



Grove Cottage

151, London Road, Bishop's Stortford, CM23 3JX

The Home of Bishops Stortford Mencap

Travel Plan

November 2023

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1 INTRODUCTION

This Framework Travel Plan has been prepared Kevin Davis on behalf of Grove Cottage the Home of Bishops Stortford Mencap (registered charity 1122298) on (“the Applicant”) to support the proposed redevelopment of the existing building at 151 London Road Bishops Stortford CM 23 3JX, situated within East Herts.

Grove Cottage is the Home of Bishops Stortford Mencap and provides social and educational activities for people of all ages with a learning disability. The aim of the charity is to develop the potential of the members and to help them avoid social isolation by supporting lifelong friendships and to provide respite to families and carers.

Owing to the nature of our members and their families this Travel Plan must take into consideration that managing and changing the behaviour of people with a learning disability poses unique challenges. That said I hope this document illustrates that with dedication and enthusiasm changes can be made to behaviour which will be of benefit to all.

The current building is a small Victorian house attached to a former transport café and has been occupied by the charity since 1974. It is no longer fit for purpose and does not allow Grove Cottage to deliver our services to our full capacity and in the way that we would wish. The building is not Disability Discrimination Act (DDA) compliant. This Travel Plan is in support of an application to redevelop the current site and to provide a state-of-the-art premises for our members and their families.

The modes of transport used by our members and their families will vary according to their physical capacity and the extent of their individual learning disability.

The site is located 151 London Road, Bishop’s Stortford Herts, CM23 3JX

The main aim of this Framework Travel Plan (henceforth referred to as “Travel Plan”) is to structure the management tools deemed necessary to enable the members, their families and carers, employees, and visitors of the business/educational space to make more informed decisions about their travel, which at the same time minimises the adverse impacts of their travel on the environment. This will be achieved by setting out a strategy for eliminating the barriers keeping members, their families, employees, and visitors from using sustainable and active modes.

This document has been prepared following the HCC Travel Plan Guidance (March 2020).

Travel management objectives will focus on reducing visitor trips made by car as well as considering staff and visitor travel patterns. The overall travel management objectives are:

- To minimise the number and length of single occupancy car trips to the site.
- To provide a high level of accessibility to the site for public transport users; and
- To facilitate and promote walking, cycling and public transport trips to the site.

Scope

The remainder of this document is structured as follows:

Section 2 outlines relevant travel policy

Section 3 outlines the accessibility and expected travel patterns.

Section 4 sets out the objectives and targets.

Section 5 outlines the Travel Plan strategy.

Section 6 sets out the measures that will be implemented

Section 7 outlines relevant travel plan policy.

Section 8 outlines the monitoring and review programme; and sets out an Action Plan.

2 TRAVEL PLAN POLICY

National Guidance - National Planning Policy Framework (July 2021)

The National Planning Policy Framework (NPPF) was published in July 2021 and sets out the Government's planning policies for England and how these are expected to be applied.

Chapter 9 – 'Promoting Sustainable Transport' sets out central government national transport policy, with Paragraph 104 setting out that "Transport issues should be considered from the earliest stages of plan-making and development proposals, so that:

- a) The potential impacts of development on transport networks can be addressed.
- b) opportunities from existing or proposed transport infrastructure, and changing transport technology and usage, are realised – for example in relation to the scale, location or density of development that can be accommodated.
- c) opportunities to promote walking, cycling and public transport use are identified and pursued.
- d) the environmental impacts of traffic and transport infrastructure can be identified, assessed, and considered – including appropriate opportunities for avoiding and mitigating any adverse effects, and for net environmental gains; and
- e) patterns of movement, streets, parking, and other transport considerations are integral to the design of schemes and contribute to making high quality places."

A summary of the pertinent proposed policy directions taken from Chapter 9 (Promoting Sustainable Transport) is summarised below.

"110. In assessing sites that may be allocated for development in plans, or specific applications for development, it should be ensured that:

- a) appropriate opportunities to promote sustainable transport modes can be – or have been – taken up, given the type of development and its location.
- 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 content of associated standards reflects current national guidance, including the National Design Guide and the National Mode 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 on the road network would be severe.

