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Transport Planning  
& Highway Consultants

Wakehurst Hall Care Home  
Bolnore Road  
Haywards Heath  
West Sussex

Barchester Healthcare

Travel Plan

November 2025

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## CONTENTS

|                                                        | <b><u>Page</u></b> |
|--------------------------------------------------------|--------------------|
| <b>1.0 INTRODUCTION</b>                                | <b>1</b>           |
| 1.1 Background                                         | 1                  |
| 1.2 Aims of the Travel Plan                            | 1                  |
| 1.3 Contents                                           | 3                  |
| <b>2.0 SITE ACCESSIBILITY</b>                          | <b>4</b>           |
| 2.1 Site Location and Local Area                       | 4                  |
| 2.2 Footways and Cycleways                             | 4                  |
| 2.3 Public Transport                                   | 8                  |
| <b>3.0 CARE HOME DETAILS</b>                           | <b>9</b>           |
| 3.1 Scheme Details                                     | 9                  |
| 3.2 Parking                                            | 9                  |
| 3.3 Staff and Operational Information                  | 10                 |
| 3.4 Visitors                                           | 11                 |
| 3.5 Servicing                                          | 11                 |
| <b>4.0 TRAVEL PLAN MANAGEMENT AND IMPLEMENTATION</b>   | <b>12</b>          |
| 4.1 Travel Plan Coordinator                            | 12                 |
| 4.2 Management Support                                 | 13                 |
| <b>5.0 SUSTAINABLE TRAVEL MEASURES AND INITIATIVES</b> | <b>14</b>          |
| 5.1 Travel Information Board                           | 14                 |
| 5.2 Walking and Cycling                                | 15                 |
| 5.3 Public Transport                                   | 16                 |
| 5.4 Car Sharing                                        | 16                 |
| 5.5 Travel Welcome Pack                                | 17                 |
| 5.6 Flexible Working                                   | 17                 |
| 5.7 Guaranteed Lift Home                               | 17                 |
| 5.8 Car Parking                                        | 18                 |
| 5.9 Promotion and Marketing                            | 18                 |
| 5.10 Visitor Information                               | 18                 |
| <b>6.0 TRAVEL PLAN MONITORING AND REVIEW</b>           | <b>19</b>          |
| 6.1 Baseline Travel Survey                             | 19                 |
| 6.2 Travel Plan Monitoring                             | 19                 |
| <b>7.0 TRAVEL PLAN TARGETS</b>                         | <b>20</b>          |
| <b>8.0 ACTION PLAN</b>                                 | <b>21</b>          |
| <b>9.0 USEFUL CONTACTS</b>                             | <b>22</b>          |

## **APPENDICES**

|            |                              |
|------------|------------------------------|
| Appendix 1 | Site Location and Local Area |
| Appendix 2 | Local Cycle Routes           |
| Appendix 3 | Bus Services Information     |
| Appendix 4 | Care Home Layout             |
| Appendix 5 | Staff Travel Questionnaire   |

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## 1.0 INTRODUCTION

### 1.1 Background

- 1.1.1 This Travel Plan has been prepared in regards to Wakehurst Hall Care Home to be operated by Barchester Healthcare at a site on 23-25 Bolnore Road in Haywards Heath, West Sussex. The development is a 67 bedroom residential care home for the elderly. The opening date is proposed to be around February or March 2027.
- 1.1.2 Planning permission for the care home was granted in December 2021 under Mid Sussex District Council reference DM/20/3310. A subsequent variation of planning condition application was granted in February 2024 under reference DM/23/1262.
- 1.1.3 Planning condition 13 of the most recent consent relates to approval of a Travel Plan:  
*'No part of the development shall be occupied until a Travel Plan has been submitted to and approved in writing by the Local Planning Authority. The approved Travel Plan shall be implemented. The Travel Plan shall be completed in accordance with the latest guidance and good practice documentation as published by the Department for Transport or as advised by the Highway 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 south east side of Bolnore Road in Haywards Heath some 650m south west of the town centre. Burgess Hill is some 4.8km to the south of the site. The local area and road network are shown at Appendix 1.
- 2.1.2 Bolnore Road is a cul-de-sac subject to a 30mph speed limit and meets the B2272 Butler's Green Road, Muster Green South and Paddockhall Road at a double mini-roundabout some 210m north of the site.
- 2.1.3 Butler's Green Road continues west for some 750m and meets the A272 Tylers Green/ Isaac's Lane at a roundabout. The A272 continues west from Butler's Green Road for some 6km and meets the A23 at on-off slip road junctions. The A23 is a north-south strategic route between London and Brighton. South of Butler's Green Road the A272 continues around the south side of Haywards Heath and then turns east to Maresfield some 13.4km from the site.
- 2.1.4 Bolnore Road is a residential road some 600m long from the Butler's Green Road junction and provides direct and indirect access via side roads to residential properties. At the western end of the road is Ashton House care home.
- 2.1.5 The site is bounded by Bolnore Road to the north west, residential properties to the north east, Amberley Close to the south east and a footpath to the south west connecting Bolnore Close, Amberley Close and Renfields.

