

# Travel Management Plan

## Proposed change of use from Use Class C3 to Use Class C2 for a 4-bed residential care home facility for children with EBD

**28 Colham Avenue, Hillingdon, UB7 8HF**

**Date:** 03.07.2025

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### 1. Introduction

This Travel Management Plan (TMP) has been prepared for the proposed development of a 4-bed residential care home (Use Class C2) for children with EBD at 28 Colham Avenue, Hillingdon, UB7 8HF.

This TMP has been produced in accordance with the National Planning Policy Framework (DLUHC, 2023) as well as guidance produced within 'Travel Plans, Transport Assessments and Statements' Ministry of Housing, Communities & Local Government (MHCLG, 2014); regional planning policy the Mayor's Transport Strategy (Greater London Authority, 2018), and The London Plan (Greater London Authority, 2021).

The proposed development will comprise a 4-bed residential care home with 2 on-site car parking spaces provided on the driveway/curtilage. Cycle parking is also provided in the form of Sheffield-type stands.

This document provides a package of measures to assist in managing the transport needs of the residential care home. A successful TMP will offer staff and visitors a choice of travel modes to and from the site and encourage more sustainable patterns of movement for site users.

The TMP aims to help reduce the impact of transport on the local environment and increase the awareness of sustainable travel access. All businesses, organisations and residential developments are

encouraged to make informed travel choices on how they get about to help reduce: travel-to-work and parking congestion, business journey costs and carbon footprints through developing a TMP. This can be achieved through setting site specific targets to achieve a modal shift to reduce dependency on the car (particularly for journeys under 5km by single occupancy users).

Targets are supported by implementing measures to encourage and monitor an increase of travel choice to the site, through promoting and marketing initiatives for car share, bus travel, walking, cycling and adopting flexi working.

The TMP should discourage irresponsible on and off-site parking for all users of the site by adopting a strategy to manage parking and limit inconvenience to local residents.

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## **2. Travel Management Plan Objectives & Audience**

The scope and objective of this TMP is to provide a site-specific document which sets out incentives or disincentives for users of this development to increase the use of sustainable modes of transport to the site. It focuses on targets and measures for staff and visitors of the proposed care home.

The 'audience' for the TMP includes residents, staff and visitors to the proposed site and are identified within the document; the measures and targets have been referenced to these audiences.

### **Main Objectives**

The main objectives of this TMP include:

- Encouraging residents, staff and visitors to use sustainable modes of transport as opposed to travelling by single occupancy vehicle, i.e. walking, cycling or using public transport
- Reducing privately owned cars
- Reducing the need to travel
- Promote the environmental, social and economic benefits of sustainable transport modes
- Reduce the impact of traffic on the surrounding highway network

### **Benefits**

Through achieving the above objectives, the following benefits will be gained:

- Reducing reliance on car travel
- Significant cost savings through cutting mileage
- Improving efficiencies and productivity by reducing travel time and the number of car journeys made by residents, staff and visitors to and from the site
- Reducing noise and air pollution
- Improving access for all users to the site
- Increasing sustainable travel awareness for all users of the site

- Improve the health and well-being of site users
- Reducing parking and traffic congestion in the area
- Reducing road danger and protecting vulnerable road users
- Cutting carbon emissions and their contribution to climate change

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### **3. Background to the Development**

#### **3.1 Site Location**

28 Colham Avenue is located in Hillingdon, in the London Borough of Hillingdon. The postcode is within the Hillingdon East ward/electoral division, which is in the constituency of Uxbridge and South Ruislip. The address is 28 Colham Avenue, Hillingdon, UB7 8HF.

#### **3.2 Existing Site**

The site is located on Colham Avenue, a residential street in Hillingdon, within close proximity to West Drayton and Yiewsley. The area is well-connected to the surrounding London boroughs and provides excellent access to public transport links, including nearby railway stations and bus routes.

#### **3.3 Proposed Development**

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 development will involve internal alterations, which include 4 bedrooms for residents and provisions for night shift care workers. The proposals also involve the implementation of 2 on-site car parking spaces, cycle storage and refuse storage.

