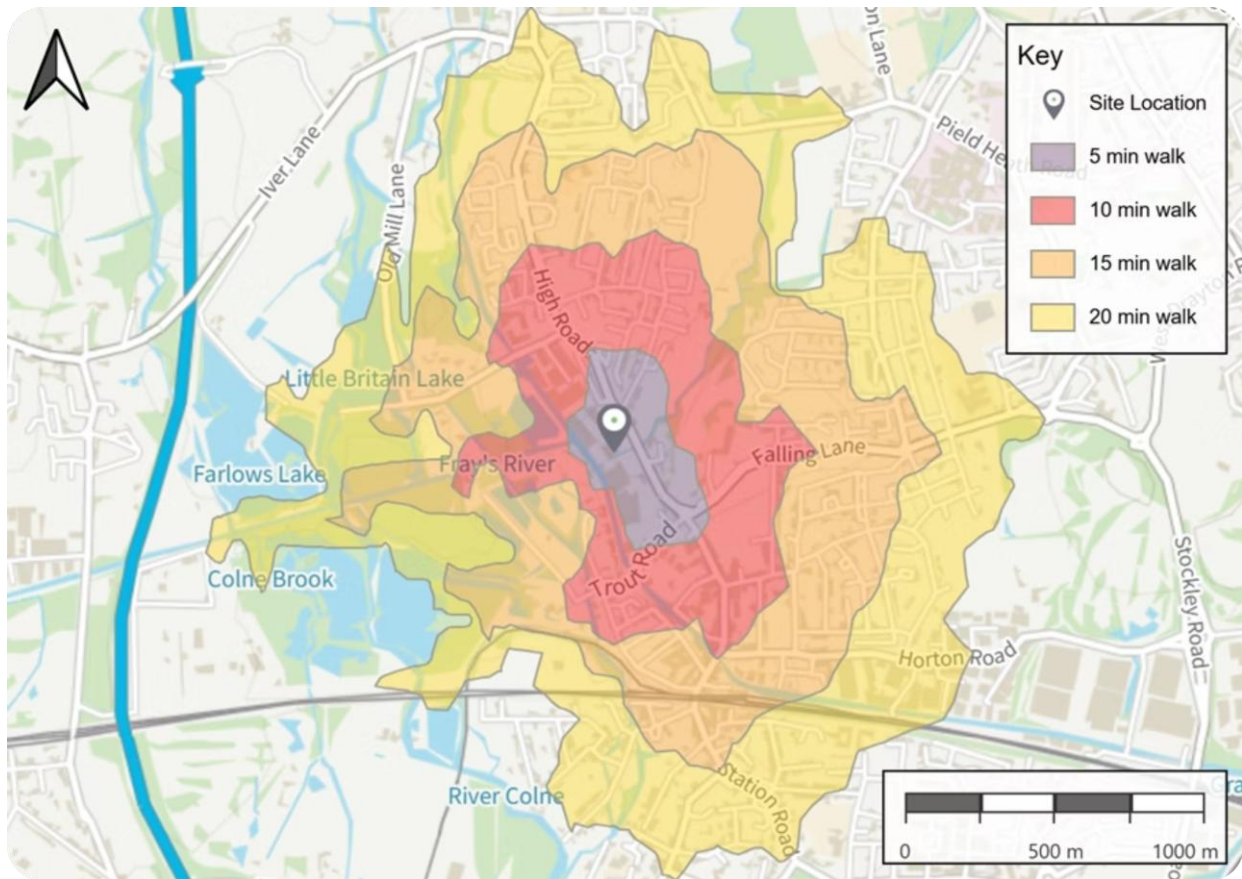


West Drayton Elizabeth Line

Approximately 1.1km from the Site — a short walk or cycle — providing fast, frequent connections across London and to Heathrow.

You're also just a short walk from the **Grand Union Canal towpath**, offering traffic-free walking and cycling routes connecting Cowley to the wider Hillingdon area. Whether you're commuting, taking a lunchtime stroll, or cycling home after your shift, the Site puts you at the centre of excellent connectivity.

Walking: The Healthy Choice



Walking is a quick, healthy, and environmentally friendly way of getting to work. Many facilities can be reached on foot from Cowley Retail Park, making it the perfect choice for short trips and lunchtime errands. The National Travel Survey confirms that walking is the most frequent travel mode used for short-distance trips within 1 mile.