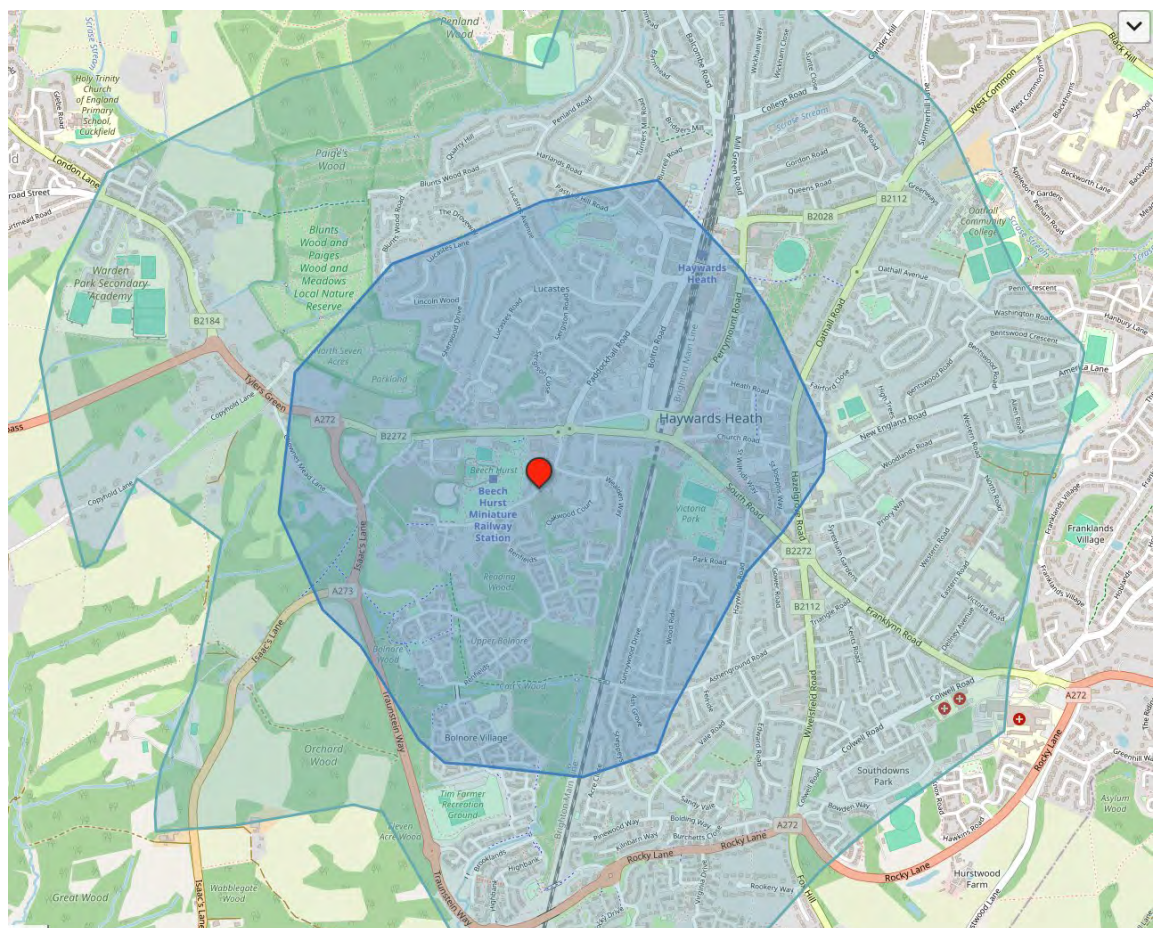
#### **Local Facilities**

- 2.1.6 A number of day-to-day and leisure facilities are provided in the local area. On the north side of Bolnore Road opposite the site is Beech Hurst Park and Gardens. Dolphins Practice GP surgery, a Harvester restaurant and Miller and Carter public house are on Butler's Green Road around a 5minute walk from the site through Beech Hurst Park.
- 2.1.7 A range of services, bars, restaurants and shopping facilities are on The Broadway in the town centre an 8-9 minute walk from the site.

