



**SENIOR LIVING URBAN (EPSOM) LTD
GUILD LIVING CARE COMMUNITY -
AMENDED APPLICATION
EPSOM HOSPITAL
WOODCOTE GREEN ROAD**

TRAVEL PLAN

FEBRUARY 2021



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Senior Living Urban (Epsom) Ltd
Guild Living Care Community - Amended Application
Epsom Hospital
Woodcote Green Road
Travel Plan

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1 Introduction

Introduction

- 1.1 Mayer Brown Ltd have been instructed by Senior Living Urban (Epsom) Ltd to provide highways and transport related assistance in support of a planning application for its new Later Living Community of 267 apartments on land at Epsom General Hospital, off Woodcote Green Road in Epsom.
- 1.2 An indicative location plan for the extra care facility is shown in **Figure 1.1**.

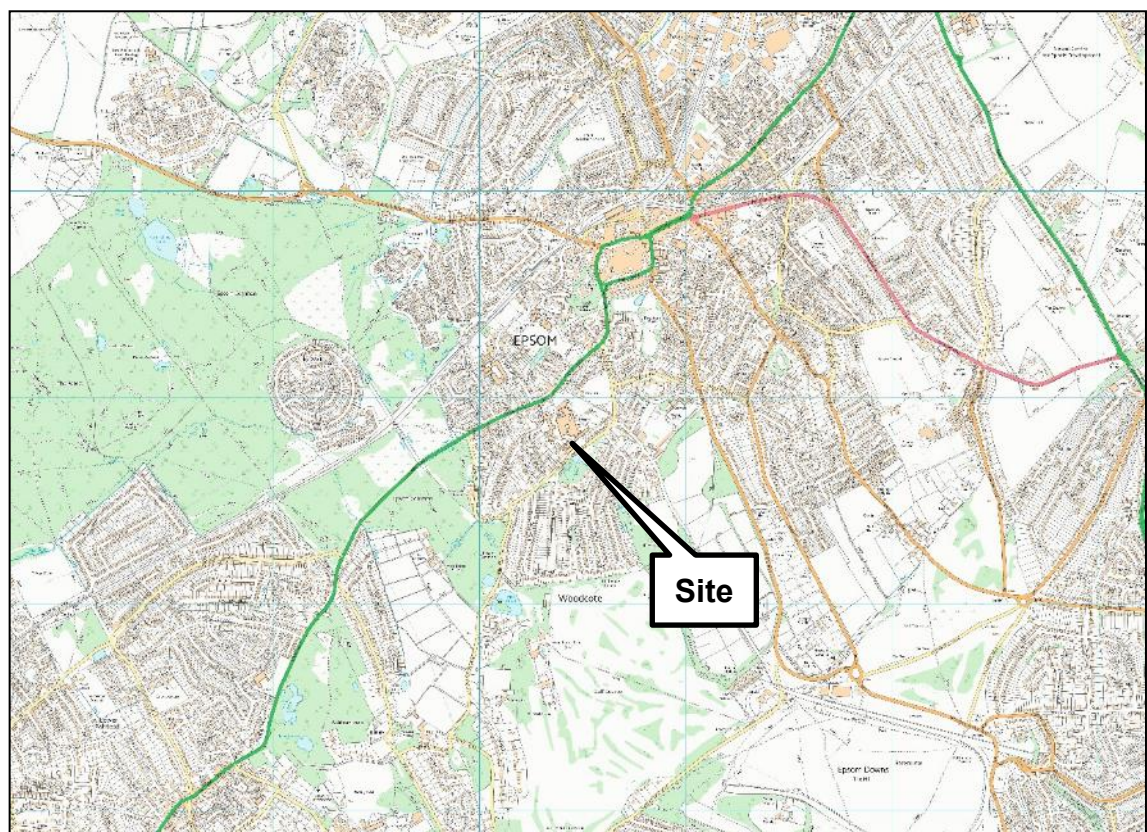


Figure 1.1: Site Location

- 1.3 The site is located approximately 1km south of Epsom Town Centre in the borough of Epsom & Ewell. The site is bordered by Woodcote Green Road to the south, Epsom General Hospital to the north and east and residential properties to the west. The surrounding area is mostly residential.

Travel Plan

- 1.4 The Travel Plan will aim to increase awareness of the availability of more environmentally-friendly alternatives to private car use, and to introduce a package of

physical and management measures that will facilitate travel by these sustainable modes of transport.

- 1.5 The lifetime of the Travel Plan will be five years from first occupation, in terms of monitoring and formal management. However, it is expected that many of the measures will be continued beyond this point as they will bring benefits to residents and staff with minimal ongoing input required. A number of physical measures will be installed as part of the design of the building, e.g. bicycle parking, so are likely to remain for the lifetime of the building, far longer than the lifetime of the Travel Plan.
- 1.6 This Travel Plan has been produced having reference to Surrey County Council's (SCC) 'Travel plans – a good practice guide for developers' (July 2018).
- 1.7 This Travel Plan includes the following content:
- Introduction to the Travel Plan and its objectives;
 - Travel Plan Coordinator – roles and responsibilities;
 - Review of the site's accessibility and existing infrastructure to promote sustainable travel;
 - Proposed measures and initiatives for promoting sustainable travel; and
 - An Action Plan for the implementation and monitoring of the Travel Plan.
- 1.8 This Travel Plan will be implemented by Guild Living who will be responsible for its implementation and management throughout its five-year lifetime.

Development Details

- 1.9 The proposals comprise redevelopment of a part of the existing Epsom Hospital, including the demolition of some 'unfit for purpose' hospital buildings on the site to provide a 'Later Living' development comprising the following:
- C2 apartments with some care options;
 - C2 apartments with additional care options;
 - Care suites for residents unable to live independently – this may include some short-term transitory care between hospital and home;
 - Key worker/nurses' accommodation to replace existing units within Epsom General Hospital's Woodcote Lodge;
 - Childcare nursery – with spaces for up to 40 children;
 - Public amenities, including retail, restaurant and café;
 - A Stacker Parking System (SPS) car park for residents, staff and visitors;
 - Additional parking spaces for staff and visitors at surface level;

- Secure and sheltered cycle parking;
- A private, development 'Car Club' with two vehicles (located within the SPS car park), and space provided for a public 'Car Club' vehicle at surface level; and
- Shuttle buses for resident day trips etc.

1.10 A schedule of accommodation is provided in **Table 1.1**.

Dwelling Type	No. of Units / Area
<i>Guild Living Residence – 1 bed</i>	67
<i>Guild Living Residence – 2 bed (small)</i>	129
<i>Guild Living Residence – 2 bed (medium)</i>	23
<i>Guild Living Residence – 2 bed (large)</i>	27
<i>Guild Living Residence – 3 bed</i>	21
Total Guild Living Residences	267
Guild Care Residence	10
Guild Care Suite	28
Key Worker Residence (Hospital staff)	24
Childcare (Nursery)	40 children
Amenities (including retail, restaurant and café)	562 sqm

Table 1.1: Schedule of Accommodation

- 1.11 The definitions of the three types of accommodation referenced above are as follows:
- Guild Living Residences (GLR) – 1, 2, 3-bedroom main C2 with care options;
 - Guild Care Residences (GCR) – larger GCS option / smaller GLR option; and
 - Guild Care Suites (GCS) – members requiring greater range of care/services.
- 1.12 SCC's guidance requires a Travel Plan be produced to accompany planning applications for C2 residential institutions, including hospitals and nursing homes, of more than 50 beds. This Travel Plan is therefore applicable to residents and staff of the new care community.
- 1.13 It is noted that, in line with SCC's guidance, the sizes of the proposed public amenities, including retail, restaurant, café and nursery do not warrant the production of a Travel Plan. Trips to these facilities are likely to be linked to the care community or adjacent Epsom General Hospital. These facilities will be open to use by visitors, staff, patients and visitors at the hospital and the general public (likely to only be residents of the adjacent residential properties).
- 1.14 This Travel Plan accompanies a Transport Assessment for the proposed development.

