

**Response to Highways Authority Comments ;
Parking Management Plan**

Planning Ref: 78905/APP/2025/688

at :

25 Gledwood Crescent, Hayes, UB4 0AX



Date: 09/2025

Parking Provision and Site Access

Council Concern :

Only one parking space appeared achievable because of the existing lamp column and single crossover. The forecourt width seemed insufficient for two vehicles, and there were concerns about local parking stress on Gledwood Crescent.

Applicant Response:

- The lamp post relocation and dropped-kerb extension have been formally approved by the Council's Highways Department (see attached approval letter).
- These approved works provide two off-street parking bays, each 4.8 m × 2.4 m, accessed via the widened crossover.
- The existing porch will be removed, increasing forecourt depth to 6.3 m and overall width to 7.4 m, enabling vehicles to park wholly within the site.
- The revised frontage layout provides a minimum 1.0 metre clear space in front of the main entrance and along the side access, surfaced in durable, non-slip paving to ensure safe and unobstructed movement for residents, visitors, and emergency personnel. This surface treatment clearly separates pedestrian routes from vehicle areas, maintaining accessibility and full compliance with Hillingdon Local Plan Policy DMHB 11 (Inclusive Design) and Building Regulations Part M.

Ambulance, Servicing and Drop-Off Access

Council Concern :

Uncertainty about how ambulances, taxis, and service vehicles could access the property safely without blocking the carriageway or footway.

Applicant Response:

- The widened crossover and 7.4 m frontage allow direct access for ambulances, taxis, and deliveries entirely within the property boundary.
- The forecourt functions as a temporary drop-off area, keeping the public footway clear.
- On-duty staff will supervise emergency or delivery access to maintain safety.
- Servicing and deliveries (e.g. medication, food, maintenance) will occur 10:00 AM – 4:00 PM weekdays only.
- Refuse collection remains kerbside, consistent with neighbouring dwellings.

Provides safe, unobstructed servicing and emergency access consistent with Policies DMT 2 & DMT 6.

Cycle Parking

- A secure, covered, lockable cycle store for two bicycles will be provided in the rear garden, accessed via the side passage.
- The design follows TfL Cycle Design Standards for long-stay use.

Complies with London Plan Policy T5 and Hillingdon Policy DMT 5.

Electric Vehicle Charging Infrastructure

- A 7 kW active EV charging point is proposed between the two bays.
- Installation will meet London Plan Policy T6.1 (Residential Parking) specifications.

Fully satisfies EV charging requirements and supports sustainable travel objectives.

Highway Impact and Local Parking Stress

Council Concern:

Existing parking pressures on Gledwood Crescent could lead staff or visitors to park on-street, increasing congestion or illegal parking.

Applicant Response:

- The scheme provides two off-street spaces, removing any on-street dependency.
- Only one care staff member is on-site per 12-hour shift; the home accommodates three residents, resulting in very low traffic generation.
- Visitor appointments are pre-arranged and staggered; manager visits (4–5 per week) occur outside peak hours.
- Servicing and deliveries are restricted to 10:00 AM – 4:00 PM weekdays.
- Staff and visitors are encouraged to use public transport (PTAL 2; bus stops within five minutes' walk).
- The Parking Management Plan details these operational measures in full, ensuring no on-street or illegal parking occurs and that all vehicle activity remains contained within the site.

Prevents parking stress and aligns with Hillingdon Policy DMT 6 and London Plan Policy T6.

Parking Management Plan

These measures collectively resolve all concerns raised by the Highways Authority and ensure full compliance with the Hillingdon Local Plan and London Plan requirements.

1. Introduction

This Parking Management Plan supports the planning application for 25 Gledwood Crescent, and has been prepared in response to comments raised by the Highways Authority. It provides detailed information on how parking, servicing, and access will be safely and efficiently managed for the proposed change of use.

The Parking Management Plan demonstrates full compliance with the Hillingdon Local Plan (Part 2 – 2020) and the London Plan (2021), ensuring the proposal operates safely, sustainably, and without adverse impact on the surrounding residential environment.

2. Site and Local Context

The property is located on Gledwood Crescent, a quiet residential street in Hayes, comprising mainly semi-detached houses with off-street parking. The road has a carriageway, accommodating two-way traffic flow with moderate parking demand.

The site has a Public Transport Accessibility Level (PTAL) of 2, providing access to local bus routes connecting to Hayes & Harlington Station and Uxbridge Town Centre. The site's frontage currently includes a driveway.

As part of the proposed redevelopment:

- The lamp post has been approved for relocation, and
- The dropped kerb (vehicle crossover) has been approved for extension, allowing two off-street parking spaces to be formally accommodated within the property boundary.

The proposed care home will continue to operate as part of the residential community, with staffing and traffic generation similar to a family dwelling.

3. Care Home Operation and Staffing

a. Occupancy

- The home will accommodate 3 elderly residents requiring residential care.
- It is not a nursing home; residents do not require 24-hour medical care or large staff numbers.

b. Staffing

- The home will operate with one staff member per 12-hour shift:
Day Shift: 8:00 AM – 8:00 PM
Night Shift: 8:00 PM – 8:00 AM
- The registered manager will visit 4–5 times per week, mainly during off-peak periods (10:00 AM – 3:00 PM).
- Occasional visiting professionals (social workers, community nurses) attend during daytime hours by appointment only.

c. Visitor Profile

- Visitors are typically family members or support professionals, attending by prior arrangement.
- Visiting hours will be limited to 10:00 AM – 7:00 PM and managed to avoid overlap.
- On average of 1 visitor vehicles per day are expected — fewer than a typical household with multiple adults.