The area around Cowley Retail Park is well-served by footways on both sides of the High Road, with safe pedestrian crossings and direct connections to Yiewsley local centre and surrounding residential areas. Whether you're commuting from nearby or combining walking with public transport, you'll find the pedestrian environment practical and pleasant.

Local Walks Worth Knowing

1

Yiewsley Local Centre

Duration: 10 minutes walk

Head north along the High Road to reach Yiewsley's retail and amenity offer, including supermarkets, cafes, and local services. A practical lunchtime or post-shift route.

2

Grand Union Canal Towpath

Duration: 5–10 minutes walk

Access the Grand Union Canal towpath to the west of the Site for a tranquil off-road route. Walk north toward Uxbridge Lock or south toward West Drayton — ideal for clearing your head between shifts.

Did You Know?

Physical activity, such as walking or cycling to work, can have profound benefits for your physical and mental health. Here are some evidence-based facts to inspire you to make active travel part of your daily routine:

1

Mental Health Benefits

Physical activity can help with better sleep, happier moods, improves self-esteem and managing stress or anxiety.

Link: www.mind.org.uk – search: 'physical activity'

2

Brain Power

Staying active can improve cognitive function, memory, attention and processing speed.

Link: www.walkingforhealth.org.uk

3

Heart Health

Regular brisk walking improves the performance of your heart, lungs and circulation; it can also lower your blood pressure and reduce your risk of strokes and heart disease.

4

Calorie Burning

A brisk walk burns the same number of calories as a run over the same distance.

Link: www.nhs.uk/change4life

5

Track Your Progress

To keep things interesting and give you goals to work towards, the NHS Active 10 app allows you to track how much and how fast you have walked.

Link: www.nhs.uk/better-health/get-active/

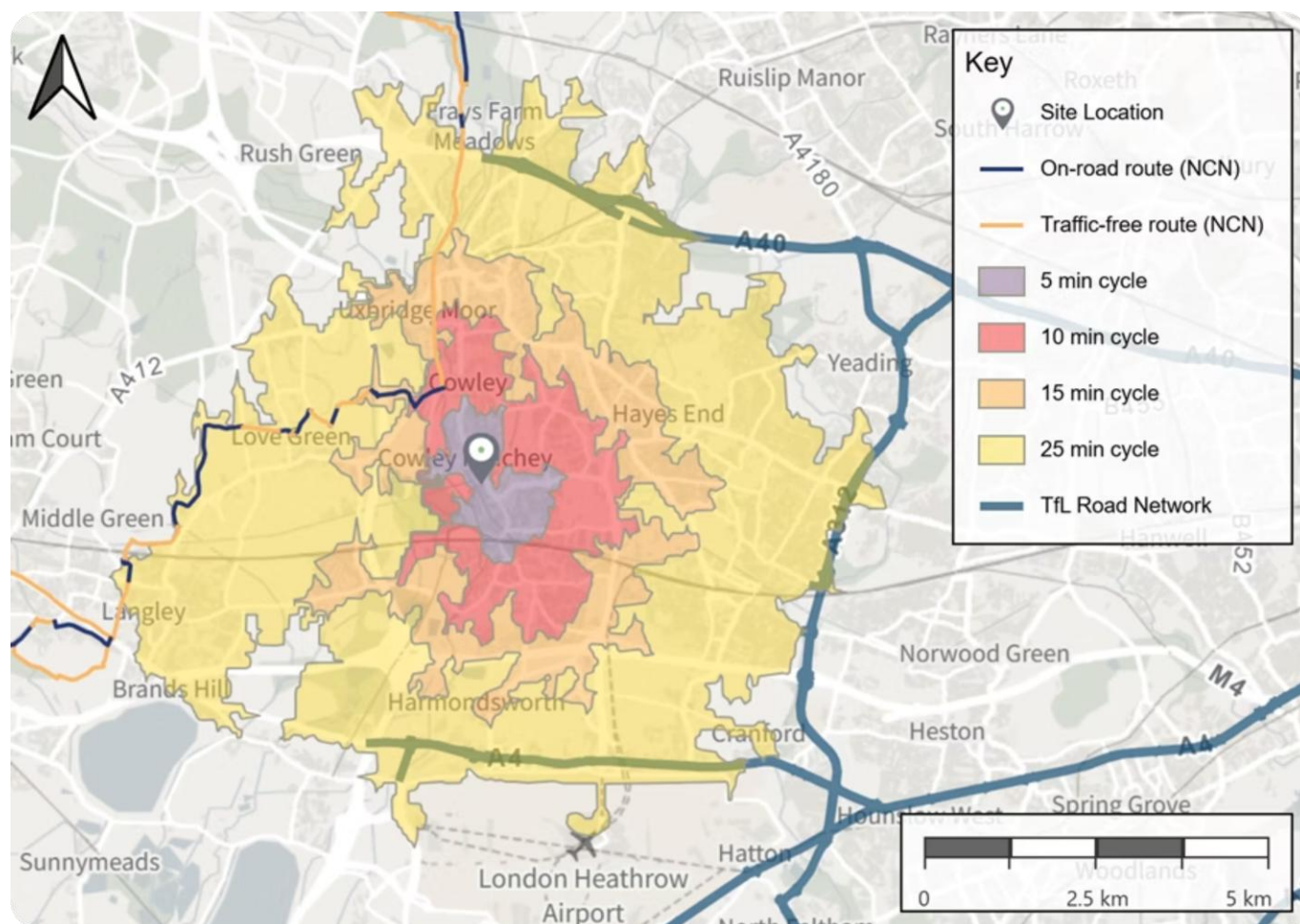
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Just 10 Minutes