111. Development should only be prevented or refused on highways grounds if the residual cumulative impacts on the road network or road safety would be severe.

112. Within this context, applications for development 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.”

Regional Travel Plan Policy Hertfordshire’s Local Transport Plan (2018-2031)

Hertfordshire’s Local Transport Plan sets out the positive vision for the future of Hertfordshire by providing safe and efficient travel and transport from the period up to 2031. Chapter 6 of the document sets out the policies regarding transport.

Policy 3: Travel Plans and Behaviour Change

“The county council will encourage the widespread adoption of travel plans through:

- a) Working in partnership with large employers, businesses, and other organisations to develop travel plans and implement Smarter Choices measures.
- b) Seeking the development, implementation and monitoring of travel plans as part of the planning process for new developments.

The application of personalised travel planning techniques, marketing and other behavioural change initiatives will be considered with delivering physical transport improvements to maximise the potential to achieve modal shift.”

Policy 5: Development Management

- e) Require a travel plan for developments according to the requirements of ‘Hertfordshire’s Travel Plan guidance’.

Local Travel Plan Policy

East Herts District Plan (October 2018)

The East Herts District Plan covers the period 2011-2033 and sets out the framework for communicate with communities and businesses within the area to enhance sustainable development for the future of East Herts.

“Paragraph 18.1.8: Travel Plans are an essential tool for facilitating development by creating sustainable transport access to, from and around a site. They are effective in managing travel demand, with the potential to contribute to a significant reduction in local and national traffic. They can also help assist in modal shift e.g., via lift sharing schemes, Smarter Choices, readily accessible public transport information, working from home, car clubs, etc. Travel Plans are administered by Hertfordshire County Council (as Transport Authority) and are submitted with planning applications, where applicable. Guidance on their preparation is available at www.hertfordshire.gov.uk/media-library/documents/highways/development-management/travel-plan-guidance.pdf. However, despite the measures which Travel Plans may introduce, within the rural parts of the district the dispersed settlement pattern with related lower levels of passenger transport provision and attendant high levels of car dependency makes the provision of realistic alternatives to private car more challenging. Therefore, while supporting and encouraging a reduction in car usage, it is necessary to recognise the importance of private motorised transport in enabling the population of more rural locations to access key facilities and services.”

Travel Plan Policy Summary

Planning policy at all levels encourages the promotion of sustainable transport as a mode of travel for employees through the implementation of Travel Plans.

3 THE SITE & ACCESSIBILITY

The site is located at the junction of London Road and Twyford Road Bishop's Stortford. It is approximately 500 metres from the roundabout at the junction of London Road and the B1383. The location of the site in context to the surrounding area is detailed below.