### **2.2 Footways and Cycleways**

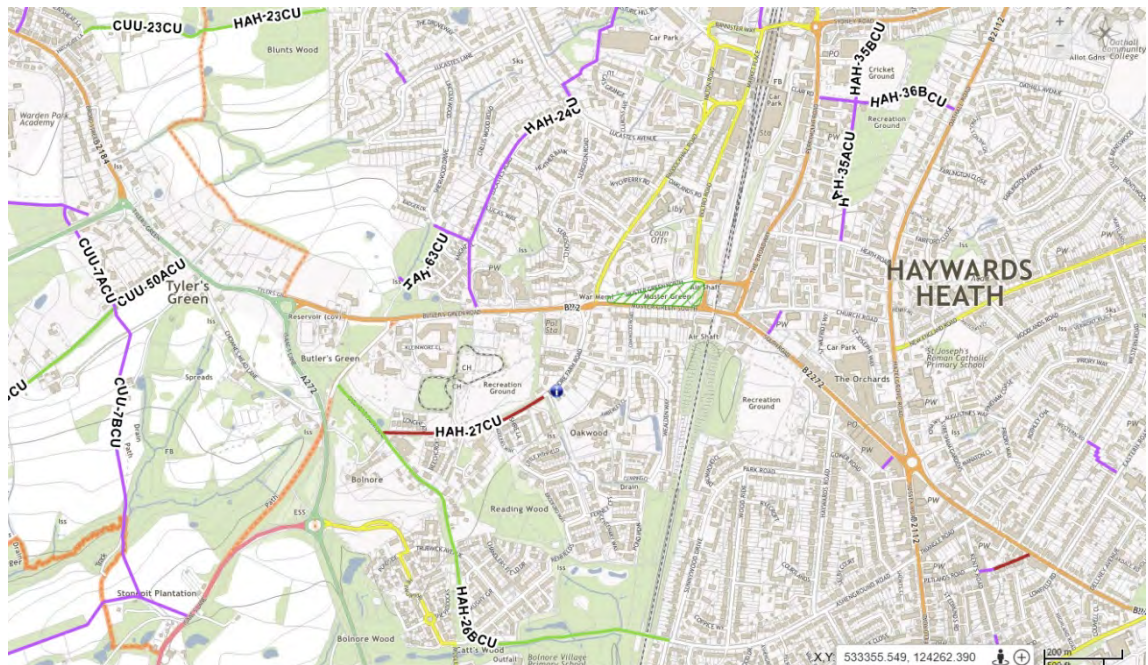
- 2.2.1 A footway is provided along the east/south side of Bolnore Road between Butler's Green Road and some 180m south west of the site. A section of footway is provided on the west side of Bolnore Road between Butler's Green Road and some 50m north east of the site. Dropped kerb crossing points are provided at side road junctions with tactile paving included at a number of these.

- 2.2.2 Footways are provided on both sides of Butler's Green Road and Paddockhall Road and the south side of Muster Green South which continues east and connects to the pedestrian route network in the town centre and wider area.
- 2.2.3 Dropped kerb crossing points with central refuge islands and tactile paving are provided at the Butler's Green Road, Bolnore Road, Muster Green South and Paddockhall Road arms of the double mini-roundabouts.
- 2.2.4 Footpaths are provided across Beech Hurst Park and provide a traffic-free link from Bolnore Road to Butler's Green Road.
- 2.2.5 A Puffin signalised pedestrian crossing is provided on Butler's Green Road some 70m west of the Bolnore Road mini-roundabout.
- 2.2.6 The local area in relation to the site and with 1km/2km walking isochrones is shown below:



1km and 2km Walking Isochrones (Openroute Service)

- 2.2.8 A number of Public Rights of Way pass through the local area and are identified on the online West Sussex PRow iMap network. The western end of Bolnore Road from the site is a Byway, reference HAH-27CU, and includes a surfaced link at the end of the carriageway continuing to Bolnore Farm Lane. Bolnore Farm Lane is part of a bridleway, reference HAH-26ACU, which meets Butler's Green Road some 250m east of the A272 roundabout and continues south and east to Ashenground Road some 700m south east of the site.