Access Arrangements

- 1.15 Access and egress to the site is provided via separate entrance and exit points on Woodcote Green Road, with the entrance located near the southwestern corner of the site and the exit located just to the west of the existing hospital access that is being

stopped up. The hospital access that is being retained is located further to the east of the proposed exit.

- 1.16 Within the site the separate entrance and exit points create a one-way internal route under Building West, with a two-way section towards the SPS parking provided as a continuation of the entrance route. The main area for residents and visitors to drop off/collect their cars is provided at the SPS with a turning head/roundabout space provided for vehicles to turn. Departing vehicles can also be collected from the Port Cochere under Building West.
- 1.17 Drop off/collection for the nursery provided as part of the scheme will be accessed via the main access where visitor parking bays are provided, including two dedicated for use by the nursery during opening hours, with vehicles departing via the separate egress.
- 1.18 The site has been designed in a pedestrian friendly manner with vehicle-free access throughout the site and linking to the existing footway and cycle-lane on Woodcote Green Road. It is recognised that some residents at the site will be unable to walk great distances, and therefore buggy/electric scooter storage and charging areas will be provided within the site. These will enable residents who are not able to walk easily to still travel around the local area on footways.

Car Parking Provision

- 1.19 As part of the development proposals a two-storey, 132 space SPS would be provided onsite for use by residents, staff and visitors. The SPS would be accessed via the site access on Woodcote Green Road with a turning head/drop off area provided in the vicinity of the main reception to allow visitors to drop off/collect their cars with a concierge service to drive the vehicle to and from the SPS.
- 1.20 Further parking for staff and visitors is provided at grade for an additional 24 vehicles, accessed via the site access on Woodcote Green Road, resulting in a total parking provision on site of 156 spaces. Drop off/collection and staff parking for the nursery will be provided with two dedicated spaces during opening hours. A space for a minibus will also be provided.

Stacker Parking System (SPS)

- 1.21 The SPS is to be managed and used by the site operator, residents and visitors will not be independently using the SPS but will instead leave their vehicles at a drop-off area located adjacent to the entrance lobby of the building.

1.22 A basic guide to the operation procedure is provided below based on information provided by the proposed supplier:

- Car parking system for dependent parking of three cars above each other.
- This car parking system has two horizontal platforms, each for one car each. The lower parking space is on the floor right underneath.
- Both platforms have a wheel stop for the correct positioning of the car.
- First the upper platform is used, then lifted up to automatic stop in the middle position. Here, the upper platform is already fixed by a mechanical lock to avoid unintentional lowering.
- Now the lower one is used. The upper platform is lifted together with the lower platform until the upper position is reached. Again the mechanical lock fixes their position to avoid an unintentional lowering.
- Then the car is parked on the floor surface.
- The operating device is usually located at the front side of the platforms. An operating instruction is clearly visible and permanently fixed above each operating device.

1.23 Manoeuvring space is provided within the SPS car park to allow other cars to be temporarily removed from the stacker in order to retrieve vehicles parked above.

1.24 The proposed supplier of the SPS can also provide charging points for as many of the spaces as required with the charging cables manually attached to vehicles once they have been driven into and parked in location. Electric vehicle charging will be provided in line with SCC standards which require 20% of spaces to have active (fast charge) provision and 20% to have passive provision to meet future demand.

[Cycle Parking](#)

1.25 The proposed development includes 50 secure, covered cycle spaces provided for residents, staff and visitors located throughout the site.

[Staffing Levels](#)

1.26 The number of on-site staff are expected to comprise:

- Up to 35 staff on site (7 overnight).

2 Objectives, Roles and Responsibilities

Objectives

- 2.1 The Travel Plan is a long-term strategy for reducing the dependency of residents, staff and visitors to travel from to and from the site by private car, for all purposes including commuting, shopping and leisure. The aims of the strategy are to:
- Increase the awareness of residents and staff to the advantages of and potential for travel by more environmentally-friendly modes of transport; and
 - Introduce a package of physical and management measures that will facilitate resident, staff and visitor travel by sustainable modes of transport.
- 2.2 The specific objectives of the Travel Plan are:
- To achieve a reduction in the number of car-based trips generated by the development during the weekday peak hours;
 - To ensure that all parking associated with the development is accommodated within the on-site car park and not on neighbouring roads;
 - To achieve a reduction in the amount of single occupancy vehicles entering/exiting the site during weekday peak periods; and
 - To increase the number of passengers using the bus services on Woodcote Green Road.
- 2.3 This Travel Plan details the measures which are proposed to be introduced to encourage residents and staff to travel by means other than the private car, and how the performance of the measures will be monitored and the targets that will be set.

Travel Plan Coordinator

- 2.4 A Travel Plan Coordinator (TPC) will be appointed and funded by Guild Living to operate, maintain and manage the Travel Plan. It is expected that this role will be undertaken by the estate manager or by the property assistant, although some tasks may be delegated as appropriate. For a development of this type, it is important that the TPC is based on-site with knowledge of the residents and their individual needs in order to provide the most benefit from the Travel Plan.
- 2.5 The TPC will be in role prior to occupation of the first unit, to ensure that measures such as the travel information packs (see Section 4) are prepared prior to residents moving in. The TPC will have responsibility for:

- Providing and updating travel guides for new residents, as well as producing newsletters;
- Liaison as necessary with SCC's travel planning officers to benefit from their assistance and experience;
- Addressing any resident questions or queries regarding travel;
- Liaison with the TPC for the adjacent Epsom General Hospital, as appropriate;
- Promotion and monitoring of the scheme;
- Assisting residents with completion of travel surveys; and
- Updating noticeboards.

2.6 Guild Living will advise SCC of the name and contact details of the TPC prior to them taking up the post, and should this person change during the lifetime of the Travel Plan, SCC will be informed.

2.7 Prior to the appointment of the TPC, contact details for a temporary contact at Guild Living who has responsibility for planning matters are set out below:

Temporary Travel Plan Contact: Matthew Painter, Development Manager

Contact Address: Guild Living, Metal Box Factory, Unit GG
122-4, 30 Great Guildford Street, London
SE1 0HS

Contact Telephone: 07949 719096

Contact E-mail: matthew.painter@guildliving.com

2.8 The TPC will formally be in position from the first occupation for a period of five years, although their work on this site will be on a part-time basis in addition to their main role. Furthermore, certain measures, such as infrastructure/facilities built at the construction stage, will be continued beyond the five-year lifetime of the Travel Plan. It is probable that the busiest periods for the TPC will be as new staff join and new residents move into their new homes, as relocation to a new workplace or dwelling is a prime opportunity to consider alternative transport modes.

3 Site Accessibility and Opportunities for Sustainable Travel

- 3.1 The site is located close to local facilities and retail developments, hence there is potential for trips to be made on foot, by bicycle and by public transport.