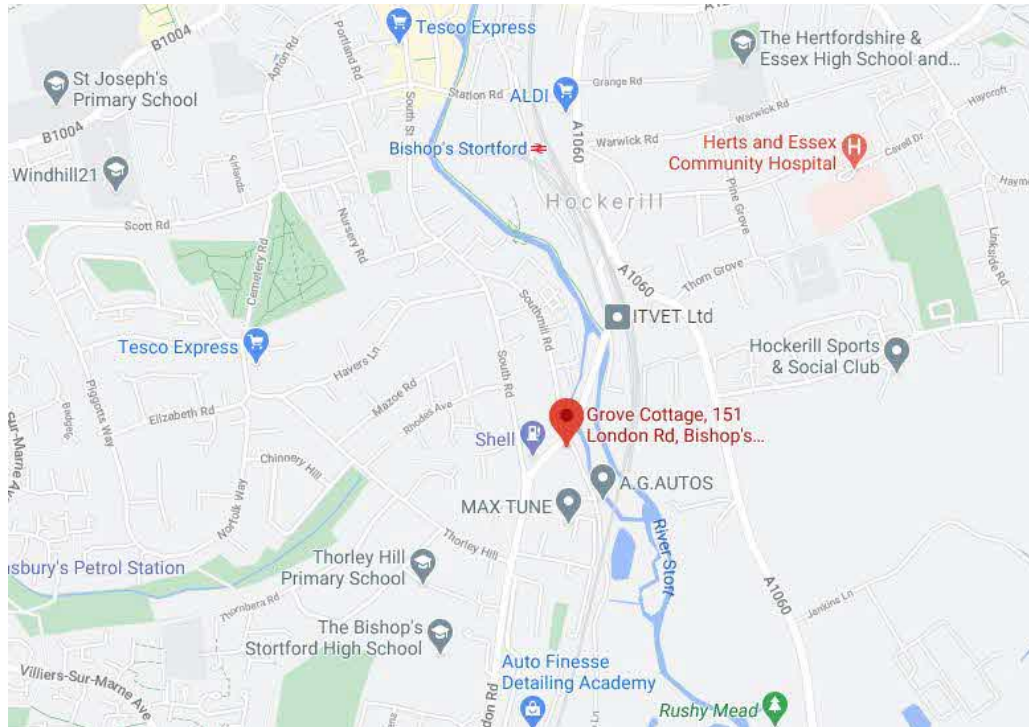


Figure 1 – Map showing location of Grove Cottage

The planned development is located within an area which is both commercial and residential. Grove Cottage have been delivering services from this site at 151 London Road for over sixty years. In relation to sustainable travel to and from the location the vehicular traffic is unlikely to increase. The aim of the Travel Plan will be to reduce the number of single occupancy car trips and promote the use of public transport and active forms of travel.

Access

Vehicular access to the site is achieved from both Twyford Road and London Road. At the bottom of Twyford road there is access to an industrial estate which also provides vehicular access to the B1383. There is currently no road signage to the premises, and it is envisaged that the design of the new building will feature the name of the organisation in a very visible form.

Parking

There is currently no dedicated onsite car parking. There is a paved area adjacent to the premises at the junction of Twyford Road and London Road which provides ad hoc parking for approximately five vehicles. In addition, a minibus owned and operated by Grove

Cottage is parked in Twyford road at the rear of the premises on a pavement area adjacent to the Nursery Garden

In Twyford Road there are three spaces for parking vehicles on the road which have been allocated B8 resident/carer parking permits by Hertfordshire County Council.

There is also a drop off parking bay with space for 4 cars on Twyford Road, immediately outside the building. This operates as a 30 minute stay parking bay between the hours of 08.30 – 18.00, Monday to Friday and provides a safe drop off zone for our members who need assistance due to their additional needs. A number of our members have physical disabilities and use wheelchairs or other mobility equipment so this area is particularly important to ensuring safe access to the building.

The application for the new development will result in the loss of the ad hoc parking spaces on the paved area, mentioned above. However, Grove Cottage has secured fourteen new parking spaces located within the curtilage of several local businesses and within walking distance.

New parking spaces are being provided at the following locations

- 1) IT Vet has two car parking spaces. This location is on the B1383 and is a short walk from Grove Cottage. A third space is also being provided in this location for the Grove Cottage minibus.
- 2) Oxford House has nine spaces in front of the building and a large car park to the side and rear of the building. These can be used after 5.pm weekdays and all the weekends. Oxford House is situated less than 100 metres from Grove Cottage. This parking capacity will absorb any vehicular traffic at or near Grove Cottage for all evening and weekend activities.
- 3) Twyford Road Baptist Church has two spaces. This location is a two-minute walk from Grove Cottage.

It should be noted that since the services of Grove Cottage are delivered outside of 'rush hour' there is limited impact upon vehicle congestion in the immediate area. Most service users are dropped off by parents or carers and remain outside Grove Cottage only for a matter of a few minutes. The 30-minute parking bay provides a safe drop off zone for this purpose.