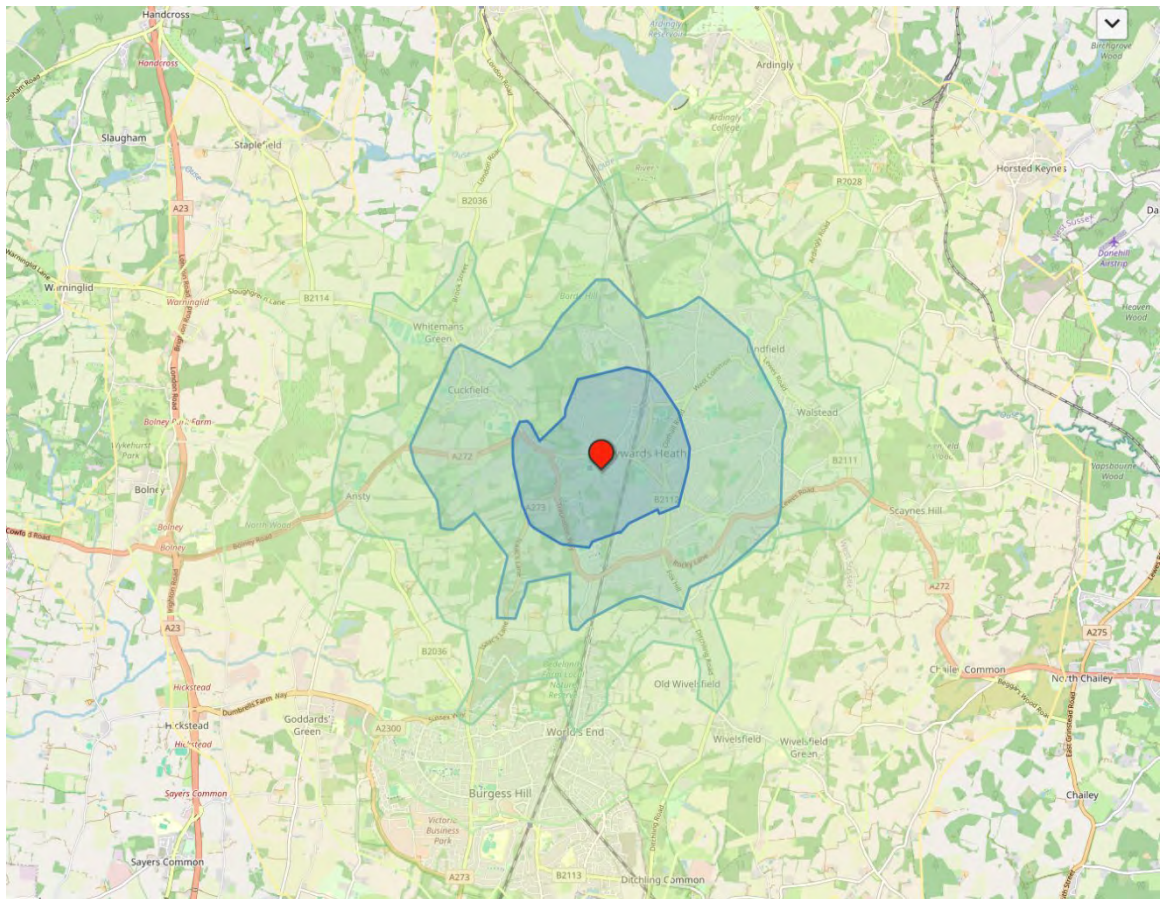
Extract from West Sussex County Council Public Rights of Way iMap

**Public Rights of Way**

- Footpath
- Bridleway
- Restricted Byway
- Byway

- 2.2.9 There are no dedicated on or off-road cycling facilities along local roads.

2.2.10 A 30 minute cycling isochrone relative to the site is shown on the following plan:



**5 minute interval Cycling Isochrones (Openroute Service)**

2.2.11 The cycling isochrones demonstrate that a significant area can be reached within a 30 minute cycle from the site, including Burgess Hill with the majority of Haywards Heath reachable within a 10-15 minute cycle journey.

2.2.12 Local cycling routes are indicated in Appendix 2.

## 2.3 Public Transport

### Bus Services

2.3.1 Buses in the local area operate along the Butler's Green Road, Paddockhall Road and Muster Green South. The nearest bus stops are at the Nightingale Centre on Butler's Green Road within a 400m walking distance from the site. Both the west and eastbound bus stops are provided at a layby with shelters, timetables and real time information.

2.3.2 The bus stops serve the following services:

| Services from Nightingale Centre |                                                                        | Approximate Service Frequency (minutes) |          |        |          |
|----------------------------------|------------------------------------------------------------------------|-----------------------------------------|----------|--------|----------|
| Service                          | Route                                                                  | Monday - Friday                         | Saturday | Sunday |          |
|                                  |                                                                        | Day                                     | Day      | Day    | Evenings |
| 31                               | Uckfield – Maresfield – Haywards Heath - Cuckfield                     | 60                                      | 60       | -      | -        |
| 39                               | Haywards Heath Town Service                                            | 60                                      | 60       | -      | -        |
| 89                               | Horsham - Warninglid - Cuckfield - Haywards Heath - Franklands Village | *4-5                                    | -        | -      | -        |
| 271                              | Crawley – Haywards Heath – Burgess Hill - Brighton                     | 120                                     | -        | -      | -        |

\* No. of services per day

2.3.3 A detailed bus times summary and bus routes plans are provided at Appendix 3.

2.3.4 Further bus services operate via bus stops on The Broadway in the town centre including to East Grinstead, Lewes and Hurstpierpoint.

### Trains

2.3.5 Haywards Heath train station is on Market Place a 1km/12-13 minute walk north east of the site and serves a number of regular trains operated by Thameslink, Southern and the Gatwick Express including to:

- Brighton every 20 minutes;
- London Victoria every 5-30 minutes;
- Cambridge, Bedford, Littlehampton typically every 30 minutes; and
- Eastbourne every hour.

2.3.6 Bus services 31, 39 and 89 stop on Market Place outside the train station.

## **3.0 CARE HOME DETAILS**

### **3.1 Scheme Details**

- 3.1.1 The permitted scheme is a 67 bedroom care home with some 20 car parking spaces as shown at Appendix 4. 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 western and southern parts of the site with car parking provided to the north east of the building. The building entrance is in the north eastern wing of the building off the first parking aisle.
- 3.1.3 Vehicular access to the permitted care home development will be provided at a 6m wide crossover arrangement off Bolnore Road in the central part of the site frontage. A separate pedestrian access 5m from the crossover is proposed to connect the existing footway on Bolnore Road to an internal footpath behind car parking continuing to the building entrance.
- 3.1.4 The internal road to serve car parking and servicing will continue south east from the access along three parking aisles arranged to provide a turning head for service vehicles. A bin store will be provided off the end aisle near to the turning area.