#### **3.4 Staff Numbers, Operating Hours, Staffing Handovers and Proposed Usage**

The proposed development has a total of 6 members of staff over two shift patterns to cover the operational needs of the application site. The shift patterns and staff numbers are as follows:

**Shift 1 (Day shift):** 07:00 - 22:00 with a maximum 4 members of staff. **Shift 2 (Night shift):** 21:30 – 07:30 with a maximum 2 members of staff.

These shift times are inclusive of a 60-minute handover period to allow staff from the next shift to communicate relevant information, which allows a cross-examination of information from one shift to another, ensuring continuity of care for the residents.

Sleep/resting arrangements for night shift staff are provided on-site, within a designated space.

Therefore, 6 staff will be on-site at any given time, which is expected to be the maximum staffing level. It is planned that 5 members of staff will travel to and from the site via public transport, with 1 member of staff utilising electric vehicles to travel to and from the site, which will be utilised to provide sustainable travel arrangements to and from the schools.

### **3.5 Resident Numbers and Proposed Usage**

The proposed development has a maximum capacity for 4 residents. As such, the development should account for 4 residents at any given time.

Residents would be educated off-site and are anticipated to travel to and from school during weekdays at school peak times between 08:00 – 09:00 AM peak times and 15:00 – 16:00 PM peak times. The main travel arrangement for residents to and from the school will be via an electric vehicle/car stationed on-site, which will be overseen by a member of staff. Permission for on-site parking at schools will be sought to provide the drop-off and pick-up of residents at designated times, this is dependent on the location of the school from the site and whether alternative sustainable modes of transport provide a viable alternative.

The local authority would transport the residents to and from school via private transport if required.

As there are a maximum of 4 members of staff during the day shift and 2 staff during the night shift, each resident can be individually chaperoned by a member of staff, with travel to and from the site via public transport or the electric vehicle on-site, which would maintain the safety of residents and allow the site to remain operational.

### **3.6 Visitor Numbers**

The site is expected to generate 1 visitor per day. The site contains 2 on-site car parking spaces on the driveway/curtilage, which should provide for the expected daily visitor count. On the first visit to the application site, the visitors should be made aware of sustainable travel options to and from the site via a notice board, orally or through a handout.

### **3.7 Predicted Travel Characteristics**

The following data illustrates the anticipated number of employees and visitors per week:

#### **Anticipated number of employees (Weekday and weekends, per day)**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
6	6	6	6	6	6	6

#### **Anticipated number of visitors (Weekday and Weekends, per day)**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	1	1	1	1	1	1

### **3.8 Site Access (Vehicles)**

Access for vehicles to the site is via Colham Avenue, which provides direct access to the site's driveway/curtilage. No changes to the access pavement or highway network are proposed.

### **3.9 Site Access (Pedestrian/Cyclist)**

The pedestrian access for the site is via the footway on Colham Avenue. Similarly, cyclists access the site via Colham Avenue.

### **3.10 Car Parking**

The site provides a total of 2 car parking spaces on the driveway/curtilage.

The development could generate 2 vehicles parking on-site per day. Therefore, on-site parking provision is considered appropriate to account for expected vehicle generation to and from the site and provide for future site users, which should not lead to indiscriminate on-street parking.

### **3.11 Cycle Parking**

The development proposes 6 cycle parking spaces in the form of 6 Sheffield type stands at the rear of the site. Therefore, incentivising site users to travel to and from the site via sustainable transport means.

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## **4. Management of the Travel Management Plan**

The responsibility of the TMP lies with the owner/occupier of the development. The targets should be reviewed, and measures actioned to ensure a modal shift towards more sustainable travel options.

### **4.1 Senior Management Support**

The support of senior management is essential for the effectiveness of the TMP. The owner/occupier's responsibility to implement and maintain the measures set out in the TMP, which should be guided and supported by senior management.

### **4.2 Communications Strategy**

The 'audience' of this document is predominantly staff and residents, but also includes visitors to the site. It is important to have a strategy for communicating the TMP targets and measures to all site users.