Site Location

- 3.2 The site location is shown in **Figure 3.1**. It currently forms part of the Epsom General Hospital grounds, with the land having been sold for development as part of the NHS Trust's site delivery plans.



Figure 3.1: Site Location

- 3.3 Currently, the main access to the site is located on Woodcote Green Road. This is a staff-only access to the southern parts of the Epsom General Hospital site.
- 3.4 Woodcote Green Road provides access to numerous residential side roads to the south of the site and joins the A24 at a signalised junction to the north of the site.
- 3.5 The A24 Dorking Road is a busy main road that links Epsom Town Centre (and beyond this Ewell, North Cheam and Morden) to the north, to Ashted and Leatherhead to the south. To the south, the A24 also provides access to the M25. There is direct access to numerous side roads that serve predominantly residential areas between the hospital

and Ashted to the south, whilst to the north the A24 provides a route past Epsom station and on through the town centre.

Accessibility by Foot

- 3.6 On Woodcote Green Road there are footways on both sides of the road that are well lit and there is a zebra crossing located between the two hospital accesses as shown in **Figure 3.2**.



Figure 3.2: Footways and Zebra Crossing on Woodcote Green Road

- 3.7 There are several pedestrian crossing points along the A24 Dorking Road, with the nearest one to the site being a pedestrian refuge island to the north east of Footpath FP 124 which links Woodcote Green Road to Dorking Road. In addition, there are signalised pedestrian crossings to the west of the hospital entrance just past the junction with White Horse Drive, and at the signalised junction with Woodcote Road to the northeast of the site.
- 3.8 The Institution of Highways and Transportation (IHT) *Guidelines for Providing for Journeys on Foot* (2000) suggested acceptable walking distances for pedestrians without mobility impairment. Table 3.2 of the document refers to a maximum walk distance of 2,000m for typical journeys on foot from residential developments. On this basis, **Figure 3.3** illustrates the walk catchment for the site.

- 3.9 However, it is recognised that some residents at the site will be unable to walk this distance, and therefore buggy / electric scooter storage and charging areas will be provided around the site. These will enable residents who are not able to walk easily to still travel around the local area on footways.

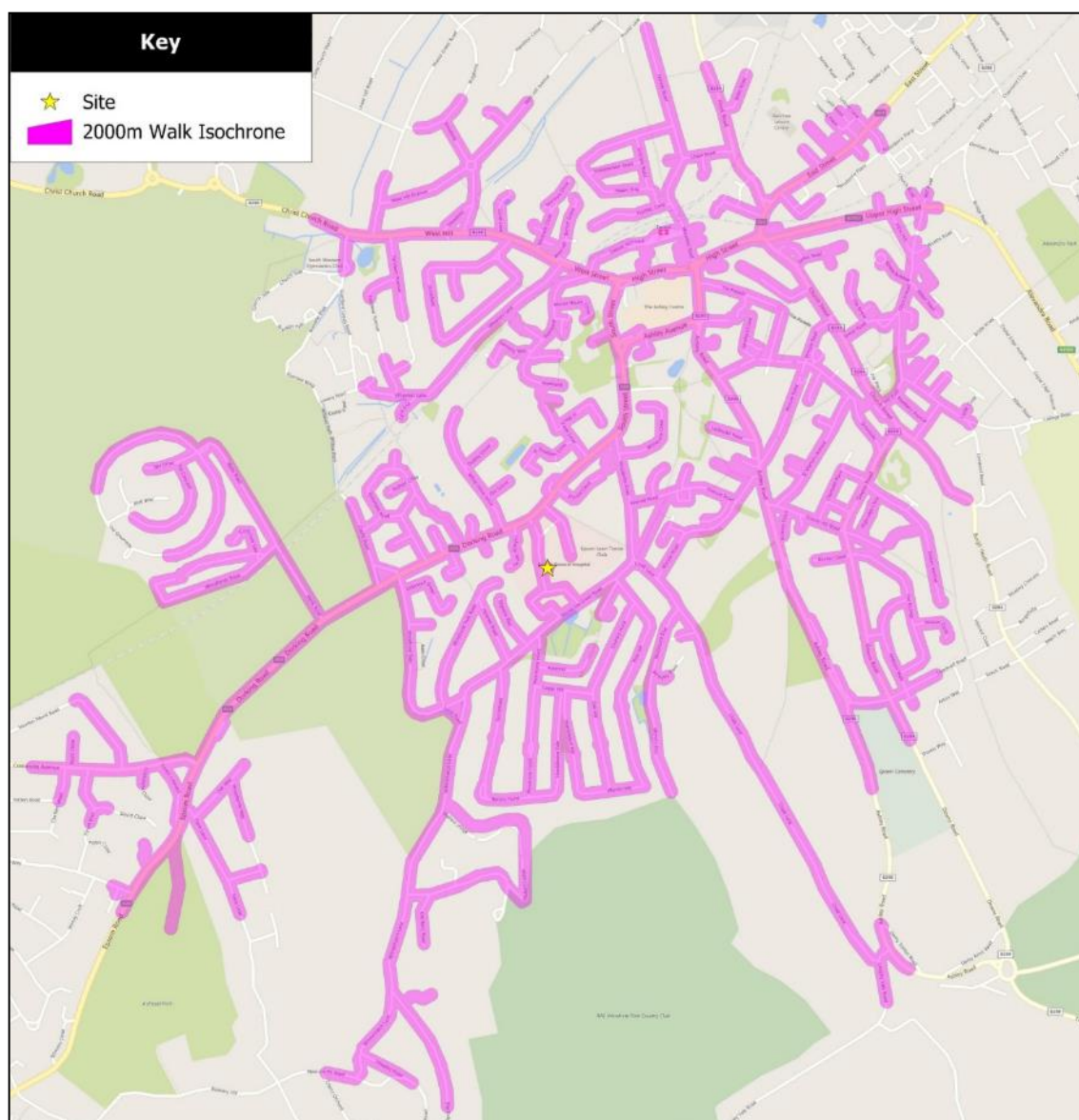


Figure 3.3: Walk Isochrones from Site

- 3.10 **Figure 3.3** shows that Epsom Town Centre and Epsom rail station is within walking distance of the site for pedestrians without mobility impairment. Epsom Town Centre has a variety of local facilities/amenities, examples of which include:

- Takeaways / Fast food outlets;
- Restaurants / Cafés;
- Shops;

- PureGym;
- Odeon Cinema;
- Travelodge Epsom Central;
- Waitrose Supermarket;
- Banks; and
- Epsom Rail Station.

3.11 Epsom rail station is approximately 1.1km (or a 20-minute walk assuming a leisurely walking speed for an older person of 54m/min) from the site.

Accessibility by Bicycle

3.12 Minimal levels of cycling are expected from residents, although some staff members and visitors may choose this mode of transport to access the site.

3.13 The Department for Transport's (DfT) 'Cycle Infrastructure Design' (October 2008) states in paragraph 1.51 that *"in common with other modes, many utility cycle journeys are under three miles, although, for commuter journeys, a trip distance of over five miles is not uncommon. Novice and occasional leisure cyclists will cycle longer distances where the cycle ride is the primary purpose of their journey. Experienced cyclists will often be prepared to cycle longer distances for whatever journey purpose"*. On this basis **Figure 3.4** illustrates the 8km (5 mile) catchment for the site by bicycle.