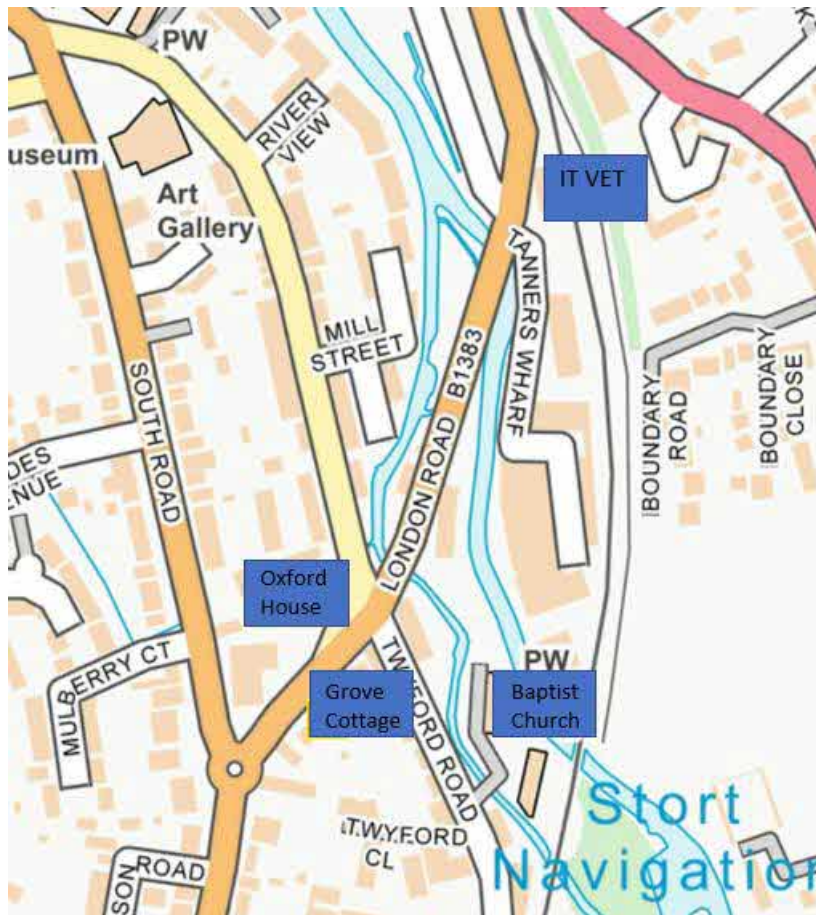


Figure 2 – Map showing location of off-site car parking

Accessibility on Foot

It is generally accepted that journeys under 1 mile (1.6 km) can be undertaken on foot as opposed to car as set out in the Chartered Institution of Highways and Transportation guidance (CIHT, Planning for Walking, April 2015).

There are pavement routes accessible that allow for easy access to the proposed development at 151 London Road. Those members who currently walk to Grove Cottage have not indicated any difficulties in the past.

There are no formal crossings within proximity to the site, however pedestrians can freely travel across both Twyford and London Road due to the low level of vehicular traffic. There is an island in the middle of London Road opposite the petrol station which makes it safe to cross one lane at a time.

Access by Bicycle

Guidance on cycling can be found in 'Planning for Cycling' guidelines published by the Institution of Highways and Transportation. This guidance highlights previous research by the DfT that 67% of all journeys are less than 5 miles. A 5-mile cycle distance would permit

riders to reach the areas of Bishops Stortford and surrounding villages. We will advocate use of the National Cycle Network and App to our members carers and families who wish to use cycle transport.

The site is located within a good cyclist environment with several designated cycle routes operating within the vicinity of the site.

Currently we do not have any members, carers, employees, visitors, or volunteers utilising cycle transport. Part of the Travel Plan will be to significantly increase cycle usage. The planning application for the new building shows cycle storage for six cycles, locker space to store cycle helmets and cycle clothes and shower facilities.

Access by Bus

The nearest bus stop to the site is located on the London Road approximately 500 metres away from Grove Cottage. The local bus services are run by Arriva buses, bus numbers 510 and 309 regularly stop. The services link Thorley and Harlow to Stansted Airport so as a result run a frequent service 7 days a week.

Access by Rail

The closest railway station to the site is Bishops Stortford with direct links to London, Cambridge, and Stansted airport. This trainline includes stops at Sawbridgeworth (5 minutes), Harlow Town (8 minutes) and Stansted Mountfitchet (4 mins). The station is located within a 9-minute walk.

Baseline Travel Patterns

Grove Cottage has a membership of 200 children and adults with a learning disability who access the services over a six-day period between Monday and Saturday between the hours of 9.00am and 9.00pm.

