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Peter Evans Partnership
**Transport Planning
& Highway Consultants**

Felbridge Manor Care Home
Turners Hill Road
Crawley Down
Copthorne

Barchester Healthcare

Travel Plan

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1.0 INTRODUCTION

1.1 Background

- 1.1.1 This Travel Plan has been prepared in regards to Felbridge Manor Care Home to be operated by Barchester Healthcare at a site on Turners Hill Road in Crawley Down, Copthorne, West Sussex. The development is a 64 bedroom residential care home for the elderly.
- 1.1.2 Planning permission for the care home was granted in April 2022 under Mid Sussex District Council reference DM/20/3081. Subsequent variations of planning conditions were granted in October 2022 under reference DM/22/2242 and in April 2024 under reference DM/23/2961.
- 1.1.3 Planning condition 24 of the most recent consent relates to approval of a Travel Plan:

'Prior to the first occupation of the development hereby permitted, a Travel Plan including the provision of a staff minibus shall be submitted to and approved in writing by the Local Planning Authority. The Travel Plan shall be implemented as approved unless otherwise agreed in writing by the Local Planning Authority.'
- 1.1.4 The Travel Plan has been prepared for the care home in accordance with guidance set out in West Sussex County Council's Development Travel Plan Policy document as well as the Government's National Planning Policy Framework which aims to reduce reliance on the private car.
- 1.1.5 This document sets out Barchester's commitment to provision of the Travel Plan and the measures proposed to promote non-car means of travel to the development. The Travel Plan will be implemented by Barchester in liaison with the Travelwise Team at West Sussex County Council (WSCC).
- 1.1.6 The majority of measures proposed in this Travel Plan will be implemented prior to occupation by residents, excluding the staff travel surveys, with a number of measures ongoing over the life of the Travel Plan. The Travel Plan is initially an 'Interim' document until completion of the baseline staff travel survey and adoption of mode of travel targets by the operator.

1.2 Aims of the Travel Plan

- 1.2.1 A Travel Plan is a general term for a package of measures tailored to the needs of an individual site and occupier and aimed at promoting environmentally friendly travel choices and reducing overall reliance on the private car, particularly single occupancy journeys.

- 1.2.2 A Travel Plan is a dynamic process that develops over a period of time in accordance with the operation of the site and the surrounding environment. Once implemented, regular monitoring over the period of occupancy of the development determines the trend in travel mode split. Reviews assess changes in modal split and identify potential improvements to encourage alternative means of transport to the car.
- 1.2.3 This Travel Plan has been designed to encourage staff and visitors to the care home to use sustainable modes of transport. It contains a number of incentives to help implement both national and local Government's aspirations for sustainable development including encouraging walking, cycling, use of public transport and car sharing and discouraging use of single occupancy car journeys.
- 1.2.4 A Travel Plan can bring a number of benefits to an organisation, staff and the local community and environment. These benefits can include:
- Reduced congestion and journey times;
 - Improved health and reduced stress associated with driving;
 - Potential time and cost savings;
 - Improved public transport services;
 - Reduced demand for car parking;
 - Reduced impact on air quality and noise and thereby on national and global environmental problems such as global warming; and
 - Improved environmental image of the site.
- 1.2.5 By their nature Travel Plans should be dynamic documents updated to respond to changes in transport facilities with the aim of reducing dependency on the private car. The main objectives of the Travel Plan are to:
- Raise awareness of transport issues and reduce the impact of traffic on the local environment;
 - Encourage staff and visitors to use non-car means of transport by raising awareness of the available sustainable travel options;
 - Minimise the traffic and parking demand generated by the development;
 - Reduce journey times and produce cost savings for staff;
 - Provide pedestrian and cycle facilities for staff and visitors; and
 - Improve health, resulting in reduced stress for individuals.
- 1.2.6 This Travel Plan also includes details of future monitoring which will be undertaken in liaison with the Travelwise team at WSCC.

1.3 Contents

1.3.1 The Travel Plan continues:

- in Section 2 with a description of the existing transport context including a review of existing accessibility for all road users;
- in Section 3 with a description of the development details;
- in Section 4 with an outline of the Travel Plan strategy and management;
- in Section 5 with the measures to be implemented;
- in Section 6 which outlines the monitoring and review programme, including targets;
- in Section 7 with a summary of the timescales for implementing measures;
- in Section 8 with an Action Plan; and
- in Section 9 with a list of useful information sources.

2.0 SITE ACCESSIBILITY

2.1 Site Location and Local Area

- 2.1.1 The site is off the east side of the B2028 Turners Hill Road and to the south of Chapel Lane some 7km north east of Crawley town centre, 2km north of Crawley Down village and 5.6km west of East Grinstead. The local area and road network are shown at Appendix 1.
- 2.1.2 Turners Hill Road is subject to a 50mph speed limit in the vicinity of the site. Chapel Lane is typically 3m wide, serves a number of residential properties and is a public bridleway.
- 2.1.3 Turners Hill Road meets the A264 Copthorne Common Road/Snow Hill at the Dukes Head Roundabout some 160m south of the site. The B2028 continues south past Crawley Down, through Turners Hill and on to Haywards Heath. North of the site the B2028 heads north east and meets the A22 at the Newchapel Roundabout some 4.1km from the site.
- 2.1.4 The A264 is a single carriageway east-west route through the area and meets the M23 junction 10 some 3.5km west of the site and the A22 London Road at a traffic light controlled junction some 3.8km east of the site at Felbridge. The A22 continues south from the A264 junction to Eastbourne via East Grinstead, Maresfield and Hailsham and north to Purley in London and meets the M25 junction 6 some 13.6km north of the site. The M23 also meets the M25 at junction 7.
- 2.1.5 South of the site is The Rowan assisted living development and to the east is a residential property served off Chapel Lane.