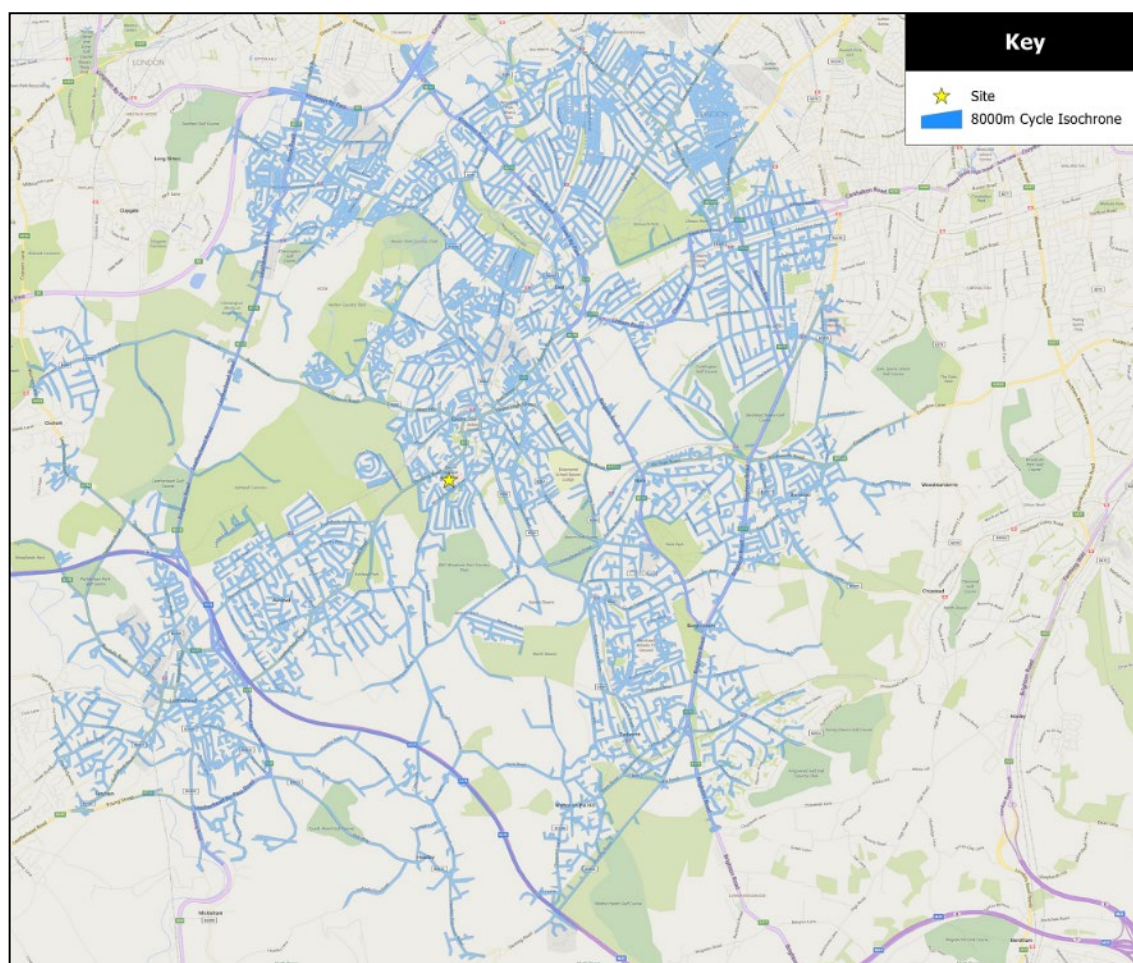


Figure 3.4: Cycle Isochrones from Site

- 3.14 **Figure 3.4** shows that all of Epsom is easily accessible from the site within an 8km cycle ride. Ashted, Leatherhead, Tadworth, Banstead and Chessington are all also accessible. There are several stations located within the 8km cycle catchment.
- 3.15 On-road advisory cycle lanes are marked out on both sides of Woodcote Green Road from Hylands Road in the west to Chalk Lane in the east.
- 3.16 A greenway is shown on SCC's cycling map from the corner of Woodcote Green Road and Chalk Lane that provides a link through Rosebery Park toward the town centre. Chalk Lane is also a signed advisory route which links to off-road cycle routes across Epsom and Walton Downs.

Accessibility by Bus

- 3.17 At time of writing, bus and rail services are affected by the Coronavirus pandemic, with reduced services on some routes. The following information is therefore based on pre-Covid levels of service, as this is considered to be broadly representative of likely provision following Covid.

- 3.18 There are bus stops on Woodcote Green Road adjacent to the hospital access and served by bus routes 166 and 293 and shown in **Figure 3.5**. The eastbound stop is located approximately 70m from the site's pedestrian access and has been recently upgraded with a shelter and RTI, whilst the westbound stop is around 130m away with a pole and flag with timetable information.



Figure 3.5: Bus Stop on Woodcote Green Road (source: Google Earth)

- 3.19 Epsom Hospital (Stops P, Q and R) are the next nearest bus stops to the site, located along the A24 Dorking Road and shown in **Figure 3.6**. They provide a bus service in both directions and are served by bus routes 166, 293, 318, 406, 408, 467, 479, 489, 516, 519, 617, 618, 619, 623, 668, 676 and E5.



Figure 3.6: Bus Stop on Dorking Road

- 3.20 An extract of the SCC bus network map for Epsom & Ewell is provided as **Figure 3.7** and a summary of the routes and frequencies of the bus services is shown in **Table 3.1**.
- 3.21 A staff shuttle bus also runs between Epsom General Hospital, Sutton Hospital and St Helier Hospital, approximately every 35 to 50 minutes during weekdays. This is now called the H1 service. This service is also open to patients and members of the public, and costs £1.50 per journey for these users.
- 3.22 Additionally, Transport for London (TfL) and the Epsom NHS Trust have agreed to extend the 470 bus service, which currently ends in Epsom Town Centre, to travel to Epsom General Hospital. The bus will use Woodcote Green Road and enter the hospital site via the entrance on that road. A bus stop will be provided close to the shuttle bus stop. The bus will exit the site via the Dorking Road and return to Epsom Town Centre.
- 3.23 As the bus is operated by TfL it will be on the Oyster card network. The bus operates six days a week (excluding Sundays) and between the hours of 07:00 and 21:00.