4. Parking Management Plan

a. Layout and Capacity

- Two off-street parking bays (each 4.8 m × 2.4 m) will be provided within the site frontage, accessed via the approved extended crossover.
- The existing porch will be removed, increasing forecourt depth to 6.3 m and total frontage width to 7.4 m, enabling vehicles to park fully clear of the footway.
- A 7 kW active EV charging point will serve both bays.
- A minimum 1.0 m-wide clear pedestrian walkway in contrasting paving will run in front of the entrance and side access, ensuring safe step-free access.

b. Parking Allocation

User Type	Space Allocation	Notes
Staff (on-duty)	Bay 1	Dedicated during 12-hour shift.
Visitors / Manager / Service Vehicles	Bay 2	Shared use; short-stay only; coordinated via booking system.

c. Management Measures

- No staff or visitors will park on-street on Gledwood Crescent.
- Visitor appointments will be pre-arranged and staggered to prevent overlap.
- Servicing and delivery vehicles will use the second bay for short-term access only (under 15 minutes).
- The care home manager will monitor compliance and maintain a parking log of visits and deliveries.
- Residents, families, and external contractors will receive written guidance on the parking protocol.

d. Sustainable Transport Integration

- Public transport access: Bus stops within 5 minutes' walk (Routes 195, H98).
- Cycling: Secure, covered storage for 2 bicycles provided in the rear garden (accessed via side gate).
- Electric Vehicles: 7 kW active EVCP meets London Plan Policy T6.1 requirements.

5. Servicing Management Plan

a. Type and Frequency of Servicing

Servicing activity is minimal due to the small residential scale of the care home.

Typical vehicle movements include:

Service Type	Frequency	Vehicle Type	Duration	Managed By
Food & grocery deliveries	Twice weekly	Small van	10 mins	On-duty staff
Medical supplies	Weekly	Car/small van	10 mins	On-duty staff
Linen / cleaning	Fortnightly	Small van	10 mins	Manager
Waste & recycling collection	Weekly	Council refuse vehicle	Standard	Hillingdon Council

b. Servicing Procedure

- Vehicles use the approved extended crossover and pull fully onto the forecourt to load/unload.
- No servicing vehicle will stop or wait on Gledwood Crescent.
- All operations are supervised by on-duty staff to maintain pedestrian safety.
- Vehicle movements occur forward-in, forward-out, eliminating reversing risk onto the carriageway.
- All servicing occurs Monday–Friday, 10:00 AM – 4:00 PM, avoiding school and commuter peaks.

c. Refuse Collection

- Waste bins will be stored within the side/rear area and presented at the kerbside on collection days.
- Refuse collection will be carried out by Hillingdon Council's standard residential service.
- The care home's waste generation is similar to a family dwelling due to its low occupancy.

6. Emergency and Ambulance Access

- The 7.4 m frontage allows an ambulance or taxi to park temporarily within the forecourt, maintaining a clear public footway.
- On-duty staff will assist ambulance crews to ensure safe access and egress.
- The 1.0 m clear pedestrian walkway ensures unobstructed movement for stretchers or wheelchairs.
- During emergencies, the second parking bay will remain available for exclusive ambulance use.
- Lighting at the frontage and entrance ensures visibility during night-time operations.

7. Highway Safety and Impact on Gledwood Crescent

The development has been designed to integrate safely within Gledwood Crescent, maintaining a residential appearance and low traffic impact.

Key points:

- The lamp column relocation and extended dropped kerb have been approved by the Council's Highways Department, confirming feasibility and compliance.
- The two off-street parking bays eliminate any need for on-street parking.
- All vehicle movements are controlled, infrequent, and supervised.
- Traffic levels remain significantly below that of a typical family home with multiple working-age residents.
- The proposal will not increase parking stress or congestion, in full compliance with Hillingdon Policy DMT 6 (Vehicle Parking).

8. Policy Compliance

This SPMP ensures that the proposed C2 care home fully complies with the following:

Hillingdon Local Plan: Part 2 (2020)

- Policy DMT 2 – Highway Impacts:
No unacceptable effects on highway capacity, safety, or operation.
- Policy DMT 5 – Vehicle Parking:
Adequate, safe, and well-managed on-site parking provided.

- Policy DMT 6 – Vehicle Parking (Servicing and Safety):
Safe and practical servicing, ambulance access, and manoeuvring achieved.
- Policy DMHB 11 – Design of Inclusive Environments:
Step-free, accessible pedestrian access and safe site layout.
- Policy DMH 8 – Residential Care Homes:
Care home design compatible with residential character, with suitable access, parking, and facilities.

London Plan (2021)

- Policy T5 – Cycling:
Secure, covered, and accessible cycle storage provided.
- Policy T6 & T6.1 – Parking and EV Infrastructure:
Two on-site spaces with one active EVCP; meets current standards for residential developments.

9. Monitoring and Review

- The Registered Manager is responsible for ongoing implementation and monitoring of this SPMP.
- A Servicing and Parking Log will record delivery times, visitor arrivals, and incidents, reviewed quarterly.
- If operational issues arise, the SPMP will be updated in consultation with Hillingdon Council to ensure ongoing compliance.

10. Conclusion

This Parking Management Plan confirms that the proposed change of use to a small-scale C2 care home at 25 Gledwood Crescent can operate safely, sustainably, and without adverse impact on the local highway network. The development will:

- Provides two compliant off-street parking bays with an active EV charger;
- Includes approved lamp-column relocation and dropped-kerb extension;
- Delivers safe ambulance and servicing access;
- Incorporates a minimum 1 m clear pedestrian walkway; Maintain clear pedestrian and inclusive access to the entrance.
- Provides secure, covered cycle storage; and
- Operates at a low-intensity, residential scale consistent with the surrounding street.
- Provide two off-street parking bays
- Operate with minimal staff and vehicle trips.