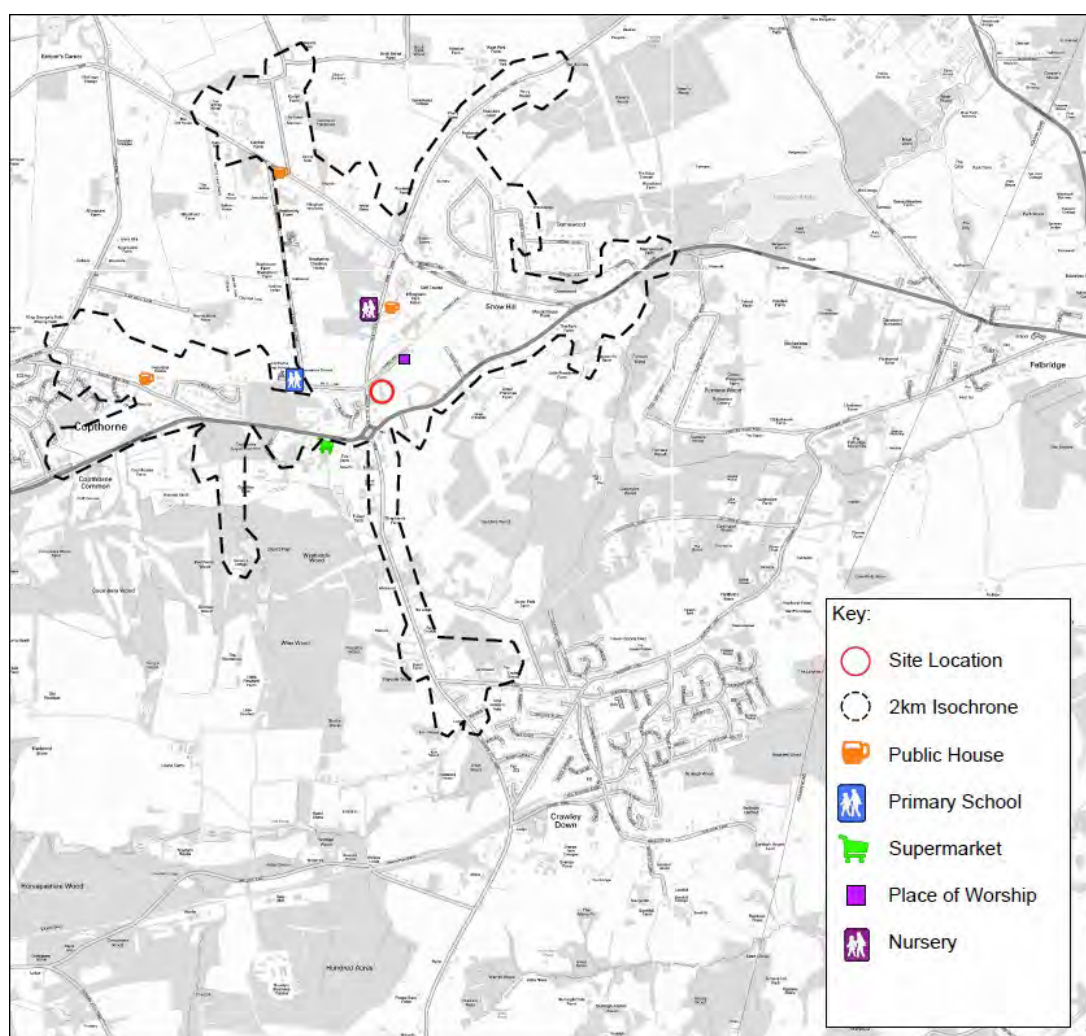
Local Facilities

- 2.1.6 A number of day-to-day and leisure facilities are provided in the local area:

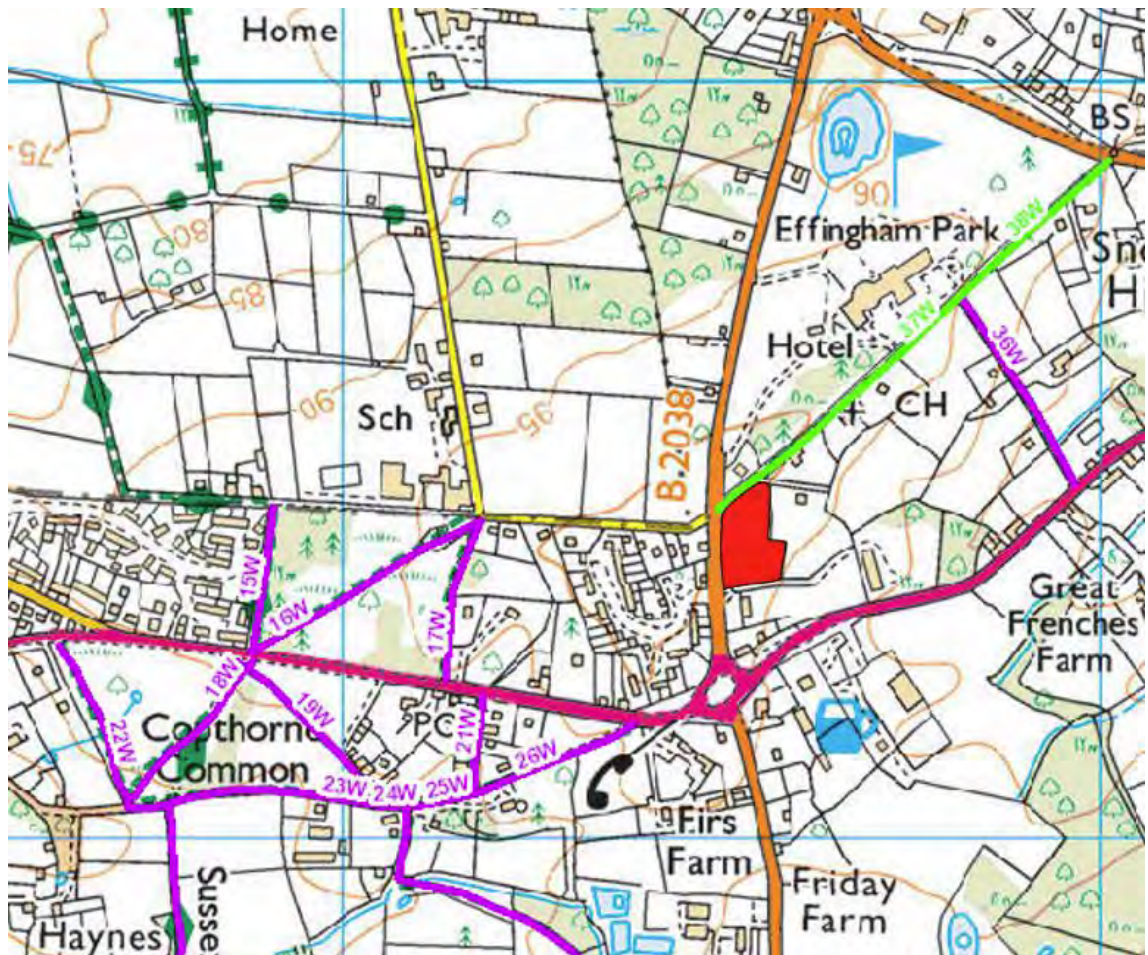
Service	Location	Distance	Walk
Dukes Head PH	Turners Hill Road	200m	2-3 mins.
Copthorne Chapel	Chapel Lane	300m	3-4 mins.
Asda/Greggs/ Subway/Starbucks	Copthorne Common Road	440m	5-6 mins.
Copthorne Hotel	Chapel Lane	400m	5
Olivers Coffee and Wine	Borers Close	1.3km	16 mins.

2.2 Footways and Cycleways

- 2.2.1 Footways are provided along both sides of Turners Hill Road south from The Rowan's access adjacent to the site to the Dukes Head Roundabout. The footway on the east side of Turners Hill Road continues north adjacent to the site, past Chapel Lane and beyond. There are footways along both sides of the A264 Copthorne Common Road, the north side of the A264 Snow Hill and the east side of Turners Hill Road south from the Dukes Head Roundabout.
- 2.2.2 Dropped kerb crossing points are provided at the roundabout arm islands on Turners Hill Road (north side) and Copthorne Common Road and also on Snow Hill and Turners Hill Road (south side) away from the roundabout.
- 2.2.3 As part of the development an upgraded new footway will be provided along the site frontage to connect the development with the pedestrian provision along the A264.
- 2.2.4 The local facilities in relation to the site and a 2km walking isochrone are shown on the following plan:

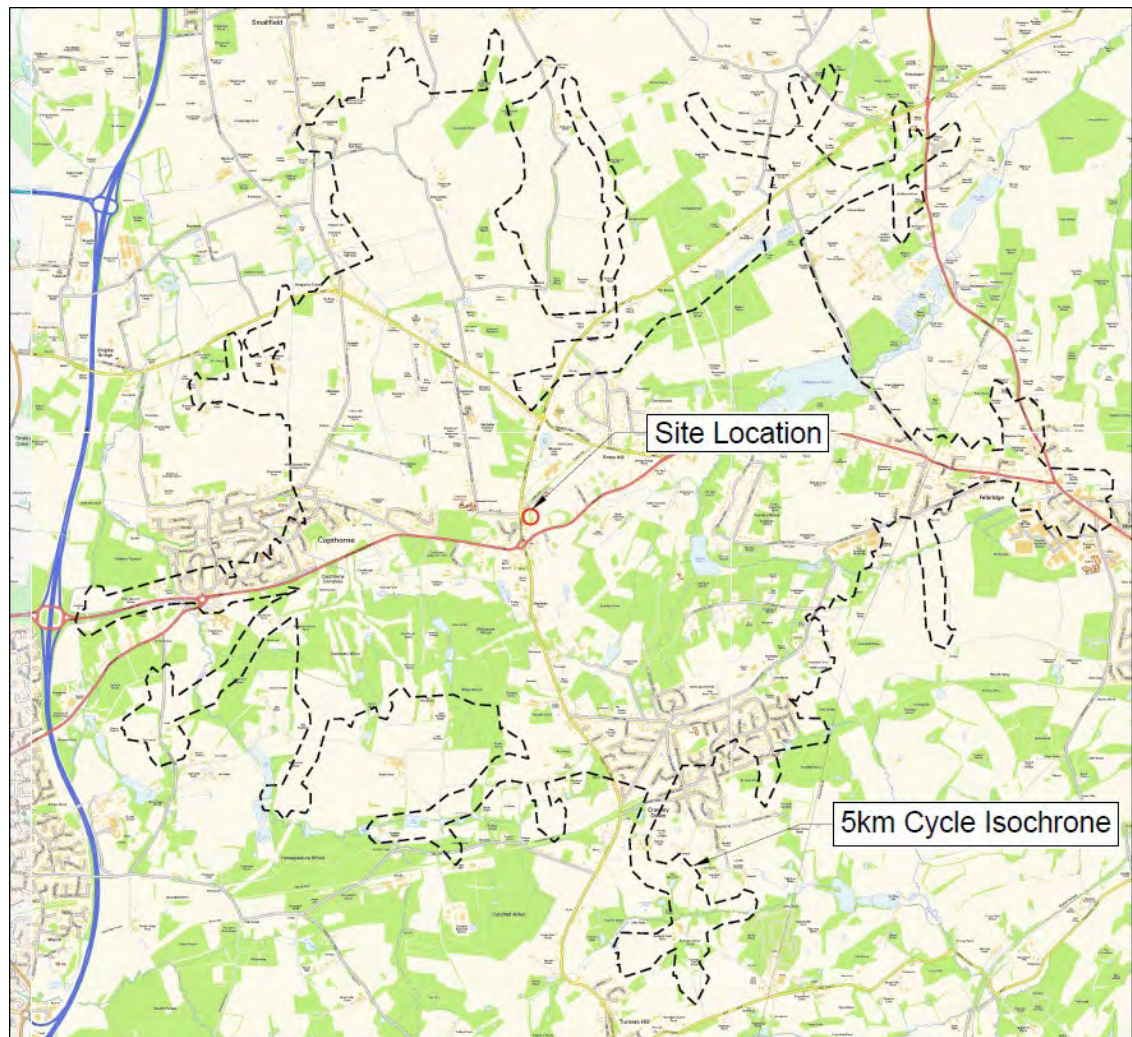


- 2.2.5 A number of Public Rights of Way serve the local area and provide traffic free paths between villages and small settlements. Chapel Lane is identified as a bridleway 37W/38W on the PROW network and runs in a southwest-northeast direction connecting Turners Hill Road with the B2037 Snow Hill. PROW Nos. 16W/17W can also be accessed via Mill Lane some 340m east of the site to provide pedestrian links to the Copthorne village:



- 2.2.6 There are no on or off-road cycling facilities along local roads.
- 2.2.7 National Cycle Route 21 between Greenwhich and Eastbourne passes locally along Worth Way in an east-west direction through Crawley, Crawley Down and East Grinstead with the nearest connection off Turners Hill Road some 2.2km south of the site.

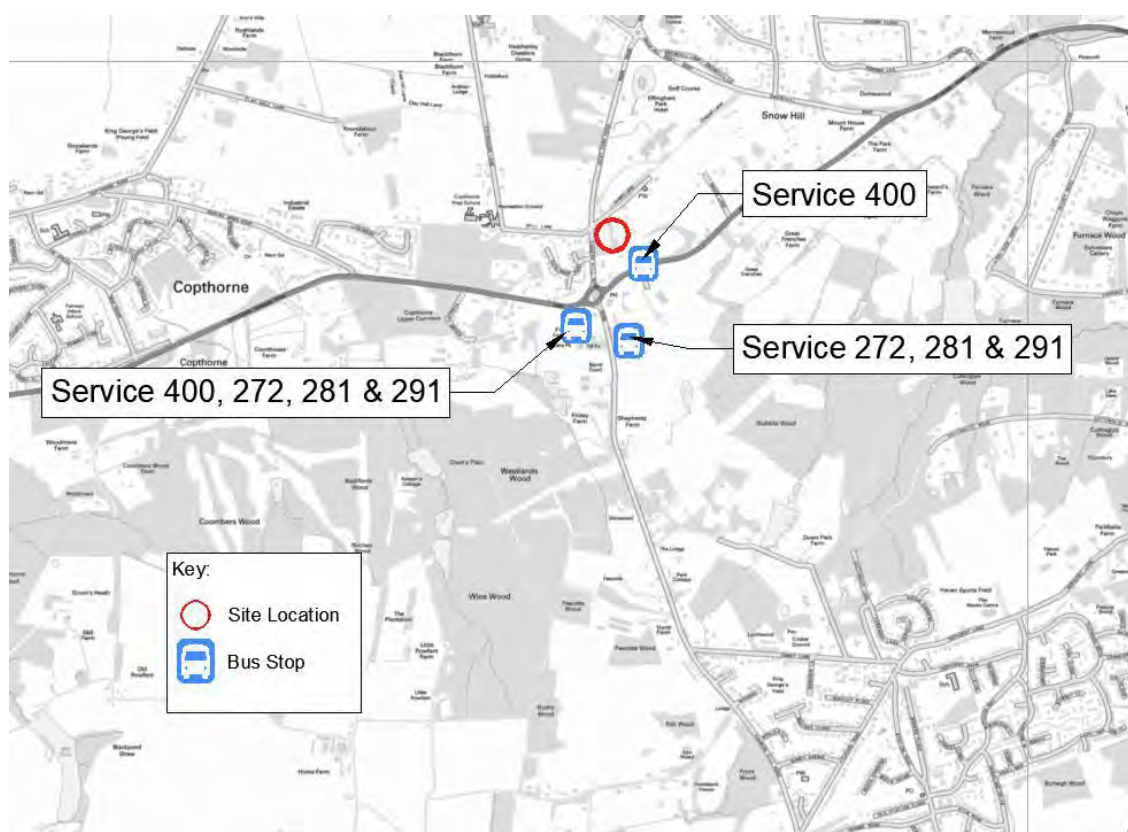
2.2.8 A 5km cycling isochrone relative to the site is shown on the following plan:



2.3 Public Transport

Bus Services

- 2.3.1 Buses in the local area operate along the A264 and Turners Hill Road to the south of the Dukes Head Roundabout. Bus stops serving westbound, eastbound and southbound bus services are provided at laybys adjacent to the Dukes Head Roundabout respectively on Copthorne Common Road, Snowhill and Turners Hill Road all within a 300m walking distance south of the site as indicated below:



- 2.3.2 The bus stops serve the following services:

Services from Dukes Head Roundabout		Approximate Service Frequency (minutes)			
Service	Route	Monday - Friday	Saturday	Sunday	
		Day	Day	Day	Evenings
400	East Grinstead – Crawley - Caterham	60	60	60	60
281	Crawley – Copthorne - Lingfield	60	60	120	-
291	Crawley – East Grinstead – Tunbridge Wells	60	60	120	60
272	Crawley – Copthorne - Brighton	160	120-160	-	-