A brisk 10-minute daily walk has lots of health benefits and counts towards your recommended 150 minutes of weekly exercise.

Link: <https://www.nhs.uk/live-well/exercise/>

Cycling Connections



Cycling has the potential to substitute for short car trips, particularly those under 5 kilometres. Significant areas of Hillingdon, including Uxbridge town centre and West Drayton, are within a 20-minute cycle of Cowley Retail Park. Cycle parking will be provided at the Site in accordance with the approved details, making it easy and convenient to cycle to work.

The area benefits from excellent cycling infrastructure. The Grand Union Canal towpath offers a largely traffic-free off-road route, while the surrounding road network accommodates on-road cycling. West Drayton Elizabeth line station is just approximately 1.1km from the Site, enabling multi-modal journeys for longer commutes.

Key Cycling Routes



Grand Union Canal Towpath

An off-road route accessible within close proximity to the Site, providing a safe, traffic-free connection to Uxbridge to the north and West Drayton to the south.



On-Road Cycling (High Road)

The surrounding road network accommodates on-road cycling with connections to Yiewsley, Uxbridge, and the wider Hillingdon area.



Cycle to West Drayton Station

A short 950m ride to West Drayton Elizabeth line station — combine cycling with the train for longer distance commutes across London.

Travelling from the Station

If you live too far away to cycle the whole way, consider combining cycling with the train. Foldable bikes are permitted on Elizabeth line services at any time of day, allowing you to cycle to the station, fold your bike, and complete your journey by train.

Local Bus & Rail Routes

The nearest bus stop to the Site is Philpots Bridge (Stop T), just 42 metres to the north on the High Road, with further stops at Moorfield Road (92m), Packet Boat Lane (235m), and Yiewsley Library (389m) — all within a comfortable walk. Bus travel is an affordable, reliable, and environmentally friendly way to commute.

Bus Services

Bus Stop	Route & Destination	Weekday Peak	Weekend
Philpots Bridge (42m)	222 – Uxbridge Station to Hounslow Bus Station	6 per hour	Sat: 4/hr, Sun: 3/hr
Moorfield Road (92m)	222 – Uxbridge Station to Hounslow Bus Station	6 per hour	Sat: 4/hr, Sun: 3/hr
Packet Boat Lane (235m)	222 – Uxbridge Station to Hounslow Bus Station	6 per hour	Sat: 4/hr, Sun: 3/hr
Yiewsley Library (389m)	222 – Uxbridge Station to Hounslow Bus Station	6 per hour	Sat: 4/hr, Sun: 3/hr
Otterfield Road (474m)	U1/U3 – Uxbridge to Heathrow Airport	6 per hour	Sat: 4/hr, Sun: 3/hr

Journey Planning Made Easy

Download the **TfL Go app** for live bus times, journey planning, and service updates. Use contactless payment or Oyster cards for quick and easy boarding.