The hallmarks of successfully marketing TMP measures are lively presentation, persistence and a use of a variety of marketing tools and techniques. These include incentives, special offers and prizes. Maximum visibility can be achieved through electronic media, leaflets, posters or displays. Social media can play an important role in promoting the TMP measures.

Generally making the audience aware of the facts and figures can have an influence on their enthusiasm to adopt a more sustainable approach to their travel habits. Strong facts and figures readily available to support the case include:

- Walking can improve mental sharpness and mood through the release of endorphins
- Cycling is linked with a 45% lower risk of developing cancer
- Half an hour of daily exercise, such as a walk or cycle ride to work, can halve your risk of heart disease

- One-quarter of all car journeys are less than 2 miles and over half are less than 5 miles

## **4.3 TMP Notice Board**

A notice board or similar dedicated to sustainable travel information will be placed in a prominent location within the building's communal areas, so it is visible to staff and visitors. The noticeboards will include up to date bus timetables, cycle & walking maps and future events and will be used to communicate the message of promoting increased use of alternative modes of transport instead of the motorcar.

## **4.4 Staff and Visitor Welcome Packs**

Provision of a Welcome Pack for all new staff and visitors that includes details of the TMP as well as information on the TMP measures. The welcome pack will include:

1. Site specific travel and transport information
2. Travel vouchers, such as pre-paid bus tickets, or season tickets, discount vouchers for use on bus or rail
3. Details of relevant pedestrian, cycle and public transport routes to/from and within the site
4. Copies of relevant bus timetables
5. Measures that are to be implemented for sustainable access of the site

## **4.5 Website**

A dedicated section on a website/social media outlet will display information about the TMP. A PDF copy of the TMP will be placed on the website/social media, along with other useful information including links to other relevant websites and downloadable travel information such as timetables and route maps.

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## **5. Site Assessment**

### **5.1 Site Location and Surrounding Area**

The site is well connected to the surrounding area through Colham Avenue, which connects to numerous residential roads that link to strategic roads. The application site can access the wider urban area in all directions and can easily access the greater west London urban area. Hillingdon and the surrounding area provide an excellent opportunity for sustainable living.

### **5.2 Local Highway Network - Colham Avenue**

Colham Avenue runs north to south and forms a residential road, which is intersected by other residential roads and links to strategic roads. As Colham Avenue is situated within a built-up area, the maximum speed limit is 20mph. Colham Avenue contains footways and streetlights on both sides of the road, with dropped kerbs to facilitate the movement of pedestrians and vulnerable road users, such as older persons, children, wheelchair users and people with visual impairments. The footways and carriageway

are in good condition, suitable for the movement of all road users. Traffic calming measures are in place to regulate speed and ensure the safety of non-motorised road users.

### **5.3 Sustainable Accessibility**

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:

- Bus travel
- Rail travel
- Walking
- Cycling

### **5.4 Bus Travel**

The Institute of Highways and Transportation Guidelines state that the maximum walking distance to a bus stop should not exceed 400m if bus travel is to be maximised.

#### **Bus Services in Proximity to the Site:**

Several bus routes serve the local area, providing connections to:

- Uxbridge
- West Drayton
- Heathrow Airport
- Slough
- Central London areas

The frequency of bus services and their proximity to the site provide excellent opportunities for sustainable travel to and from the site.

### **5.5 Rail Travel**

**West Drayton Station** is the nearest railway station, providing:

- Crossrail/Elizabeth Line services to Central London
- Great Western Railway services to Reading, Oxford, and beyond
- Frequent services throughout the day
- Excellent connectivity to London's transport network

**Uxbridge Station** is also accessible, providing:

- London Underground Metropolitan and Piccadilly Line services

- Direct connections to Central London
- Park and Ride facilities

## 5.6 Walking

National Planning Policy Framework (DLUHC, 2023) refers to the importance of encouraging walking as an alternative mode of travel which offers the greatest potential to replace short car trips, particularly under 2 km.