### **3.2 Parking**

#### **Car Parking**

- 3.2.1 A total of some 20 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 An additional parking bay is proposed near the building entrance for flexible use including by ambulances and medical staff.
- 3.2.3 Nine car spaces including the two disabled bays plus the ambulance bay will be arranged as perpendicular bays off the first parking aisle with the remaining 11 spaces provided off the other parking aisles. The disabled bays will be provided with additional 1.2m wide safety margins and located close to the building entrance.
- 3.2.4 Four of the car parking bays on site will be provided with electric charging points with further spaces equipped with infrastructure to allow connection in the future.
- 3.2.5 A section of kerb/edging will be provided adjacent to the building entrance for dropping off and collecting staff, visitors and residents.

## Cycle Parking

- 3.2.6 Twelve cycle parking spaces at a row of six Sheffield stands will be provided under a shelter for care home staff and visitors in the southern part of the car park.



Typical Cycle Shelter with 6 Sheffield Stands for 12 Bicycles

## 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 8km. Practically this means that the majority of staff could come from Haywards Heath, Burgess Hill and Cuckfield plus smaller settlements in the area.
- 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 care home is likely to employ up to around 65 staff in full-time and part-time roles with a maximum of 25-30 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 will have the lowest staffing levels with around 6 or 7 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 will include a staff room as well as a shower, changing room and lockers.

### **3.4 Visitors**

3.4.1 Visitors will generally be permitted to visit friends and relatives staying at the care home at most times during the day. Trips to the care home 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 end parking aisle opposite the parking spaces. Delivery vehicles will enter the site and continue in a forward gear to the end of the parking aisles and stop adjacent to the service entrance for unloading. The vehicle will then reverse into the side turning head and leave the site in a forward gear.

3.5.3 An external refuse store will be provided opposite the service entrance. Refuse vehicles will also first travel forwards to the end of the car park aisle for collecting waste/recycling materials from the bin store and then turn around to leave the site in a forward gear.

3.5.4 The arrangement of the parking aisles 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 recommended cycle routes in the local 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, Compass Travel 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 contact 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 Twelve cycle spaces for staff and visitors to use will be provided under a shelter in the 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 Travel Welcome Pack**

5.5.1 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.

5.5.2 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.

5.5.3 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.

## **5.6 Flexible Working**

5.6.1 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.

## **5.7 Guaranteed Lift Home**

5.7.1 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.

5.7.2 Options include suggesting an alternative bus home, checking for other car share drivers that could deviate from their normal route or organising a taxi from the care home's appointed provider.

## **5.8 Car Parking**

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

## **5.9 Promotion and Marketing**

- 5.9.1 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.
- 5.9.2 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.
- 5.9.3 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.
- 5.9.4 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.
- 5.9.5 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.

## **5.10 Visitor Information**

- 5.10.1 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.
- 5.10.2 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 5 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 The WSCC Development Travel Plan Policy sets out a general target *to reduce the number of vehicle trips generated over a 12 hour period (Weekday 7am to 7pm) by the site by a minimum of 15% in urban areas and 10% in rural areas*. However as the care home is not yet occupied by residents and staff to be employed at the care home are not yet confirmed it is not practical to set realistic targets prior to the baseline travel survey.

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 The 2011 Census have been reviewed to identify the average modal split for employees working within the Super Output Area-Middle Layer of 'Mid Sussex 009' in which the site is located. This will be used to compare with the first staff travel survey results and to help set appropriate targets going forward:

| Travel Mode   | % Modal Split |
|---------------|---------------|
| Walking       | 16.2%         |
| Bicycle       | 1.3%          |
| Bus           | 1.9%          |
| Train         | 12.0%         |
| Motorcycle    | 0.7%          |
| Car passenger | 5.1%          |
| Car Driver    | 62.1%         |
| Taxi          | 0.4%          |
| Other/unknown | 0.3%          |
| <b>Total</b>  | <b>100%</b>   |

7.4 The practical targets from the care home becoming operational include:

- appointment of a Travel Plan Coordinator;
- availability of travel information to staff and visitors;
- promotional of sustainable travel modes;
- periodical checking and updating of transport information; and
- undertaking of baseline staff travel survey.