In terms of numbers using the building at one time, the nursery can accommodate up to 12 children in one session. The spring 2022 attendance registers showed that on average 12 adults participated in our weekday services and 6 young people came to each weekend club. Sessions are designed to ensure that there is no overlap of start and finish times to reduce the number of members arriving and departing at any one time. This phasing of start and finish times will continue in the new building.

The chart below shows data from a recent survey (May 2022) showing how our members, carers, employees, visitors, and volunteers travel to Grove Cottage.

	Number	Percentage of total
Walk	25	12.5
Public transport	10	5
Shared transport	25	12.5
Cycle	0	0
Taxi	10	5
Dropped off	135	55
Use own car	20	10

Table 1. Data from May 2022 showing current modes of travel.

The above table shows that 30% of those travelling to Grove Cottage already use sustainable forms of transport. Due to the nature of their disabilities a large number of our members are dropped off at the building.

A review (May 2022) of how far staff currently travel from home to Grove Cottage is shown below. This indicates that 76% live within a 5-mile radius. It suggests the potential for a significant modal shift towards active travel, even when taking into account barriers such as antisocial working hours.

	Number	Percent
Within 1 mile	14	37%
Within 2 miles	9	24%
Within 5 miles	6	16%
Over 5 miles	9	24%

Table 2. Data collected May 2022 showing the distance staff live from Grove Cottage

Current activities – working with our members

Grove Cottage members have a variety of learning disabilities and difficulties. We run a life skills programme to support their independence within the community. A recent project has included navigating public transport. Over several weeks members were supported in interpreting timetables, learning about money and travel safety. This culminated in members purchasing tickets and travelling as a group from Bishop’s Stortford to Harlow by train. Life skill activities, including promoting active forms of travel, will continue in our new building.

4 OBJECTIVES AND TARGETS

Introduction

This section sets out the overarching objectives for the Travel Plan, as well as targets for the short and medium term. It includes indicators through which progress towards meeting the targets will be measured. Further information on monitoring and review of the Travel Plan can be found in section 6.

Objectives are the high-level aims of the Travel Plan. They help to give the Travel Plan direction and provide a clear focus.

Targets are the measurable goals by which progress will be assessed. The Travel Plan sets out targets which the site will seek to reach within the period covered by this Travel Plan. In addition, interim targets have been set.

Objectives

The Travel Plan's overriding objective is:

To engage with and encourage members, carers, employees, visitors, and volunteers to use more sustainable ways of travelling to / from the site through more effective promotion of sustainable and active modes. This will minimise the impact of the development on the surrounding highway network.

The sub-objectives are:

Sub-objective 1: To increase employee and visitor awareness of the advantages and availability of sustainable/ active modes of transport.

Sub-objective 2: To promote the health and fitness benefits of active travel to all users.

Sub-objective 3: To introduce a package of physical and management measures that will facilitate employee and visitor travel by sustainable modes.

Sub-objective 4: To reduce unnecessary use of the car for the journey to and from the building by members, carers, employees, visitors, and volunteers.

Sub-objective 5: Improve road safety for all who visit the building by reducing congestion on the pavement and highway.

Targets

Targets are measurable goals by which the progress of the Travel Plan will be assessed. Targets are essential for monitoring progress and the success of the Travel Plan. Targets should be 'SMART' – specific, measurable, achievable, realistic, and time-related.

Targets come in two forms – Action and Aim Targets. Action Targets are non-quantifiable actions that need to be achieved by a certain time, while Aim Targets are quantifiable and generally relate to the degree of modal shift the plan is seeking to achieve.