2.3.3 Detailed bus timetables and a bus routes plan are provided at Appendix 2.

Rail

2.3.4 Three Bridges train station is in the eastern part of Crawley some 5.3km south west of the site and serves a number of regular trains operated by Thameslink and Southern including to:

- Brighton every 20 minutes;
- London Victoria, Cambridge, Bedford, Portsmouth Harbour, Peterborough and Horsham typically every 30 minutes;

2.3.5 Bus services 400, 281, 291 and 272 stop at Three Bridges train station.

3.0 PROPOSED CARE HOME DETAILS

3.1 Scheme Details

- 3.1.1 The permitted scheme is a 64 bedroom care home with 28 car parking spaces as shown at Appendix 3. Parking for staff and visitor bicycles, EV charging points and service vehicle turning facilities will also be provided as part of the development.
- 3.1.2 The care home building will be provided on the eastern part of the site with car parking provided to the west and south of the building. The building entrance is in the middle of the building opposite the site access.
- 3.1.3 Vehicular and pedestrian access to the permitted care home development will be provided at a new 5.5m wide bellmouth arrangement off Turner Hills Road in the south west corner of the site. A 1.8m wide footway will be provided along the south side of the access and connect to the existing footway along Turners Hill Road.
- 3.1.4 Two internal roads to serve car parking, servicing and a set-down area will be provided within the site from the access with one heading east alongside the southern boundary and the other heading north alongside the western boundary. A bin store will be provided off the west side parking aisle adjacent to a turning area.

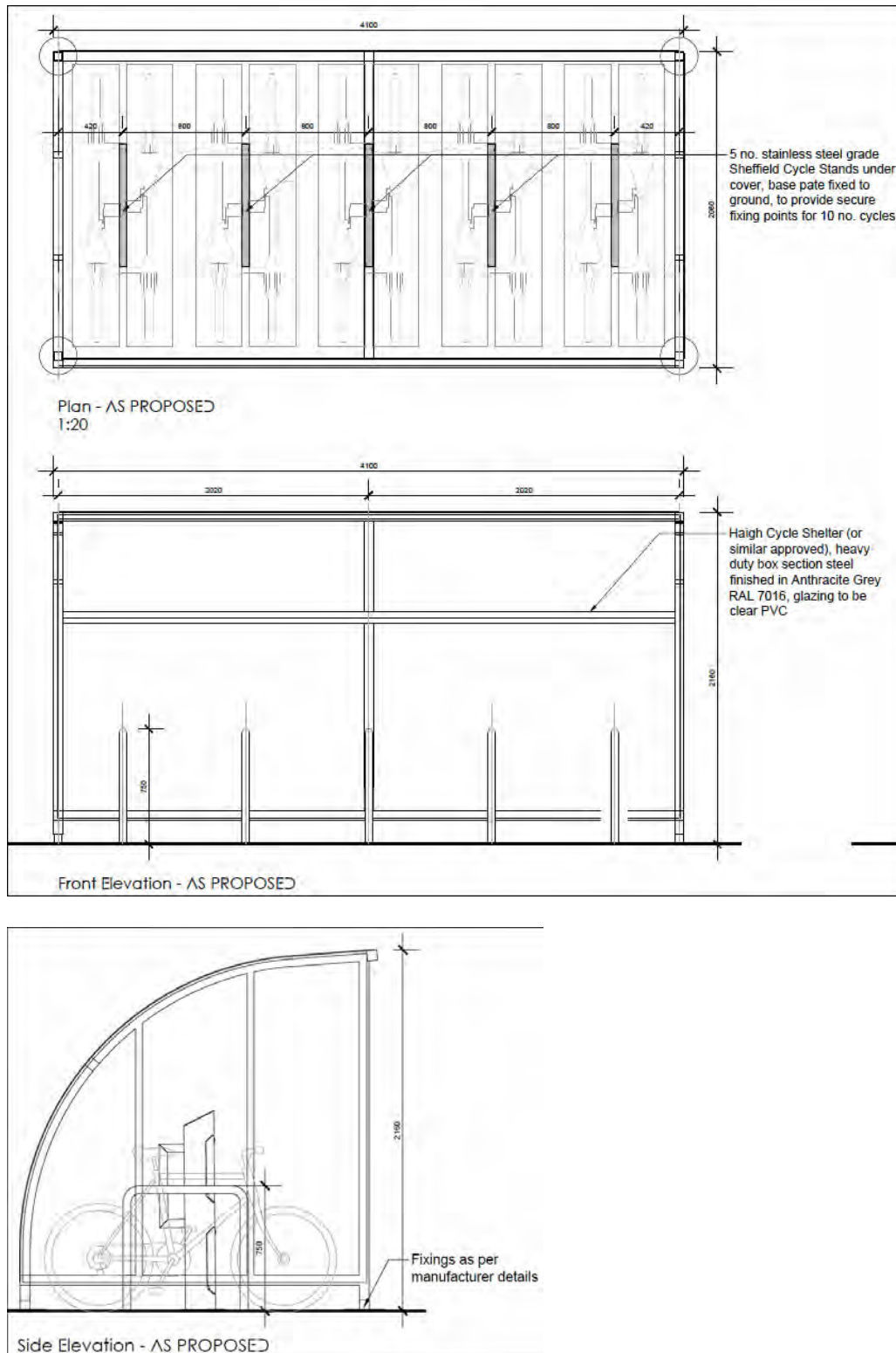
3.2 Parking

Car Parking

- 3.2.1 A total of some 28 car parking spaces including two disabled bays is proposed for the care home development. Care home residents are typically frail and in their mid-eighties and would not own a car. In practice the parking provision will therefore serve staff and visitors only.
- 3.2.2 Seventeen car spaces will be arranged as perpendicular bays off the southern parking aisle with another nine spaces provided off the western parking aisle. The disabled bays will be provided with additional 1.2m wide safety margins and located adjacent to the building entrance and drop-off area.
- 3.2.3 Four of the car parking bays on site will be provided with electric charging points with a further four spaces equipped with infrastructure to allow connection in the future.
- 3.2.4 Two car spaces in the north western end of the parking aisle will be reserved for car sharers.
- 3.2.5 Additional parking bays will be provided adjacent to the building entrance for flexible use including by ambulances and medical staff and adjacent to a sub-station for maintenance vehicles.

Cycle Parking

- 3.2.6 Ten covered cycle parking spaces at five Sheffield stands will be provide for the care home staff and visitors in the southern car park opposite the building entrance.



3.3 Staff and Operational Information

- 3.3.1 The nature of employment at care homes is that staff are generally employed from the local area. The typical catchment area for both staff and residents for a residential care home is around five miles or eight kilometres. Practically this means that the majority of staff could come from central/eastern Crawley, Copthorne, East Grinstead, Crawley Down and Horley areas around the site.
- 3.3.2 Care homes provide a 24 hour operation with typically three shifts for care staff. These normally comprise the morning shift starting between 06:00 and 07:00, the afternoon shift starting at around 14:00–15:00 and the night shift typically at 20:00–22:00.
- 3.3.3 Ancillary staff such as those working in the kitchen and housekeeping can also work outside normal hours with shifts arranged between 07:00 and 20:00. Some administrative as well as management staff work typical daytime hours of 09:00–17:00.
- 3.3.4 The proposed care home is likely to employ up to around 60 staff in full-time and part-time roles with a maximum of 25 staff expected on site at any one time when the care home is at or near full occupation. There would be no staff living on the site. The night shift would have the lowest staffing levels with around 5 or 6 staff likely to be on duty.
- 3.3.5 Given the timing of the shifts the majority of staff arrivals and departures avoid local morning and evening peak traffic periods and are also staggered throughout the day which minimises congestion at staff shift changeover times. Care staff numbers on site generally only increase marginally at shift changeover times as the handover process is done gradually over a period as staff on the following shift arrive.
- 3.3.6 Shift patterns depend on the needs of the residents staying in the care home at that time. The main shift would be in the morning when greater help is generally needed with residents. In the afternoon fewer staff would be required because of resident activities and trips away from the home.
- 3.3.7 Facilities for staff at the care home would include a staff room as well as shower and changing rooms and lockers.