## 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](http://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](http://www.westsussex.gov.uk/roads-and-travel/travel-and-public-transport)

### METROBUS

#### Bus Information

Web: [www.metrobus.co.uk](http://www.metrobus.co.uk)

### COMPASS Travel

#### Bus Information

Web: [compass-travel.co.uk](http://compass-travel.co.uk)

### WEST SUSSEX CARSHARE

#### Car Sharing

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

### SUSTRANS - Cycle Information

Web: [www.sustrans.org.uk](http://www.sustrans.org.uk)

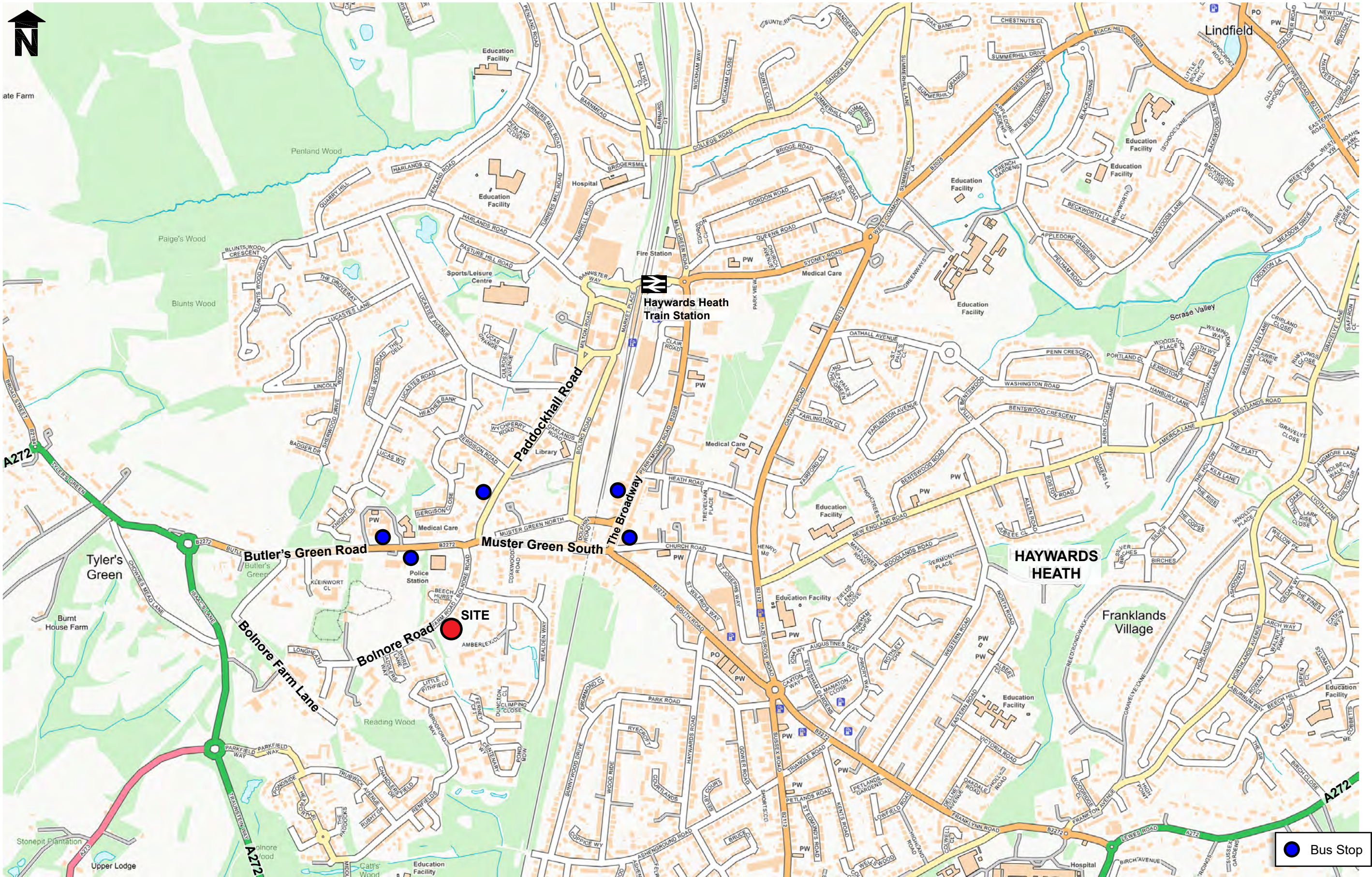
### Living Streets – Walking

Web: [www.livingstreets.org.uk](http://www.livingstreets.org.uk)