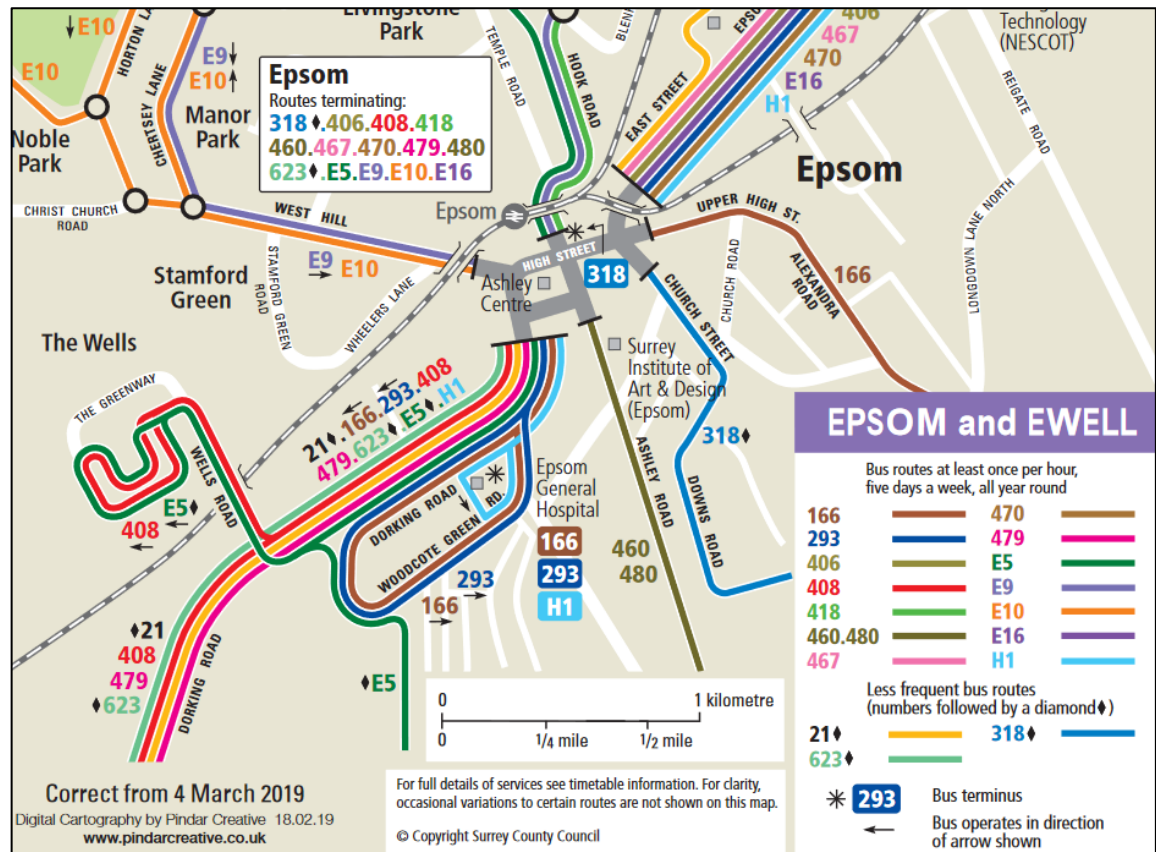


Figure 3.7: Extract from Surrey County Bus Network Map

Service No.	Route	AM Peak Frequency	PM Peak Frequency	Saturday Frequency	Sunday Frequency
21	Crawley - Dorking - Leatherhead - Epsom	1 service	1 service at 16:53	Every 2 hours	No service
166	Epsom General Hospital – Banstead – Croydon	Hourly	Hourly	Hourly	No service
293	Epsom – North Cheam - Morden	3-4 per hour	3 per hour	3 per hour	2 per hour
318	Epsom – Ewell – North Cheam – Morden	1 service	1 service	No service	No service
406	Epsom – Ewell – Kingston upon Thames	1 service	1 service at 15:10	No service from this stop	No service from this stop
408	Epsom – Leatherhead – Cobham/Effingham	1 service	1 service	No service	No service
467	Epsom – Ewell - Hook	1 service in other direction	1 service at 15:10	No service from this stop	No service
479	Guildford – Little Bookham – Leatherhead – Epsom	3 services	3 services	2 per hour	Every 2 hours
617	Banstead – Epsom – St Andrews School	School Service – One Am and one PM service			
618	Walton on the Hill – Epsom – St Andrews School – Therfield School	School Service – One Am and one PM service			
619	Lower Kingswood – Tadworth – Epsom – St Andrews School – Therfield School	School Service – One Am and one PM service			
623	Ashted – Epsom	Friday Service only - at 10:42	Friday Service only - at 13:45	No service	No service
668	North Cheam – Ewell – Epsom – St Andrews School	School Service – One Am and one PM service			
E5	Langley Vale – Epsom - Watersedge	1 service	1 service	Every 2 hours	No service
H1	Epsom General Hospital – St Helier Hospital	2 services	2 services	No service	No service

Table 3.1: Bus Service Frequency

- 3.24 **Table 3.1** shows that there is a reasonable level of service to local key destinations such as Dorking, Leatherhead, Banstead, Morden, Croydon and Guildford.

Accessibility by Rail

- 3.25 As detailed above, Epsom rail station is approximately 1.1km from the site and is accessible by bus routes 166 and 293 from Woodcote Green Road, which both stop

approximately 150m from the station on High Street. Sheltered cycle parking facilities and a car park are provided at this station, as well as a taxi rank.

- 3.26 Epsom railway station is served by Southern Rail and South Western Railway, with direct trains to nearby locations such as Sutton, Horsham and Dorking (Main), or locations further afield such as Guildford, London Victoria and London Bridge. An extract of the Southern Rail network map is provided as **Figure 3.8**.