Heathrow Access

The **U1 and U3** services from Otterfield Road (474m) connect to Heathrow Airport — useful for staff travelling from or via the airport corridor.

Connecting You by Rail

West Drayton Station (approx. 1.1km) is accessible on foot (approx. 12 minutes) or by a 4-minute cycle, providing Elizabeth line services across London and beyond.

1

London Paddington

Elizabeth line (4 per hour)

Approx. 19 minutes journey time

2

Liverpool Street

Elizabeth line (4 per hour)

Approx. 36 minutes journey time

3

Heathrow Airport

Elizabeth line (4 per hour)

Approx. 25 minutes (change at Hayes & Harlington)

Smart Ticketing Options

Contactless Payment

Tap in and out easily on all London transport services.

Railcards

Save 1/3 on eligible rail journeys with the right railcard for your circumstances.

Season Tickets

Regular commuters may benefit from monthly or annual season ticket savings on Elizabeth line services.

Smarter Driving

If you do choose to drive to work, adopting smarter driving techniques can significantly reduce your fuel consumption, lower your running costs, and minimise your environmental impact. Small changes to how you drive and maintain your vehicle can make a substantial difference over time.

01

Check Tyre Pressure

Keep tyres inflated to the correct pressure to reduce drag and improve fuel efficiency by up to 3%. Check monthly and before long journeys.

02

Remove Roof Racks

Take them off when not in use to improve aerodynamics. Roof boxes and racks can increase fuel consumption by up to 20% at motorway speeds.

03

Drive Smoothly

Avoid harsh braking and rapid acceleration to save fuel. Anticipate traffic flow and maintain steady speeds where possible.

04

Reduce Weight

Remove unnecessary items from your boot. Extra weight means extra fuel consumption, especially on shorter journeys.

05

Car Sharing

Talk to your Travel Plan Coordinator about car sharing opportunities with colleagues. Sharing the journey reduces costs, emissions, and the number of vehicles needing to park at the Site.

06

Go Electric

Consider making your next vehicle an electric or hybrid model. EV charging infrastructure is expanding rapidly, with significant running cost savings available.



Did you know? Driving at 80mph uses up to 25% more fuel than driving at 70mph. Reducing your speed on motorways can lead to significant savings over the course of a year whilst making your journey safer and more relaxed.

Useful Contacts

Keep this information handy for your daily travel planning and to make the most of the sustainable transport options available to you. Whether you're planning your commute, exploring new routes, or need personalised journey planning advice, your Travel Plan Coordinator and these resources are here to help.



Transport for London

Journey planning, live travel updates, and information on all public transport services across London, including Elizabeth line and bus routes.

tfl.gov.uk



National Rail Enquiries

Train times, ticket information, and live departure boards for all UK rail services including Elizabeth line connections from West Drayton.

nationalrail.co.uk



Cycling Resources

Bike Register for security, TfL's cycle journey planner for route finding, and Sustrans for National Cycle Network maps including canal towpath routes.

tfl.gov.uk/modes/cycling



London Borough of Hillingdon

Local services, transport information, and neighbourhood updates for the Cowley and Yiewsley area.

hillingdon.gov.uk



Route 222 – Bus Information

The primary bus route serving the Site. Use the TfL Go app or visit tfl.gov.uk for live departure times from Philpots Bridge (42m from Site).



Useful Apps

Download TfL Go, National Rail, Citymapper, and NHS Active 10 for comprehensive journey planning, live travel updates, and activity tracking.

Your Travel Plan Coordinator

Name: Vicky Randall (Store Area Manager)

Phone: vrandall@petsathome.co.uk

Your Travel Plan Coordinator is here to support you in making sustainable travel choices that work for your commute. They can provide personalised journey planning advice and information on car sharing opportunities.

DISCLAIMER

To the best of our knowledge, the information contained herein is accurate and reliable as of the date of publication; however, we do not assume any liability whatsoever for the accuracy and completeness of the information.

PREPARED AND DESIGNED ON BEHALF OF Pets at Home / Vets4Pets

VELOCITY
Transport Planning