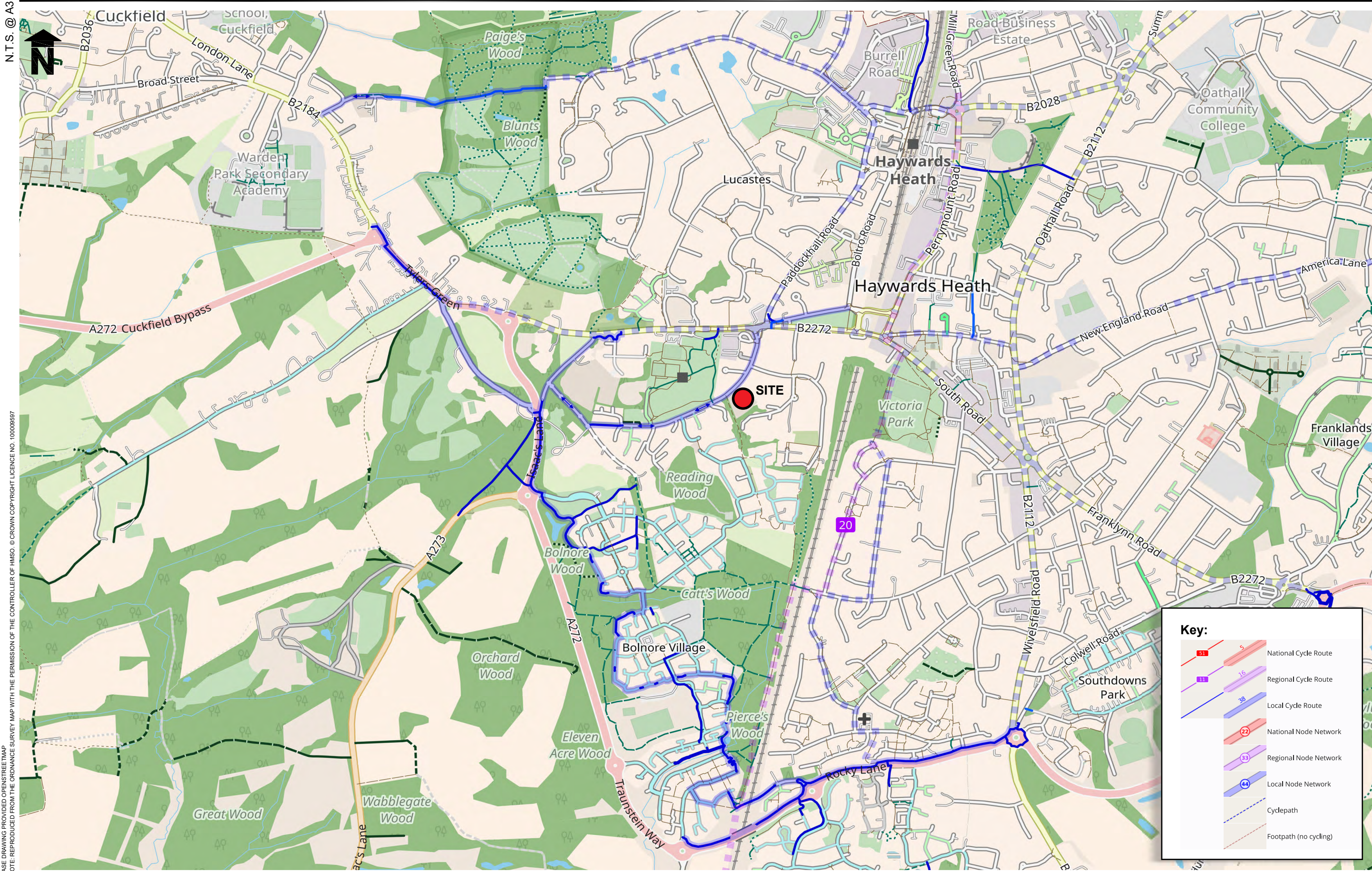
### Walking Works - Walking

Web: [www.walkingworks.org.uk](http://www.walkingworks.org.uk)

1 : 10,000 @ A3



N.T.S. @ A3



BASE DRAWING PROVIDED OPENSTREETMAP  
NOTE: REPRODUCED FROM THE ORDNANCE SURVEY MAP WITH THE PERMISSION OF THE CONTROLLER OF HMSO. © CROWN COPYRIGHT LICENCE NO. 100006597

## BUTLER'S GREEN ROAD, HAYWARDS HEATH

**Bus Route:** UCKFIELD - MARESFIELD - NEWICK - HAYWARDS HEATH - CUCKFIELD

**Route Number** 31

**Operator:** COMPASS TRAVEL

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

|           | First | Last  |
|-----------|-------|-------|
| Mon – Fri | 06:20 | 18:35 |
| Saturday  | 07:45 | 18:23 |
| Sunday    | -     | -     |

**Bus Route:** HAYWARDS HEATH HOSPITAL - AMERICA LANE - TOWN CENTRE - BOLNORE

**Route Number** 39

**Operator:** COMPASS TRAVEL

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

|           | First | Last  |
|-----------|-------|-------|
| Mon – Fri | 06:49 | 18:15 |
| Saturday  | 08:25 | -     |
| Sunday    | -     | -     |

**Bus Route:** Horsham - Haywards Heath

**Route Number** 89

**Operator:** SUSSEX COACHES

|         | Approximate Bus Frequency (minutes) |          |        |
|---------|-------------------------------------|----------|--------|
|         | Mon - Fri                           | Saturday | Sunday |
| Early   | -                                   | -        | -      |
| Peaks   | -                                   | -        | -      |
| Daytime | *4-5                                | -        | -      |
| Evening | -                                   | -        | -      |