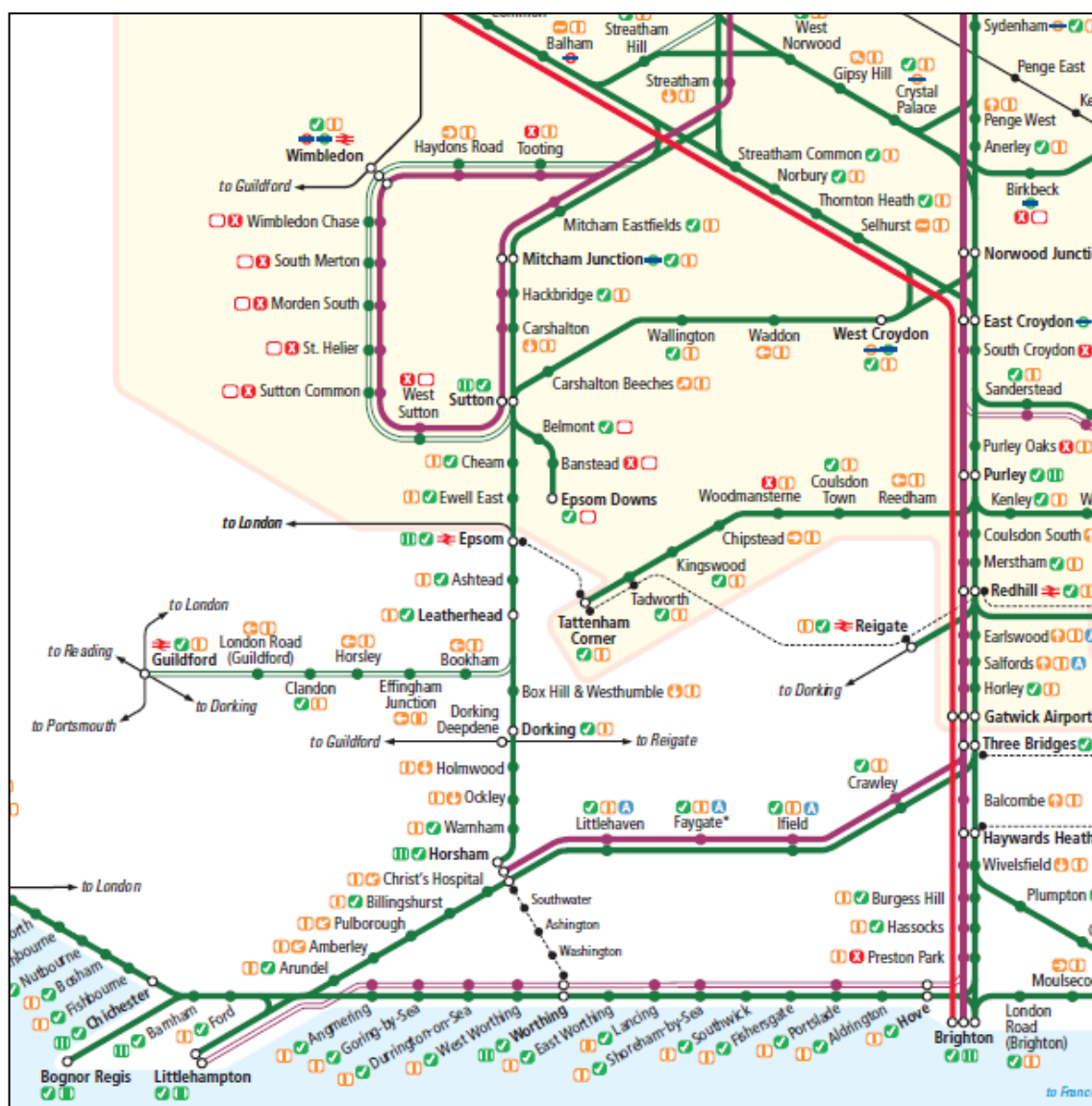


Figure 3.8: Extract of Southern Rail Network Map

- 3.27 A summary of the pre-Covid rail services provided from Epsom railway station is shown in **Table 3.2**.

Route	AM Peak (07:00-09:00)	PM Peak (17:00– 19:00)	Saturday	Sunday
Dorking (main) – London Waterloo	4	4	2 per hour	1 per hour
Guildford – London Waterloo	3	4	2 per hour	1 per hour
Epsom (Surrey) – London Waterloo	3	-	-	-
Effingham Junction – London Waterloo	1	-	-	-
Dorking (Main)/Horsham – London Victoria via Sutton	4	4	2 per hour	2 per hour
Epsom (Surrey) – London Victoria via Hackbridge	4	4	-	2 per hour
Epsom (Surrey) – London Bridge via Sutton	1	2	2 per hour	-
Guildford / Dorking (main) – London Bridge	3	-	-	-

Table 3.2: Rail Service Frequency from Epsom Railway Station

- 3.28 **Table 3.2** shows that Epsom railway station provides frequent trains to various locations locally and regionally.

Amenities in Proximity to the Site

- 3.29 **Table 3.3** lists the amenities located within 500m of the proposed site.

No.	Amenity	Distance from Site
	Food outlet	
1	Costa Coffee Epsom Hospital	190m
2	Ingredients Restaurant Epsom Hospital	200m
3	Coffee House Epsom Hospital	210m
4	M&S Epsom Hospital Simply Food	400m
5	Lava Lounge (restaurant) (previously White Horse)	400m
6	Grumpy Mole (pub) (previously Amato Inn)	450m
	Access to cash	
7	Epsom Hospital cash point	200m
	Access to an outdoor open space	
8	Public benches, open space and pond (opposite rear entrance to hospital on Woodcote Green Road)	90m
9	Public benches, open space (opposite Digdens Rise)	170m
10	Epsom Sports Club	500m
	Access to a recreation or leisure facility for fitness or sports	
11	Epsom Sports Club (various clubs/courts/playing fields)	500m
	Publicly available postal facility	
12	Post box (Woodcote Hurst)	140m
13	Post box (adjacent Woodcote Green Road/Woodcote Road/Chalk Lane)	350m
	Community facility	
14	Epsom Hospital library	200m
15	Epsom Sports Club (various clubs/courts/playing fields)	500m
	Over the counter services associated with a pharmacy	
16	Epsom General Hospital Pharmacy	350m
	Public sector GP surgery or general medical centre	
17	Epsom General Hospital	Same site

Table 3.3: List of Amenities within 500m of the Site

Calculation of the Public Transport Accessibility Index (AI)

- 3.30 **Table 3.4** below lists the distances between the main entrance to the proposed building(s) and each compliant public transport node – a compliant public transport node being a bus service within 650m and a railway station within 1km. Given that the proposed development is made up of more than one building and therefore there are more than one entrance, distances were measured from the centre of the site.

No.	Public Transport Node	Distance from Site
Bus stop within Epsom Hospital		
1	Epsom Hospital	280m
Bus stops on Woodcote Road		
2	Epsom Hospital Southside (Stops S & T)	120m
3	Hylands Road (southern & northern sides)	190m
4	Woodcote Park Road	500m
5	Avenue Road (eastern & western sides)	600m
Bus stops on A24 Dorking Road		
6	Epsom Hospital (Stops Q & P)	400m
7	Epsom Hospital (Stop R)	550m
8	Elmslie Close (western & eastern sides)	500m
9	Westlands Court	650m
Rail		
	n/a – Epsom railway station over 1km from the site	

Table 3.4: Distances to Compliant Transport Nodes

- 3.31 It should be noted that Epsom railway station is only just beyond the 1km limit for inclusion as a compliant transport note.
- 3.32 Using the above information and the frequency of the services serving each stop, the Public Transport Accessibility Index (AI) has been calculated for the site using the Transport for London (TfL) Public Transport Accessibility Level (PTAL) methodology. This results in an AI of 5.16 for the site.

Summary

- 3.33 This section demonstrates that the proposed site is in an accessible location and can be accessed by modes of transport other than the private car, including regular bus services from Woodcote Green Road, and that there are a wide range of local facilities within close proximity of the site. The site therefore accords with local and national guidance which seeks to encourage a reduction in the length and number of private car trips and is considered to be sustainable.

4 Travel Plan Measures

- 4.1 A range of measures have been set out below. Some of the infrastructure measures are proposed as part of the site's construction and will therefore form part of the planning application; other measures are suggestions of softer measures or additional provision that will only be determined if the site receives planning consent and once operational details are further developed.

Buggy / Scooter parking

- 4.2 Three separate secure areas will be provided for storage and charging of electric buggies, scooters and wheelchairs, two in building west and one in building east. These will enable residents to travel greater distances than they may be able to by foot, thereby negating the need to travel by car.

Secure Cycle Storage

- 4.3 Secure, covered cycle spaces provided for residents, staff and visitors located throughout the site. The care needs of residents are likely to vary and while the majority may be unable to cycle, some may be able to do so. Staff and visitors may be able to cycle to the site and suitable, secure bike parking will encourage this.

Travel Information

- 4.4 A range of information will be made available to potential and new residents to inform them of the options for sustainable travel to and from the site.

Travel Information Packs

- 4.5 Travel information packs will be provided upon occupation for each new resident over the five-year lifetime of the Travel Plan. This pack will contain all the information an individual will need in order to make an informed choice on the mode of travel to be used for any local journeys, including:
- Local bus stops and routes;
 - A list of contact details for local taxi companies and "guide" fares to key locations;
 - Details of local facilities such as shops and doctor surgeries;
 - Information about car sharing and any on-site car clubs;
 - Useful websites and phone numbers;
 - Information about bus concessionary pass scheme; and

- Details of bus ticket scheme for residents who are not in receipt of a concessionary pass.

4.6 Copies of these packs or leaflets will also be provided to staff upon commencement of employment at the site.

Newsletters

4.7 Newsletters will be provided by the TPC every six months for the first three years of occupation, which will include the results of any travel surveys and changes to the local travel options (including introduction of any new bus services at local stops), whilst highlighting the health and economic benefits of sustainable travel.