The Action Targets are as follows:

- 1) Provide a copy of the Travel Plan on the Grove Cottage website to encourage members, carers, staff, visitors, and volunteers to use sustainable travel means.
- 2) A travel pack will be prepared for employees containing information and promotion of active travel and public transport/car share. This will be shared with HCC.
- 3) Create a newsletter and promote opportunities to encourage active travel, public transport options and car sharing. This should include training and route planning initiatives such as through Bikeability and Cycling UK and create awareness of walking routes within the local area.
- 4) Set up a noticeboard and display posters promoting active travel, public transport timetables and car sharing. Posters promoting cycling to work can be downloaded from www.nationalcyclingstrategy.org.uk.
- 5) Use the national and European events, e.g., Bike to Work week to promote sustainable travel.
- 6) Focus on promoting a specific initiative, e.g., leaving the car at home once a week or once a month or car-share.
- 7) Develop a Road Safety element to our current life skills programme which would increase the confidence of several of our members and provide them with the opportunity and confidence to walk to and from Grove Cottage safely. This would have the additional effect of helping both their mental health and physical health through increased exercise.
- 8) Develop a Walking Club for our members. This group exercise would be supervised by Grove Cottage employees and volunteers. This would encourage walking as exercise with the benefits as above of both physical and mental health. We would expect through this club's activities to increase the number of members willing to walk to Grove Cottage.
- 9) Identify Workplace Travel Champions across the organisation who are able to promote active lifestyles and encourage behaviour change to staff and volunteers.
- 10) Introduce a cycle purchase scheme in partnership with a local cycle shop.
- 11) Promote a minibus service to pick up members from their homes and bring them to Grove Cottage to attend services. This would reduce the number of journeys to the site and provide a more sustainable travel option for those members who are unable to participate in active travel.

All the above have different timescales. Promotional materials will be shared with HCC.

Aim Targets

The aim targets of this Travel Plan are focused on the members, carers, staff, visitors, and volunteers who will either visit or be based at the site. The targets are set to measure progress towards the main objectives over 5 years once the development has been completed.

The Aim targets are as follows (% change compared to baseline above):

Target	Interim modal shift targets		Final target
	Year 1	Year 3	Year 5
Achieve a 10% modal shift away from car use by year 5.	5%	7%	10%
Achieve a 10% increase in public transport use by year 5	5%	7%	10%
Achieve a 33% increase in walking to Grove Cottage by year 5.	15%	25%	33%
Support working from home for administration staff. 5 administration staff members to work remotely from home by year 5. This will be supported by a flexible working policy including hybrid working (currently under review – to be signed off during academic year 2022/23)	3 members of staff	4 members of staff	5 members of staff
Introduce the minibus to transport adult members to and from their home addresses to Grove Cottage. By year 5 this service should be offered at 25% of adult sessions.	15%	20%	25%

This Travel Plan sets out the role of the Travel Plan Co-ordinator and defines their responsibilities in terms of ensuring that the series of measures and initiatives identified are delivered.

Grove Cottage will register with a travel plan management platform through HCC, Modeshift. This will aide travel plan monitoring and help us to reach the above targets. Grove Cottage are fully committed to achieving a modal shift away from car use and work towards national accreditations for business.

5. EMPLOYEE TRAVEL PLAN STRATEGY

Travel Plan Coordinator

The details of the Travel Plan Coordinator (TPC) are provided below. East Herts District Council and Hertfordshire County Council will be notified if the Travel Plan Coordinator changes at any time during the life of the Travel Plan.

Name: Jocelin Warren

Company & Position: Operations Manager, Grove Cottage, The Home of Bishops Stortford Mencap.

Address: 151 London Road, Bishops Stortford CM23 3JX
[REDACTED]

Secondary contact: Kevin Davis

Company & Position: Chair, Grove Cottage, The Home of Bishop's Stortford Mencap.

Address: 151 London Road, Bishops Stortford CM23 3JX
[REDACTED]

The TPC is the most important aspect of a Travel Plan, and their willingness and enthusiasm will be a key factor in the successful implementation of a Travel Plan that will achieve good modal shift results. The TPC will have access to the appropriate technology and resources necessary to communicate effectively with employees, visitors and stakeholders using a variety of mediums.

The duties of the TPC include:

- Undertake member, carer, employee, visitor, and volunteer Travel Surveys at years 0, 1, 3 and 5.

- Take responsibility for data collection and review of the Travel Plan.

- Oversee the development and implementation of the Travel Plan on a day-to-day basis.

- Obtain and maintain commitment and support from senior managers, employees, etc.

- Design and implement effective marketing and awareness-raising campaigns to promote the Travel Plan.