### Within a 2 km Radius of UB7 8HF:

- West Drayton Railway Station
- Uxbridge Town Centre
- Local shops and amenities
- Schools and educational facilities
- Healthcare facilities
- Parks and recreational areas

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.

## 5.7 Cycling

National Planning Policy Framework (DLUHC, 2023) refers to the importance of encouraging cycling as an alternative mode of travel which has the potential to be a substitute for short car trips, particularly those under 5km.

### Cycling Infrastructure:

- Cycle paths and lanes on main roads
- Quiet residential streets provide safe cycling routes
- Access to canal towpaths and green corridors
- Cycle parking facilities at transport hubs

### Cycling Routes to Key Destinations:

- **To Uxbridge:** Via local roads and designated cycle routes
- **To West Drayton:** Direct route via Colham Avenue and connecting roads
- **To Heathrow:** Via cycle-friendly routes and dedicated paths

## 5.8 Local Amenities

There are many local amenities in the surrounding area that residents, staff and visitors of the site can access by foot, bicycle or public transport, including:

- Local shops and supermarkets
- Healthcare facilities
- Educational establishments
- Parks and recreational facilities
- Community centres
- Places of worship

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## 6. Setting Targets

This section identifies how the TMP will be formulated in terms of targets. Targets are an essential part of the TMP and are in the form of modal splits, as well as measures to support the TMP's effectiveness.

Targets should be measurable, achievable, realistic and time-related and should relate to the particular circumstances of the site.

### 6.1 Primary Target

The primary target of this TMP is to reduce single occupancy car trips.

### 6.2 Secondary Targets

For the primary target to be achieved, the following secondary targets are delivered:

- Monitor cycle and car parking occupancy
- Monitor numbers using public transport, walking and cycling
- Ensure that all staff and visitors are aware of the TMP and its coordination, sustainable transport information, and are informed of the health, economic and environmental benefits of travel by non-car modes

### 6.3 SMART Targets

The targets of the TMP follow the requirements of "SMART":

- **Specific** – objectives specify what to achieve
- **Measurable** – we are able to measure if the objectives are met
- **Achievable** – the objectives set are achievable and attainable
- **Realistic** – the objectives can be realistically achieved with available resources
- **Time** – we have the time to achieve the set objectives

#### Target Monitoring Framework:

Target	Specific	Measurable	Achievable	Realistic	Time
Monitor cycle parking occupancy	If cycle parking consistently exceeds 90%, measures should be considered to increase capacity	Monitoring will be carried out	If there is no exceedance, no action need be taken	Yes, if provision needs to be increased	Ongoing - annual monitoring
Monitor car parking demand	If curtilage parking is consistently full, measures will need to be considered	Monitoring will be carried out	If there is an issue with overspill, action will be taken	Yes, if exceedance occurs	Ongoing - annual monitoring
Monitor public transport usage	Undertake travel pattern surveys of staff and visitors	Yes, within travel pattern surveys	All staff to be asked to complete surveys	Yes	Within 3 months, then yearly
TMP awareness	TMP available to all staff/visitors via platforms/website	Yes, reflected in number of surveys completed	Ensure awareness via social media, displays	Yes	Ongoing

## 6.4 Modal Share Targets

The actual breakdown of the modes of travel to the site will be determined through initial Travel Pattern Surveys. The site is anticipated to have a low private vehicle modal share and a high public transport modal share. The measures and targets should be adjusted to further incentivise public transport and maintain this modal share.

## 7. Measures

The measures to meet the stated objectives and targets are set out to bring about a modal shift and maintain momentum. The specific measures to be adopted to support and achieve the targets are provided with timeframes and responsibilities.