Travel Noticeboards

4.8 Travel noticeboards will be provided in communal areas of the extra care facility, which will include the following information, updated at least every six months by the Travel Plan Coordinator:

- Appropriate information/leaflets showing local walking/cycling routes and public transport timetable information;
- A list of contact details for local taxi companies and “guide” fares to key locations;
- Information about bus concessionary pass scheme;
- Information about car sharing and any on-site car clubs;
- Promotional material in relation to health, financial and environmental benefits of using sustainable travel;
- National and regional sustainable travel campaigns/events such as Walk to Work week, National Bike Week, and National Car Free Day; and
- Details of useful travel/journey planning websites and phonelines such as Traveline.

Other Measures

Internet Access

4.9 All properties will be broadband enabled, allowing residents the opportunity to shop and access online service from home.

4.10 Internet training could be provided to residents who wish to use this but do not currently know how to do so. Details could also be provided within residents’ travel information packs and on noticeboards, six-monthly newsletters, residents’ coffee mornings and meetings around the site. The operator could also investigate running short courses and sign posting to external services for upskilling residents on the internet if required.

Restricted Car Parking

- 4.11 Only 40% of the 267 Guild Living Residences will be marketed/sold as having parking spaces. This will reduce the number of residents travelling by this mode.

Distribution/Availability of Travel Information

- 4.12 Travel information will be provided on the relevant property section of the company's website.
- 4.13 The TPC will prepare a short (e.g. one page) summary of travel options to and from the site which can be provided in advance to visitors and guests. This will include details of how to travel between the site and rail station by public transport, as well as likely taxi fares for this journey.
- 4.14 Real-time passenger information will be provided in the lobby area of the main building.

Residents' Meetings

- 4.15 Should the site hold regular meetings for residents to discuss the facility and its management, travel will be included as an agenda item to enable any issues to be discussed and addressed.

Pool Cars

- 4.16 Two private car club cars' will be available for use by staff/residents. Some residents may only need to use a car occasionally, and shared vehicles could provide a more cost- and space-effective way to provide this.

Minibus

- 4.17 A minibus will be provided for transporting residents and staff on organised shopping trips / days out. The potential for an electrically powered minibus will be investigated.

Additional Measures

- 4.18 Other measures that may be considered include:
- Wellbeing classes to promote fitness and encourage walks within the local area, including organised walks.

Staff Measures

- 4.19 Additional measures will be put in place that will apply specifically to members of staff at the site. These will include:
- The benefit of regular exercise, by walking or cycling, will be promoted to staff;

- Staff showers and lockers –Male & Female staff changing rooms, showers, lockers and staff mess provided on the first floor of building west;
- The offer of free transport home (by taxi) for staff who cycle to work in the event of an emergency will be made;
- Details of local adult cycle training courses, specifically aimed at adults who have never cycled before or those who would prefer a bit more confidence before cycling to work, will be displayed in staff areas and/or easily made available to staff;
- The building management will also purchase a basic cycle repair kit and pump. This would be stored at the main reception, to avoid misuse or loss, but signs adjacent to the cycle parking areas will be displayed to inform cyclists that this is available;
- Personal alarms will be offered to staff, in order to improve personal security for them on local streets; and
- High visibility jackets will be offered to all staff, in order to improve safety whilst walking or cycling on the local roads.

4.20 Guild Living already offers the “Cycle to Work” scheme, which is a tax-free scheme to purchase a bicycle and related equipment, and this will be offered to staff at the new site.

5 Targets and Monitoring

- 5.1 The previous section set out the suggested package of measures that will form the basis of the Travel Plan. This section looks at how these initiatives will be implemented, and their performance monitored.
- 5.2 As previously stated, the Travel Plan is a long-term strategy for reducing the dependency of residents, staff and visitors to travel from to and from the site by private car. In order to identify a modal split, a baseline travel survey will be undertaken following occupation (see timetable below).

Targets

Baseline Modal Split

- 5.3 As the development is still at the planning stage, in the absence of site-specific travel data, interim modal split data has been obtained using the vehicle trip rates from TRICS, and data from the National Travel Survey (NTS), *Table NTS0601a, Average number of trips (trip rates) by age, gender and main mode: England 2011* Census data on the method of travel to work for the Epsom area. The resulting modal split is set out in **Table 5.1**.

Travel Mode	Modal Split
Foot	39%
Bicycle	2%
Bus	10%
Rail	1%
Car	46%
Other	2%
Total	100%

Table 5.1: Interim Modal Split

Targets

- 5.4 Opportunities to encourage modal shift are at their greatest when a new resident moves into their new property or new member of staff commences employment with no pre-defined travel habits, hence the distribution of the travel guides on occupation. Once a resident or member of staff has been settled for a period of time, their travel choices become habitual and there is less opportunity to change their regular patterns of behaviour beyond this point.
- 5.5 As set out in section 2, the specific objectives of the Travel Plan are:

- To achieve a reduction in the number of car-based trips generated by the development during the weekday peak hours;
- To ensure that all parking associated with the development is accommodated within the on-site car park and not on neighbouring roads;
- To achieve a reduction in the amount of single occupancy vehicles entering/exiting the site during weekday peak periods; and
- To increase the number of passengers using the bus services on Woodcote Green Road.

5.6 **Table 5.2** sets out the five-year interim targets based on the interim modal split in **Table 5.1**. In accordance with SCC's guidance, the targets are 'SMART' (specific, measurable, attainable, realistic and time bound).

Target	Baseline	Year 1	Year 3	Year 5
STAFF: Reduce the proportion of single-occupancy car-based trips to and from the site between 07:00 and 19:00 on weekdays	##%	##%	##%	##%
RESIDENTS: Reduce the proportion of single-occupancy car-based trips to and from the site 07:00 and 19:00 on weekdays	##%	##%	##%	##%

Table 5.2: Travel Plan Targets

5.7 The success of the Travel Plan in meeting the targets will be assessed via the monitoring surveys (detailed below).

5.8 Targets will also be set following the baseline surveys to increase the percentage of staff and residents utilising active modes (walking/cycling), public transport and car sharing when travelling to and from the site.

Monitoring and Performance

Travel Surveys

5.9 Resident and staff travel surveys will be undertaken in accordance with the following timetable:

- Baseline – at 50% occupation;
- Year 1 – one year after the baseline survey;
- Year 3 – three years after the baseline survey; and
- Year 5 – five years after the baseline survey.

5.10 The travel surveys will ask questions about how residents and staff currently travel, any transport issues they are encountering and their attitudes towards sustainable travel.

- 5.11 Residents and staff will be able to complete this as a paper-based or web-based survey, with large print versions provided for those who require them. For residents who are unable to undertake the survey by themselves, the TPC (or appointed assistant) will undertake the survey verbally and write down the results on behalf of the resident. Sample surveys are included in **Appendix A**.

Site Access Traffic Counts

- 5.12 In combination with the resident and staff travel surveys, traffic counts will be undertaken at the site access with the aim of recording the number of arrivals and departures to the site during weekdays from 07:00-19:00. These surveys will be carried out to the same timetable as the travel surveys and will record the number of vehicular-based trips made to and from the site. The results of these surveys will establish the effectiveness of the Travel Plan in working towards its targets.