3.4 Visitors

- 3.4.1 Visitors will be permitted to visit friends and relatives staying at the care home at any time during the day. Trips to the care home made by private car are likely to be shared with other trips such as shopping or journeys from work or school. This means that many of the vehicle trips to the site will already be on the wider road network in any event.

3.5 Servicing

- 3.5.1 The care home will typically be serviced by delivery vehicles including vans and 7.5T lorries with up to one large lorry arriving per day. Delivery lorries are typically a multi-compartment vehicle which allows dry/ambient as well as frozen goods included in the same delivery for efficiency and fewer trips. Refuse and recycling collection will be undertaken typically once or twice per week.
- 3.5.2 All servicing will be undertaken from within the site. A service entrance into the building will be provided off the western parking aisle adjacent to the main entrance with a footpath along the front of the building linking them. Delivery vehicles will enter the site and continue in a forward gear along the southern parking aisle east of the access before reversing to the western aisle and stopping in front of the service entrance. Goods will be wheeled or carried to the service or building entrances as appropriate.
- 3.5.3 An external refuse store will be provided opposite the service entrance. Refuse vehicles will also first enter the southern parking aisle from the access and then reverse towards the bin store for emptying bins.
- 3.5.4 The arrangement of the internal roads to the north and east of the access will provide an appropriate turning facility to ensure service vehicles can enter and leave the site in a forward gear.

4.0 TRAVEL PLAN MANAGEMENT AND IMPLEMENTATION

4.1 Travel Plan Coordinator

- 4.1.1 A Travel Plan Coordinator (TPC) will be appointed prior to opening of the care home. This is likely to be a member of staff but could be an external consultant.
- 4.1.2 The Coordinator will be appointed on the basis of enthusiasm, interest and commitment to ensure the promotion of sustainability and alternative travel measures to the car. Staff will be recruited in the build-up to opening as well as after opening as resident numbers increase and therefore appointing the Coordinator closer to the opening date will provide a wider source of potential candidates.
- 4.1.3 The name and contact details of the appointed Travel Plan Coordinator as well as the care home manager will be provided to the TP Team at WSCC for ongoing liaison on Travel Plan matters.
- 4.1.4 The Coordinator will promote the Travel Plan at all levels within the organisation with the support of the General Manager and will typically work on Travel Plan matters for 1-2 hours per week on a flexible basis including to address queries as they arise.
- 4.1.5 The general duties of the Travel Plan Coordinator are to ensure full provision of the agreed measures of the Travel Plan, organise staff travel surveys when required and liaise with management and contacts at the Council when required. Development of strategies for achieving the targets set within the Travel Plan will also be undertaken.
- 4.1.6 The Travel Plan Coordinator will liaise with the General Manager to review Travel Plan matters and ensure that all measures are in place for when the operational staff arrive and begin work at the care home. After opening meetings will then be undertaken on an ongoing basis for updates and to discuss new ideas.
- 4.1.7 A key role of the Coordinator during the early stages will be to promote the Travel Plan to potential staff as part of the recruitment process and to potential residents' visitors as part of the marketing of the care home.
- 4.1.8 The Coordinator will draw up an Action Plan based on the table in Section 8 of this TP. This includes all the measures to be implemented as part of the scheme with a timetable and ideas for marketing and promotion of the Plan. Potential new measures will be added as required.
- 4.1.9 If the Coordinator leaves the care home or moves to a position that does not allow continuation of the Travel Plan duties another current member of staff, a new member of staff or external consultant will be appointed to take over the role. The Council will be advised of the new contact details. If possible a period of overlap between the current and new Coordinators will be provided to allow for a convenient handover of ongoing tasks and any required training.

4.2 Management Support

- 4.2.1 The Travel Plan and associated measures will be operational for a minimum period of five years from first occupation of the care home.
- 4.2.2 It will be important to secure the support and financial backing of senior management in implementing the Travel Plan. A budget to support ongoing and new measures will be incorporated into the general operational budget for the care home. This will cover administrative costs such as stationery, promotional material, walking/cycling safety equipment and computer usage.
- 4.2.3 The general approach to staff management at the site will recognise the requirement to promote the Travel Plan and support staff in their ability to travel by alternative modes of transport to single occupancy car trips.

5.0 SUSTAINABLE TRAVEL MEASURES AND INITIATIVES

5.1 Travel Information Board

- 5.1.1 A staff travel information board will be provided in the staff room prior to occupation of the care home. The board will display the following information:

Walking

- details of safer and convenient pedestrian routes to areas within 2km;
- information regarding general pedestrian safety; and
- notice of national/local travel awareness events such as National Walk to Work Day and World Car Free Day.

Cycling

- details of designated cycle routes in the area;
- details of on-site cycle parking and shower/changing facilities;
- information regarding local cycle shops and potential discounted purchases;
- general safety information on cycling; and
- notice of promotions such as National Cycling Week.

Public Transport

- bus maps and timetable information, including site specific information;
- web address details for journey planner websites including Metrobus and Traveline;
- location of bus stops;
- information regarding tickets including potential discounts; and
- information on local taxi firms.

Car Sharing

- promotional information regarding the benefits of car sharing;
- details of informal car share scheme at the care home;
- list of staff members offering or requesting a lift to or from work with details of times and points of departure; and
- details of online Liftshare/West Sussex Carshare car sharing scheme.

- 5.1.2 The information board will provide a point of reference for staff members in all respects of the Travel Plan, confirming the organisation's commitment to the Travel Plan and information on the designated member of staff to contract for more information.

- 5.1.3 The board will also be used for displaying travel information, correspondence between the Coordinator and staff members, relevant promotion and advertising and providing updates on the performance of the Travel Plan.

- 5.1.4 Travel information will also be available to relatives, friends and other regular visitors and will include public transport information and timetables and details of local cycle and walking routes.
- 5.1.5 Internet access will be made available to all staff to allow them to view relevant websites on sustainable travel modes, including the Traveline and Metrobus websites, and obtain up-to-date local travel information such as public transport timetables as required.
- 5.1.6 A number of travel contact details are provided in Section 9. This list is not exhaustive and any further useful contact information will also be provided on the Travel Plan Information Board.

5.2 Walking and Cycling

- 5.2.1 Changing facilities including lockers and showers will be provided for all staff to use.
- 5.2.2 Detailed information for pedestrians and cyclists, such as safer route advice, will be provided on the travel information board. Promotions such as National Bike Week and will also be provided on the travel information board.
- 5.2.3 Ten cycle spaces for staff and visitors to use will be provided by way of five covered Sheffield stands in the southern car park.
- 5.2.4 The Travel Plan Coordinator will keep a basic cycle repair tool and spares kit in the reception area for convenience for use by staff if a problem with their bicycle occurs. Any used spares will be replaced as required.
- 5.2.5 Regular walkers and cyclists will be offered the use of safety equipment such as personal alarms and high-viz vests and a pool of umbrellas will be available for staff to use.
- 5.2.6 A Bicycle User Group (BUG) could be established for cyclists to discuss cycling issues with each other and the Travel Plan Coordinator. The Coordinator will liaise with cyclists to consider whether a group would be welcomed.
- 5.2.7 A Cycle-to-Work scheme for the tax-free purchase of bicycles for staff will be available with staff able to apply to the scheme after their probationary period. However, due to tax laws associated with this scheme it may not be possible for all staff to benefit from it. The scheme typically also provides funding for cycling accessories such as helmets, lights and reflective and wet weather clothing.
- 5.2.8 Local cycle shops will be approached to discuss and negotiate a discount scheme for the purchase of cycles and cycling accessories.