### 7.1 Measures to Promote Walking

Measure	Description	Time Frame
1	Provision of appropriate, well lit, safe walkways and footpaths on approach to the development	Prior to occupation
2	Promotional events and literature to emphasise health benefits	Continuously
3	Distribution of walking route map handouts displayed on Travel Information Board	Within first 2 months of occupation
4	Marketing through posters, leaflets, notice boards and website	Immediately/continuously
5	Notify staff and visitors of ongoing schemes to improve pedestrian infrastructure	Within first 2 months of occupation
6	Provision of "free to borrow" umbrellas for inclement weather	Immediately/continuously
7	Provision of high-visibility reflective clothing and personal alarms	Immediately/continuously
8	Provide guaranteed ride home service for staff who walk	Immediately/continuously
9	Implement walking buddy scheme for staff	Immediately/continuously

## 7.2 Measures to Promote Cycling

Measure	Description	Time Frame
1	Provision of secure cycle storage shed	Prior to occupation
2	Provision of suitably lit, safe cycle routes	Prior to occupation
3	Promotional events and literature emphasising health benefits and tax initiatives	Immediately/continuously
4	Provision of cycle route map on Travel Information Board	Immediately/continuously
5	Detailed cycling information including safety, security and promotions	Continuously
6	Posters highlighting benefits of cycling	Continuously
7	Marketing through various media channels	Immediately/continuously
8	Provide incentives such as cycle clips, helmets, discount vouchers	Continuously
9	Ensure adequate cyclist access points	Prior to occupation
10	Form bicycle users group and offer cycle training	Within 6 months of occupation
11	Information on local cycle routes	Within first 2 months of occupation

## 7.3 Measures to Promote Public Transport Use

Measure	Description	Time Frame
1	Provide public transport routes, bus stop locations and timetable information	Immediately/continuously
2	Ensure all staff and visitors are aware of public transport routes	Within first 2 months of occupation
3	Explore options for discounts with public transport operators	Continuously
4	Consider advertising annual travel card for staff	Within 2 months of occupation
5	Ensure local bus shelters are adequately lit and maintained	Immediately/continuously
6	Support staff eligible for bus pass applications	Within 3 months of occupation
7	Raise awareness of mobility schemes	Within 3 months of occupation
8	Offer flexible working hours to suit public transport timetables	Immediately/continuously
9	Liaise with bus companies for 'taster' tickets	Within 3 months of occupation
10	Liaise with bus companies for discounted travel services	Within 3 months of occupation
11	Promotional events and literature emphasising benefits	Immediately/continuously

## 7.4 Measures for Sustainable Car Use

Measure	Description	Time Frame
1	Raise awareness of cost savings through car alternatives	Immediately/continuously
2	Set up car-share matching service	Within 6 months of occupation
3	Continue promoting walking, cycling and public transport	Continuously
4	Car share meetings for staff	Continuously
5	Promotional events and literature	Immediately/continuously
6	Advertise journey planning tools	Immediately/continuously

## 7.5 Other Supporting Measures

Measure	Description	Time Frame
1	Provision of Welcome Packs including sustainable travel information	Immediately/continuously
2	Offer personalised journey planning facility	Continuously
3	Ensure completion of travel surveys	Annually from occupation
4	Information for those with mobility impairments	Immediately

## 7.6 Measures to Market and Publicise the TMP

Measure	Description	Time Frame
1	Ensure notice boards with transport information are updated regularly	Immediately/continuously
2	Introduce TMP section on website or social media	Immediately/continuously
3	Provide travel information packs to all new staff and visitors	Continuously
4	Regular travel meetings for communication with staff	Continuously
5	Participate in national promotional events	Continuously
6	Personalised travel planning for staff	Continuously

## 8. Monitoring and Review

It is important that the targets set within the TMP are actually met. This section sets out the monitoring and evaluative procedures that will be employed.

### 8.1 Monitoring Period

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.

### 8.2 Monitoring the TMP

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
- Number of people taking up cycle loans or Bicycle User Group (BUG) membership
- Numbers of car sharers
- 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

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## 9. References

DLUHC, 2023. *National Planning Policy Framework*. London: Department for Levelling Up, Housing & Communities.

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**Appendix A:** Travel Pattern Survey Template

**Appendix B:** TMP Monitoring Report Template

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*This Travel Management Plan has been prepared for 28 Colham Avenue, Hillingdon, UB7 8HF*

*Date: 03.07.2025*