- Act as a point of contact for all employees requiring information; and

- Ensure the travel information available is always up to date.

The role of the TPC is part-time and will have a fluctuating workload throughout the duration of the Travel Plan.

Marketing Strategy

All members, carers, staff, visitors, and volunteers will be made aware of the existence of the Travel Plan prior to the occupation of the building. The details of the Travel Plan, its objectives in enhancing the environment and the role of individuals in achieving the objectives of the Travel Plan will be reinforced through the following:

- 1) A travel pack will be prepared for employees containing information and promotion of active travel, public transport and car share options. This will be shared with HCC.
- 2) Induction pack.
- 3) Notice boards.
- 4) Newsletters.
- 5) Charity Website
- 6) Facebook groups within the organisation that are dedicated to:
 - a) Volunteers
 - b) Members and Carers
 - c) Employees.

6 MEASURES AND INITIATIVES

Introduction

This section of the Travel Plan outlines the specific physical and management measures to be implemented as part of the Travel Plan. The implementation of the listed measures, which include awareness initiatives and infrastructure provision, is the core of the Travel Plan.

The list of measures described below is by no means exhaustive and it will be the responsibility of the appointed TPC to investigate other potential measures. It is important to add that in the longer-term other measures may be more suitable for the users depending on their needs and demands. This will be evident from the regular monitoring results and measures will be implemented and/or altered accordingly.

General Measures Car Initiatives

The proposal seeks to offer off site car parking spaces (see page 10) and 3 B8 parking permits. An application will be submitted to extend the parking drop off zone immediately outside the building from 3 to 5 bays. To cater for those with a disability the Blue Badge scheme will be utilised.

Car parking usage will be monitored and supervised by the TPC.

This travel plan has a target to achieve a 10% modal shift away from car use.

To reduce the number of private vehicles travelling to / from the site to assist with the targets for the TP, the following measures will be considered:

- 1) Implement a car share scheme for staff. The TPC will liaise with the Council regarding any local car share schemes that may already be established. Alternatively, consider establishing a local area within the www.liftshare.com database to maximise opportunities to share with other local employees. The TPC should be able to advise staff regarding basic queries such as insurance and safety.
- 2) Car sharing amongst visitors. Those attending the facilities at the site will be encouraged to share their travel with others to reduce the demand of single journey trips.
- 3) Preferential parking should be identified for car sharers to encourage users.

Pedestrians and Cycling

Pedestrian and cycle measures will include:

- 1) Shared use facilities within the site. A total of 6 cycle parking spaces will be provided on-site in the form of Sheffield stands for the use of visitors and employees. 3 of these are within the boundary walled garden and particularly secure.
- 2) The provision of electric charging points for bicycles.
- 3) The promotion of the physical and mental health benefits of walking and cycling.

- 4) 10,000 step challenge for employees and visitors to encourage active travel.
- 5) Promoting 'Walk to Work Week' challenge.
- 6) Shower/ changing facilities.
- 7) Provide plans and information to staff/ visitors indicating pedestrian/ cycle routes in the surrounding area,
- 8) Set up a Bicycle User Group (BUG) for employees, and
- 9) Free cycle training with Bikeability for employees and visitors to increase people's confidence with cycling and learn basic cycling skills
(<https://www.hertfordshire.gov.uk/services/health-in-herts/keep-active/cycle-training/bikeability/bikeability-get-started-with-cycling.aspx>)

The level of cycle parking located on-site will be regularly monitored by the TPC and if required additional cycle parking facilities will be provided to meet the potential demand.

Public Transport

Public transport services could include:

Up-to-date public transport information, and information on facilities on the site for both staff and visitors. Information to be provided on charity website, Facebook Groups, to members during life skill sessions and in staff induction packs. In addition, information will be regularly displayed on notice boards in communal areas to raise awareness.

Travel Information Provision

Dedicated Travel Notice Boards will be installed at key locations within the building such as in the communal lobby areas. The communal information points will be at the site from the outset and will display material designed to promote not only sustainable travel modes such as public transport, walking and cycling but also details of the Travel Plan itself and the contact details of the TPC.

The Travel Notice Board can also be used as a marketing tool to promote associated transport events and the implementation of new initiatives.