5.3 Public Transport

- 5.3.1 Up-to-date public transport information including internet access for journey planning websites will be made available on the staff travel information board and maintained up-to-date by the Travel Plan Coordinator.
- 5.3.2 The Coordinator will provide staff with information on purchasing season tickets and advise on any discounts available.

5.4 Car Sharing

- 5.4.1 Car sharing involves staff commuter trips where two or more persons share a vehicle rather than drive separately.
- 5.4.2 An internal car sharing scheme will be implemented by the Travel Plan Coordinator at the care home to promote car sharing amongst staff. The information board will be used to display contact and journey details of staff looking for, or offering, a lift with colleagues.
- 5.4.3 Staff will also be encouraged to join the national Liftshare association including the West Sussex car share scheme. This will provide access to a larger database of potential car sharers working in the local area. Staff will be advised on how to register with this scheme:



5.4.4 Staff travelling to training courses/meetings will be encouraged to car share or travel together by taxi.

5.4.5 Subject to operational requirements and demand a number of car parking spaces could be reserved for regular car sharers. The number of car share spaces will be reviewed on an ongoing basis.

5.5 Care Home Minibus

5.5.1 A minibus service will be operated by Barchester for transporting residents to and from off-site activities and medical centres as required. Trips out will be organised as part of the residents' daily activity programme.

5.5.2 Subject to operational needs the minibus could be used to collect and drop off staff at agreed pick up points or transport hubs including at shift change times. Staff home addresses will be collated and input into a mapping system to identified suitable routes and pick up/drop off points.

5.5.3 The minibus could also be used as a guaranteed lift home for staff that have travelled to work by sustainable means and require a lift home because of personal emergencies or a failed car share journey.

5.6 Travel Welcome Pack

5.6.1 On commencement of their employment staff at the site will be made aware of the Travel Plan, the commitment of Barchester to encourage sustainable travel to enhance the environment and the role of individuals in achieving this.

5.6.2 A 'Travel Welcome Pack' will be produced and issued to staff prior to starting on site. The pack will be produced in hard copy but would also be available electronically. The Pack will provide the following information:

- location of cycle parking;
- walking and cycling routes and how active travel benefits individual health;
- bus stops/train station and timetables including web links;
- list of web addresses for useful sites associated with buses, cycling, walking and car sharing; and
- information on forthcoming sustainable travel initiatives.

5.6.3 This will help ensure that all employees are able to consider sustainable transport options available to them prior to commencing work and allow promotion of sustainable travel as an active part of their induction process.

5.7 Flexible Working

- 5.7.1 Barchester will review whether flexible working is feasible subject to resident care and operational requirements. This would enable employees to start and finish at times suitable to allow travel arrangements such as bus travel and car sharing. Such flexibility would also reduce the increase in parking demand at staff changeover times.

5.8 Guaranteed Lift Home

- 5.8.1 In the event that a personal emergency arises for a regular sustainable transport user or if a car share arrangement falls through for staff at work the Travel Plan Coordinator will consider suitable options to help that person return home.
- 5.8.2 Options include suggesting an alternative bus home, checking for other car share drivers that could deviate from their normal route, organising a taxi from the care home's appointed provider or using the minibus.

5.9 Car Parking

- 5.9.1 Occupation of the car parking spaces on site will be monitored for staff use including car sharing, and availability for visitors use. If excessive demand for car parking is identified through the monitoring potential remedial measures will be considered.

5.10 Promotion and Marketing

- 5.10.1 The principle of the Travel Plan will be introduced to all potential staff during the recruitment process including at interview stage. All staff will therefore be made aware of the Travel Plan commitment and travel choices available prior to accepting a job and starting work.
- 5.10.2 Ongoing information relating to the Travel Plan and travel options available will be conveyed to staff through the staff Travel Information Board or other internal communication means such as newsletters. The Travel Plan Coordinator will also actively promote national green travel events such as 'Bike Week' and 'World Car Free Day' throughout the year.
- 5.10.3 Barchester will consider including details of the Travel Plan commitment on the company's website for the care home. Relevant sustainable travel information available could be linked to the operator's website for use by visitors as well as staff.
- 5.10.4 Meetings will be undertaken between the Coordinator and the care home manager to discuss ongoing Travel Plan matters and any issues raised and to advise on upcoming events and promotion opportunities.

- 5.10.5 A budget to support ongoing and new measures and initiatives will be incorporated into the general operational budget for the care home. This will include an allowance for the purchase of safety equipment, promotional material and organising special events.

5.11 Visitor Information

- 5.11.1 Information on public transport availability, local walking and cycle routes and on-site cycle facilities will be made available to regular visitors such as residents' families and friends. This will aim to encourage them to arrive at the care home by means other than the car. The Travel Plan Coordinator will be responsible for making the appropriate information available to visitors.
- 5.11.2 The travel information will be provided to potential residents and their families prior to the residents moving in to the care home. Travel information will also be provided to professional visitors such as hairdressers and entertainers etc. prior to their visit.

6.0 TRAVEL PLAN MONITORING AND REVIEW

6.1 Baseline Travel Survey

- 6.1.1 The first staff travel survey will be undertaken at the care home within six months after first occupation to identify the travel patterns of staff to the site. Staff are gradually recruited as residents move in over the first few months. It will therefore not be efficient or accurate to undertake a survey any earlier than six months as staff and resident numbers may still be low.
- 6.1.2 If possible the survey will be undertaken in spring or autumn to avoid distortions around summer holidays or colder weather conditions in winter. The survey could be undertaken using the form shown at Appendix 4 or similar.
- 6.1.3 The results of the travel surveys will be reviewed by the Travel Plan Coordinator in liaison with senior management and summarised in a short monitoring report. The results will form the baseline for mode of travel and will allow suitable modal share targets to be established.
- 6.1.4 The survey results and monitoring report will be shared with the Travel Plan Team at WSCC for review as part of the monitoring process for comments and advice to help suggest modal split targets going forward.

6.2 Travel Plan Monitoring

- 6.2.1 The Travel Plan Coordinator will be responsible for ongoing monitoring of the progress of the Travel Plan throughout the period of occupancy. This involves monitoring the uptake of each initiative and scheme amongst staff including cycle and car parking usage and identifying potential new measures such as reserved car sharing spaces.
- 6.2.2 Follow-up staff travel surveys will be undertaken by the Travel Plan Coordinator on a biennial basis around the first, third and fifth anniversaries of the first survey to identify changes in mode of travel and success of the procedures implemented in achieving the targets agreed with WSCC. The results of the survey will be summarised in monitoring reports submitted to WSCC for further discussion.
- 6.2.3 Subject to the modal split performance and agreement with senior management and WSCC additional measures to reduce car usage could be suggested and implemented as soon as is reasonably practical. This will be undertaken whilst considering the feasibility of changing travel habits, the care home's operational requirements and the home locations of staff.

7.0 TRAVEL PLAN TARGETS

7.1 As the care home is not yet occupied by residents and staff to be employed at the care home are yet confirmed it is not practical to set realistic targets at this stage.

7.2 Appropriate targets will be set in liaison with West Sussex County Council after the first travel survey has been completed and an actual modal split is identified. The proposed targets should adhere to the 'SMART' principle whereby targets should be:

- Specific: Well defined and clear to those with basic knowledge of transport;
- Measurable: Concrete criteria for measuring progress;
- Achievable: Challenging and ability stretching, but still reasonable;
- Realistic: Within the availability of resources, time and knowledge; and
- Time-bound: Grounded within a timeframe.