Monitoring Reports

- 5.13 Survey results will be provided to SCC and Epsom and Ewell Borough Council within three months of carrying out each survey and will be presented in a Monitoring Report, which will include commentary on the initiatives and measures that have been implemented and their effectiveness against meeting the Travel Plan's objectives and targets.
- 5.14 Additionally, the TPC will monitor (where applicable):
- Usage of the car club vehicles;
 - Usage of site minibus; and
 - Number of bicycles and electric buggies using the storage facilities.
- 5.15 A summary of the survey results will be provided to residents and staff through the travel newsletters and posted on the travel noticeboards.

Remedial Measures

- 5.16 If targets are not met by Year 5, then monitoring will continue until Year 9 in line with SCC's Travel Plan Good Practice Guide.
- 5.17 In the event that the targets have not been met, remedial measures may be introduced to help get the Travel Plan 'back on track.' Such measures could include:
- Car parking spaces replaced with dedicated spaces for car sharers; and
 - Increase in the amount of personalised travel planning available to residents and staff.

6 Action Plan

6.1 The action plan in **Table 6.1** below sets out the activities and measures that will be implemented as part of this Travel Plan, and the associated timescales.

Measure	Target Date	Ownership/ Responsibility
During Construction		
Provision of secure cycle storage	Prior to first occupation	Guild Living / Contractor
Provision of secure buggy / scooter storage and charging areas	Prior to first occupation	Guild Living / Contractor
Provision of staff showers / lockers	Prior to first occupation	Guild Living / Contractor
Ensuring all properties are broadband enabled	Provided with each completed residential unit	Guild Living / Contractor
Appointment of Travel Plan Coordinator	Prior to first occupation	Guild Living
Travel information on property section of company's website	Prior to first occupation / with marketing materials	Guild Living – IT / marketing teams
Upon first occupation		
Provision of Travel Information Packs	On occupation by new residents	Travel Plan Coordinator
Provision of car club vehicles	On occupation by new residents	Guild Living / car club operator
Provision of minibus	On occupation by new residents	Guild Living
Provision of basic cycle repair kit and pump	On commencement of staff employment	Travel Plan Coordinator
Provision of personal alarms and high vis jackets	On commencement of staff employment	Travel Plan Coordinator
Cycle to Work scheme	On commencement of staff employment	Guild Living
Ongoing		
Newsletters	Every six months for first three years of occupation	Travel Plan Coordinator
Updating travel information (website, information posters, Travel Information Packs)	At least every six months	Travel Plan Coordinator
Travel options discussed at resident meetings	Dependent upon meeting frequency	Travel Plan Coordinator / Residents Committee
Free emergency taxi ride home for staff	As required	Travel Plan Coordinator
Monitoring		
Travel surveys and site access traffic counts	At 50% occupation (baseline), then 1, 3 and 5 years subsequently	Travel Plan Coordinator
Monitoring reports	Following surveys at 50% occupation (baseline), then 1, 3 and 5 years subsequently	Travel Plan Coordinator

Table 6.1: Action Plan

APPENDIX A: Sample Travel Surveys

Guild Living, Epsom – Residents Travel Survey

Residents Travel Survey

As part of the monitoring process for the site's Travel Plan, we are currently conducting a Travel Survey. We would be grateful if you could complete this brief survey to help us better understand your travel patterns, needs and how we may be able to assist with your travel requirements. It will take about five minutes to complete and all responses will be treated confidentially.

If you have any queries about the survey, or for guidance on how to complete it, please do not hesitate to contact me at the details provided below:

Travel Plan Coordinator:

Telephone:

E-mail:

**Please send the completed survey to Travel Plan Coordinator at ADDRESS.
Alternatively, you may wish to complete the survey online at
www.website.co.uk**

Guild Living, Epsom – Residents Travel Survey

About you and your home

1. How many people live in your household?
☐ 1
☐ 2
☐ 3 or more
2. Do you or any members of your household own a car and keep it at the site?
☐ Yes
☐ No
If Yes, how many cars in total: _____
3. How long have you lived at your current address in Epsom?
☐ 0 - 6 months
☐ 6 months – 1 year
☐ 1 – 2 years
☐ 2 – 3 years
☐ 3+ years

About your travel to and from your home

4. How do you most frequently travel to and from your home for the following activities? (Choose the mode of travel that you use most often).

Trip purpose	Shopping	Leisure	Medical trips (e.g. hospital or doctors)	Visiting friends / family
Walk				
Electric buggy, scooter or wheelchair				
Bus				
Taxi				
Car – as driver				
Car – as passenger				
Other				

5. Do you have a disability that affects how you can travel?
☐ Yes
☐ No

Guild Living, Epsom – Residents Travel Survey

6. Have you changed your most common mode of transport since moving to this development?

☐ Yes

☐ No

If Yes, what mode did you use previously? _____

Why did you change? _____

7. Would you like any assistance with travel in the local area – for example, more information about bus routes / times, or phone numbers for local taxis?

☐ Yes

☐ No

If yes, please specify your needs, give your name and the Travel Plan Coordinator will be in touch. Your contact details will only be used for purposes of providing additional travel information.

8. Please use the following box to provide any other comments you wish to make in relation to travel in the local area:

Thank you for your time.

Guild Living, Epsom – Staff Travel Survey

A staff travel survey is being undertaken to understand your current travel patterns, any issues you may have with your journey to and from the site, and how this could be improved.

We would appreciate you taking a few minutes to answer some questions.

There are no correct or incorrect responses – we are interested in your personal view.

About You

Home Post Code _____ *required for understanding journey distances/times/routes*

Age Group ☐ 15-18 ☐ 19-24 ☐ 25-44 ☐ 45-64 ☐ 65-74 ☐ 74+

Do you have a health problem/disability that affects your choice of travel? ☐ Yes ☐ No

About Work

On Average, how many days do you work at the site per week?

☐ 1 day ☐ 2 days ☐ 3 days ☐ 4 days ☐ 5 days ☐ 6 days ☐ 7 days

Your Travel Habits

Please indicate how frequently you utilise each of the following travel modes for your journey to/from work?

In the case of multi-modal journeys, the main mode should be that utilised for the furthest distance

Drive (no passengers)

Drive (with passengers)

Car passenger

Walk

Cycle

Bus

Train

Motorcycle

Taxi

Other

Usual (1 choice)

Occasionally

Never

If you drive, what is your main motivations for this?

<input type="checkbox"/> Comfort	<input type="checkbox"/> Reliability
<input type="checkbox"/> Cheaper	<input type="checkbox"/> Safety
<input type="checkbox"/> Quicker	<input type="checkbox"/> No Alternative
<input type="checkbox"/> Other commitments (e.g. School run)	
<input type="checkbox"/> Other (please specify below)	

If you currently car share, as a driver or passenger, what statement below best describes you?

<input type="checkbox"/> Drive with colleague passenger
<input type="checkbox"/> Drive with non-colleague passenger
<input type="checkbox"/> Passenger with colleague driver
<input type="checkbox"/> Passenger with non-colleague driver

Alternative Travel Modes

If you always/mostly drive, please indicate if you would consider using the following alternative travel modes?

☐ Walk ☐ Bicycle ☐ Bus ☐ Train ☐ Motorcycle
☐ Car Sharing (with colleague) ☐ Car Sharing (with non-colleague)

Additional Information

Please provide any additional comments or ideas on how we can assist or encourage you to walk, cycle, car share or use public transport more frequently for your journey to/from work.