A personalised journey planning service will be offered to employees by the TPC, and advice will be given on how to plan journeys by sustainable modes of transport.

Visitor Travel

Employees will be provided with advice to ensure that visitors are advised to travel by modes other than the private car wherever possible, ideally utilising active modes of travel over public transport. Where travel by private car is required, advice will be provided to visitors with regards to car sharing to reduce the number of single occupancy trips.

Provision for People with Disabilities and Visual Impairment

Provision for people with disabilities has been built into the design of the building. The following initiatives / design features / measures are present:

Stairs have refuge points.

Wheelchair accessible lifts with accessible floors.

Disabled Toilets at access level.

Changing rooms with disabled shower and changing facilities.

The internal and external colour schemes will be designed to be suitable for those people with a visual impairment.

7. MONITORING AND REVIEW

A successful Travel Plan must have an appropriate monitoring programme that measures success (and failure) and reinvigorates the process where necessary. The development of an appropriate monitoring and review strategy will be the responsibility of the TPC.

Staff and visitor travel surveys will be carried out on an annual basis (year on year from the month of the baseline surveys being carried out) with monitoring of facilities such as cycle parking, lockers, and travel information. Monitoring reports will be prepared by the TPC and submitted to Hertfordshire County Council on the first, third, and fifth year after first occupation. If the Travel Plan is set to meet its targets after five years, then no further monitoring reports will need to be submitted. However, if the Travel Plan is failing to meet its targets, then monitoring reports will need to be submitted to Hertfordshire County Council on the seventh and ninth year after first occupation.

The survey should include the following elements:

- How members, carers employees, visitors and volunteers currently travel to the building.

- How members, carers employees, visitors and volunteers prefer to travel to the building.

- Measures that would encourage members, carers, employees, visitors, and volunteers to use sustainable modes.

- Home location of members, carers, employees, visitors, and volunteers (for example by postcode area).

- Business travel needs.

An updated modal split target will be presented to the council following the occupation of the building and once surveys have been undertaken of actual employee and visitors travel habits.

In line with Hertfordshire County Council guidelines, the occupier will be required to pay the auditing fees for the Council to review the submitted monitoring reports.

Funding

Grove Cottage Bishops Stortford Mencap is fully committed to the implementation of the Travel Plan and will provide all reasonably necessary funding to ensure that the agreed targets are achieved. This will include funding the Travel Plan Coordinator, travel surveys and implementation of all reasonably necessary measures.

8. ACTION PLAN

The Action Plan is to be undertaken by the Travel Plan Coordinator but will be owned by the Board of Trustees.

ACTION PLAN				
Table 8.1 sets out the actions that will be taken by TPC				
MEASURES	NOTES	STATUS/TARGET DATE	METHOD OF MONITORING	RESPONSIBILITY
General				
Appointment of Travel Plan Coordinator (TPC)	N/A	TPC appointment to be made 3 months before occupation	N/A	Board of Trustees
Undertake Baseline Travel Survey	TPC will conduct surveys	Within 6 months of occupation	Further surveys to be undertaken years 1,3 and 5	TPC
Car Initiatives				
Promotion of Car Share	A car share scheme will be set up by the TPC	Upon first occupation	TPC to monitor uptake	TPC
Information Provision				
Travel Information Packs for all employees	All members, carers, visitors and volunteers.	Upon first occupation	N/A	TPC
Additional Parking Offsite	Will be available to employees primarily	Upon completion of new building	Part of TPC survey process	
Information Boards	Travel information boards will be placed in prominent locations	To be installed when the building is being developed	N/A	TPC to update information when necessary
Personalised Travel Planning Sessions	The TPC will offer planning services to employees at induction services			
Cycling				
Promotion of cycle facilities available	Provided within new building	Upon completion of new building	Part of TPC survey process	TPC to update information when necessary
Provide Cycle route maps	To be made available on charity website	Made available 3 months before occupation	Part of TPC survey process	TPC to update information when necessary
Encourage cycling by providing information about free cycle training.	Bikeability courses to be made available	Made available 3 months before occupation	Part of TPC survey process	TPC to monitor take up