7.3 Workplace statistics from the 2011 Census have been reviewed to identify the average modal split for employees working within the Mid Super Output Area of 'Mid Sussex 005' in which the site is located:

Travel Mode	% Modal Split
Walking	12%
Bicycle	1%
Bus	3%
Train	2%
Motorcycle	1%
Car passenger	5%
Car Driver	76%
Total	100%

7.4 The 2011 Census information will be used to compare with the first staff travel survey results and to help set appropriate targets going forward.

8.0 ACTION PLAN

8.1 The table below sets out the timeframe for the implementation of the proposed measures associated with this Travel Plan:

Action	Timescale	Responsibility
Provision of cycle parking for staff and visitors	Prior to occupation	Contractor
Provision of showers and changing facilities for staff	Prior to occupation	Contractor
Appointment of Travel Plan Coordinator	Prior to occupation	Barchester
Provision of travel information board	Prior to occupation plus ongoing updates	Barchester/TPC
Provision of travel information to staff	During recruitment process and ongoing	TPC
Set up internal Car Share Scheme	From occupation and ongoing	TPC
Provision of travel information to visitors	Prior to their visit where possible	TPC
Staff Travel surveys	Baseline within 6 months of occupation then on anniversary in years 1, 3 and 5	TPC
Discussions with WSCC + submit monitoring report	After each staff survey for 5 years	TPC
Travel Plan review meeting with management	From appointment of TP Coordinator and ongoing	TPC
Promotion of World Car Free Day	Annually 1 month prior to event in September	TPC
Promotion of Walk to Work Week	Annually 1 month prior to event in May	TPC
Promotion of National Bike Week	Annually 1 month prior to event in June	TPC
Promotion of National Liftshare Week	Annually 1 month prior to event in October	TPC
Review of measures in place	Annually after travel surveys	TPC/Barchester
Car/cycle parking monitoring	Ongoing	TPC

9.0 USEFUL CONTACTS

TRAVELINE - Public Transport Information

Web: www.traveline.info

WEST SUSSEX COUNTY COUNCIL

Walking, Cycling, Public Transport and Sustainable Travel Information

Web: www.westsussex.gov.uk/roads-and-travel/travel-and-public-transport

METROBUS

Bus Information

Web: www.metrobus.co.uk

WEST SUSSEX CARSHARE

Car Sharing

Web: <https://liftshare.com/uk/community/westsussexcarshare>

SUSTRANS - Cycle Information

Web: www.sustrans.org.uk

Living Streets – Walking

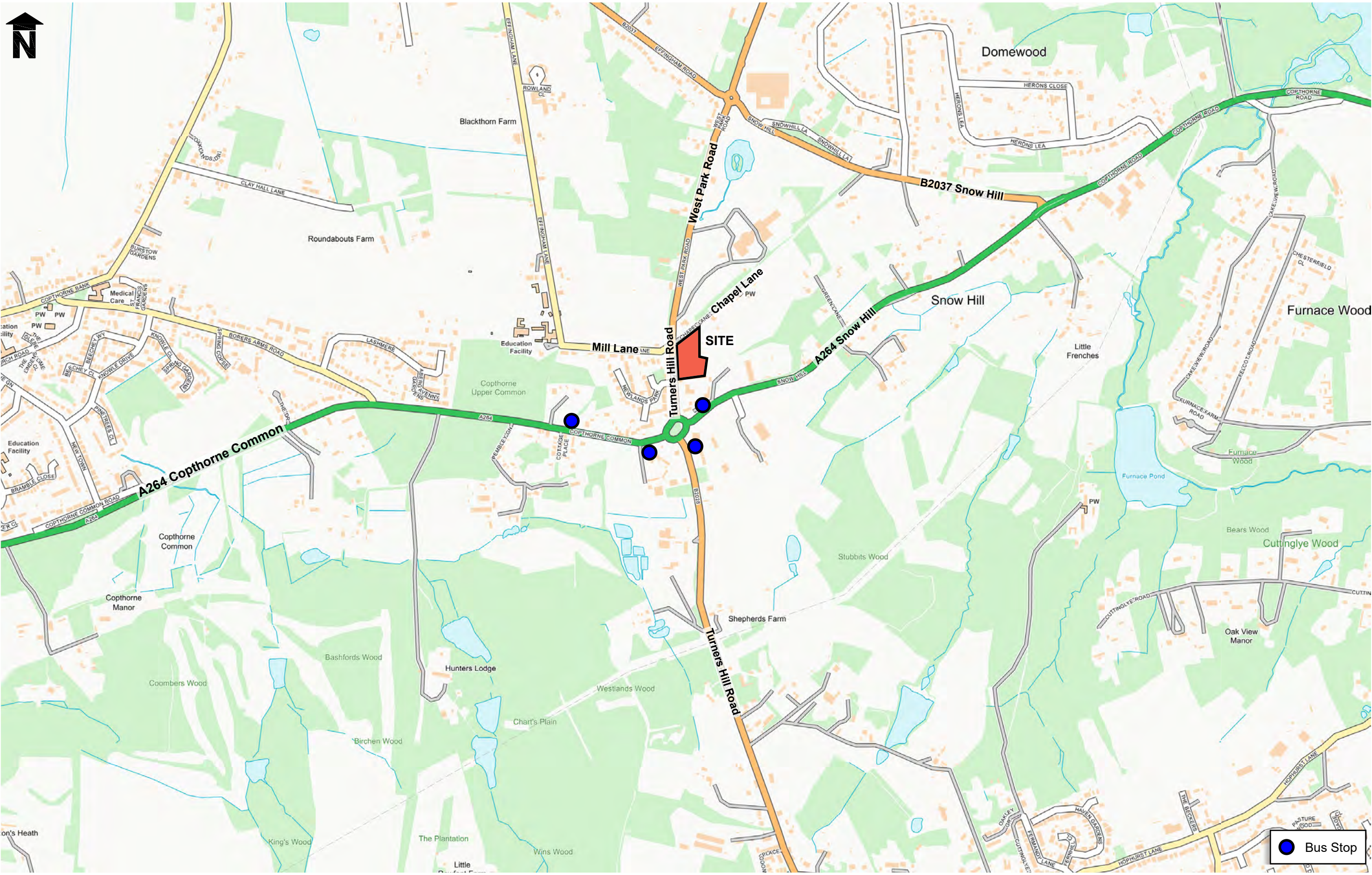
Web: www.livingstreets.org.uk

Walking Works - Walking

Web: www.walkingworks.org.uk



1 : 10,000 @ A3



Turners Hill Road/A264, Copthorne

Bus Route: East Grinstead – Crawley – Gatwick - Caterham

Route Number 400

Operator: Metrobus

	Approximate Bus Frequency (minutes)		
	Mon - Fri	Saturday	Sunday
Early	45	60	-
Peaks	40	60	60
Daytime	60	60	60
Evening	60	60	-

	First	Last
Mon – Fri	04:21	20:05
Saturday	04:27	20:05
Sunday	09:08	18:50

Bus Route: Crawley – Copthorne - Lingfield

Route Number 281

Operator: Metrobus

	Approximate Bus Frequency (minutes)		
	Mon - Fri	Saturday	Sunday
Early	60	-	-
Peaks	60	-	-
Daytime	60	60	120
Evening	-	-	-

	First	Last
Mon – Fri	06:34	18:32
Saturday	08:02	18:32
Sunday	09:59	17:25

Bus Route: Crawley – East Grinstead – Tunbridge Wells

Route Number 291

Operator: Metrobus

	Approximate Bus Frequency (minutes)		
	Mon - Fri	Saturday	Sunday
Early	60	60	-
Peaks	60	60	-
Daytime	60	60	120
Evening	60	60	-

	First	Last
Mon – Fri	06:06	00:37
Saturday	06:14	00:37
Sunday	09:17	20:06

Bus Route: Crawley – Copthorne – Haywards Heath - Brighton

Route Number 272

Operator: Metrobus

	Approximate Bus Frequency (minutes)		
	Mon - Fri	Saturday	Sunday
Early	-	-	-
Peaks	35-77	55	-
Daytime	80-130	120	-
Evening	1 service	-	-

	First	Last
Mon – Fri	05:53	22:46
Saturday	05:37	18:36
Sunday	-	-

METROBUS

in Copthorne & Crawley Down

Map key:

- Route 272
- Routes 281 & 291
- Route 281 when shown in inset
- Route 400
- Routes 422 & 424
- Bus stop on route
- 400 Routes terminating
- R Railway Station
- Place of interest



1 : 500 @ A3



BASE DRAWING PROVIDED BY TDC DRAWING NO. B222083 AL0901 G. DATED 16.11.23
NOTE: REPRODUCED FROM THE ORDNANCE SURVEY MAP WITH THE PERMISSION OF THE CONTROLLER OF HMSO. © CROWN COPYRIGHT LICENCE NO. 10009597



Felbridge Manor Care Home, Copthorne - Staff Travel Survey

Please answer all questions as accurately as possible by ticking the appropriate boxes or filling in the spaces provided and striking through questions not applicable to you. All information will be treated in the strictest of confidence.

1. **Home Location:**
Full Postcode: _____

Town/Village: _____
2. **What is your job title & department?**

3. **What are your usual work hours?**
☐ Days
☐ Mixed Shift
☐ Nights
☐ Other (please specify): _____

 Start & finish times: _____ - _____
4. **Do you work full or part-time?**
☐ Full
☐ Part
☐ Bank/Casual
5. **What is your current MAIN method of travel to and from work?**
(Please tick only ONE box only in each column):

TO	FROM	
☐	☐	Car driver (alone)
☐	☐	Car driver with passengers
☐	☐	Car passenger with colleague
☐	☐	Car passenger with other
☐	☐	Bus
☐	☐	Train
☐	☐	Cycle
☐	☐	Motorcycle/Scooter
☐	☐	Walk
☐	☐	Taxi
Other: _____		
6. **Do you occasionally use other means of transport to and from work?**
How often?
(Please tick all that apply)
(Times per week)
 - ☐ Car driver (alone)
 - ☐ Car driver (with passengers)
 - ☐ Car passenger
 - ☐ Bus
 - ☐ Train
 - ☐ Cycle
 - ☐ Motorcycle/Scooter
 - ☐ Walk
 - ☐ Taxi
 - ☐ Other: _____
7. **How long does it currently take you to travel to work?**

☐ 0 – 15 mins	☐ 16 – 30 mins
☐ 31 – 45 mins	☐ 46 – 60 mins
☐ Over 60 minutes: (please give approximate time): _____	

PLEASE TURN OVER

8. If you drive to work where do you currently park? Usually (U) or Occasionally (O). (Please tick one box in each column):
- | | |
|---|---|
| U | O |
| ☐ ☐ On site in the car park; | |
| ☐ ☐ On street, no charge located at: | |
| <hr/> | |
| ☐ ☐ On street with charge located at: | |
| Cost/day: £ <hr/> | |
| ☐ ☐ In off-site car park, located at: | |
| Cost/day: £ <hr/> | |
| ☐ ☐ Other: <hr/> | |
9. How far do you currently travel to work?
- ☐ Less than 1 mile
- ☐ 1 - 2 miles
- ☐ 3 - 5 miles
- ☐ 6 - 10 miles
- ☐ 11 - 20 miles
- ☐ 20 - 30 miles
- ☐ Over 30 miles (please give approx. distance):

10. Could you realistically walk, cycle or use public transport to get to work? (please tick all that apply):
- | | |
|--------------------------------|--------------------------------|
| ☐ Walk | ☐ Bus |
| ☐ Cycle | ☐ Train |
11. Reasons that prevent you from **WALKING**:
- ☐ Too far to walk
- ☐ Safety concerns
- ☐ Health reasons
12. Please tick any measures that would encourage you to **WALK** to work:
- ☐ Introduce new footways
- ☐ Better maintained footpaths
- ☐ Safer road crossings
- ☐ Better street lighting in the local area
- ☐ Other measures:

13. Reasons that prevent you from **CYCLING**:
- ☐ Too far to cycle
- ☐ Do not own a bicycle
- ☐ Cost of purchasing a bicycle
- ☐ Safety concerns
- ☐ Health reasons
14. Please tick any measures that would encourage you to **CYCLE** to work:
- ☐ Cycle paths on the journey to work
- ☐ On-site secure cycle parking
- ☐ Cycle changing facilities & lockers at work
- ☐ Cycle purchase scheme/loan in place
- ☐ Cycle route information
- ☐ Formation of Bike User Group
- ☐ Other measures:

15. Reasons that prevent you from using **PUBLIC TRANSPORT**:
- ☐ Too expensive
- ☐ Infrequent services
- ☐ Incompatible schedule
- ☐ Takes too long
- ☐ Unreliable
- ☐ Not enough information available
- ☐ No local services available
16. Please tick any measures that would encourage you to use **PUBLIC TRANSPORT** to travel to work:
- ☐ More direct bus routes
- ☐ Frequent public transport services
- ☐ Public transport services in line with work patterns
- ☐ Flexibility in work times to match public transport schedule
- ☐ Discounted public transport travel available from work
- ☐ Public transport information available
- ☐ More convenient bus drop-off points
- ☐ Better waiting facilities
- ☐ Better connections to Copthorne by bus

PLEASE TURN OVER

17. If you do not car share currently, would you be interested in car sharing to work?

☐ YES ☐ NO

18. Please tick any measures that would make **CAR SHARING** more effective or encourage you to car share:

- ☐ Help in finding car share partners with similar work patterns
- ☐ Help with alternative lift home if let down by car share driver
- ☐ Reserved parking for car sharers
- ☐ Other, please state: _____

20. If you use a **CAR** to travel to work what would make you switch to another method of travel?

- ☐ Worsening traffic conditions
- ☐ Rises in petrol prices
- ☐ Discounted travel card
- ☐ Addition of parking costs
- ☐ Improvements to existing alternatives
- ☐ Loss of on-site parking facility
- ☐ Pool cars available for business related trips
- ☐ Other; please state: _____

19. If you use a **CAR** to travel to work what are your main (M) and secondary(S), if applicable, reasons?

M S

- ☐ ☐ Car required as part of job
- ☐ ☐ Dropping off/collecting children
- ☐ ☐ Car sharing with colleagues
- ☐ ☐ Car sharing with non-colleagues
- ☐ ☐ Health reasons
- ☐ ☐ Personal security
- ☐ ☐ Time savings
- ☐ ☐ Lack of alternative transport
- ☐ ☐ Cost of alternative transport
- ☐ ☐ Convenience
- ☐ ☐ Other reasons: _____

21. Please add here or on a separate sheet any further travel related comments you may like to make:

Peter Evans Partnership has been contracted to collect this travel data on behalf of _____. We take your privacy seriously.

Data collected as a result of this survey will be processed, stored and destroyed in line with the principles contained in the General Data Protection Regulation (GDPR).

We will not pass on any information contained in this questionnaire to a third party and no individuals will be personally identifiable from any resultant statistics.