\* No. of services per day

|           | First | Last  |
|-----------|-------|-------|
| Mon – Fri | 09:55 | 17:40 |
| Saturday  | -     | -     |
| Sunday    | -     | -     |

**Bus Route:** Brighton - Burgess Hill - Haywards Heath - Crawley

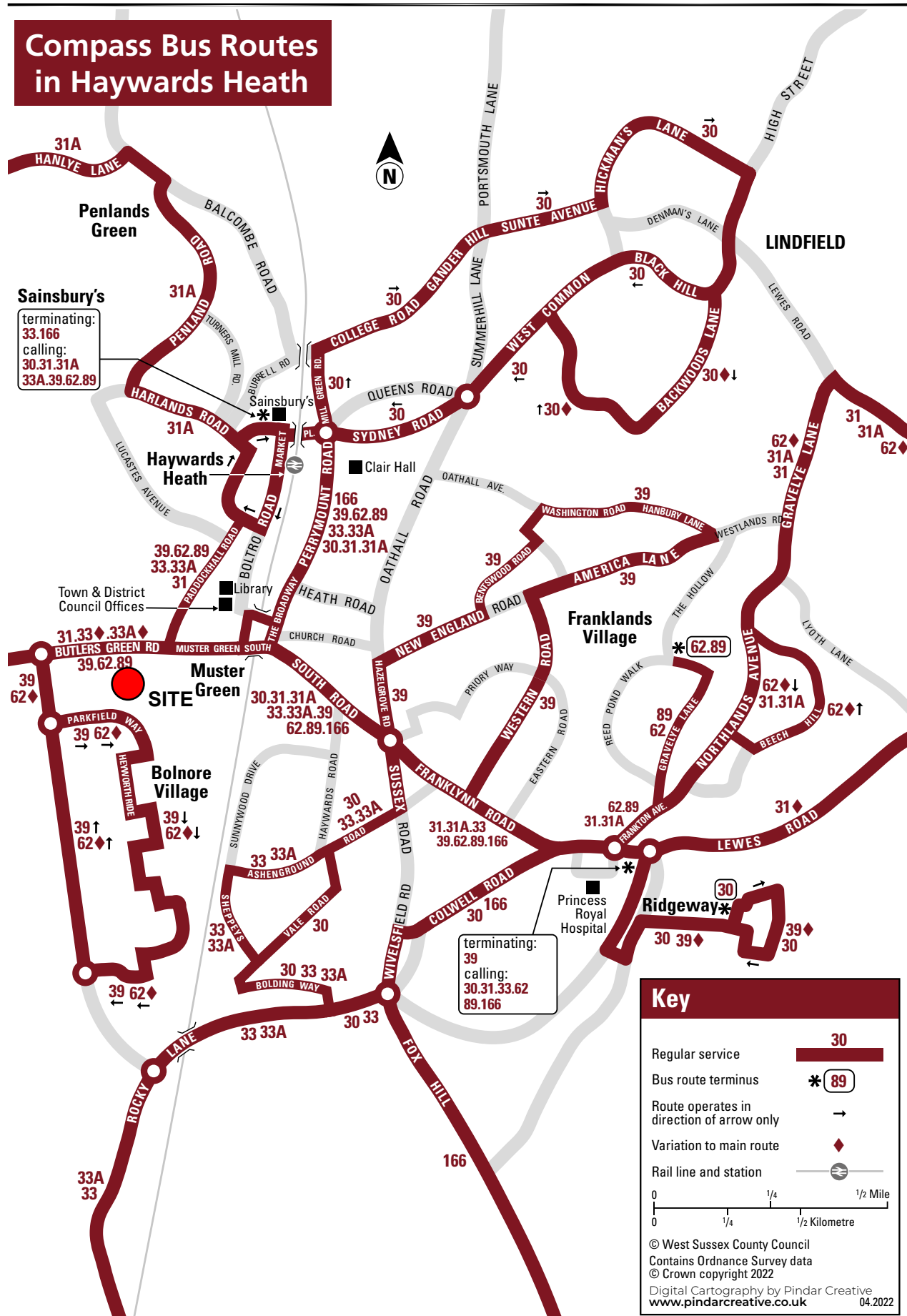
**Route Number** 271

**Operator:** METROBUS

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

|           | First | Last  |
|-----------|-------|-------|
| Mon – Fri | 05:31 | 19:11 |
| Saturday  | 08:30 | 16:25 |
| Sunday    | 09:19 | 16:00 |

# Compass Bus Routes in Haywards Heath



**Crawley**  
**- Handcross**  
**- Cuckfield**  
**- Haywards Heath**  
**- Burgess Hill**  
**- Brighton**  
**- Royal Sussex**  
**County Hospital**

Daily service  
 from 28 August 2021

**Crawley -**  
**- Haywards Heath**  
**- Burgess Hill**  
**- Brighton**  
**- Royal Sussex**  
**County Hospital**

Mon-Sat service  
 from 3 June 2023

Map key:

• Main bus stops

..... Certain journeys only

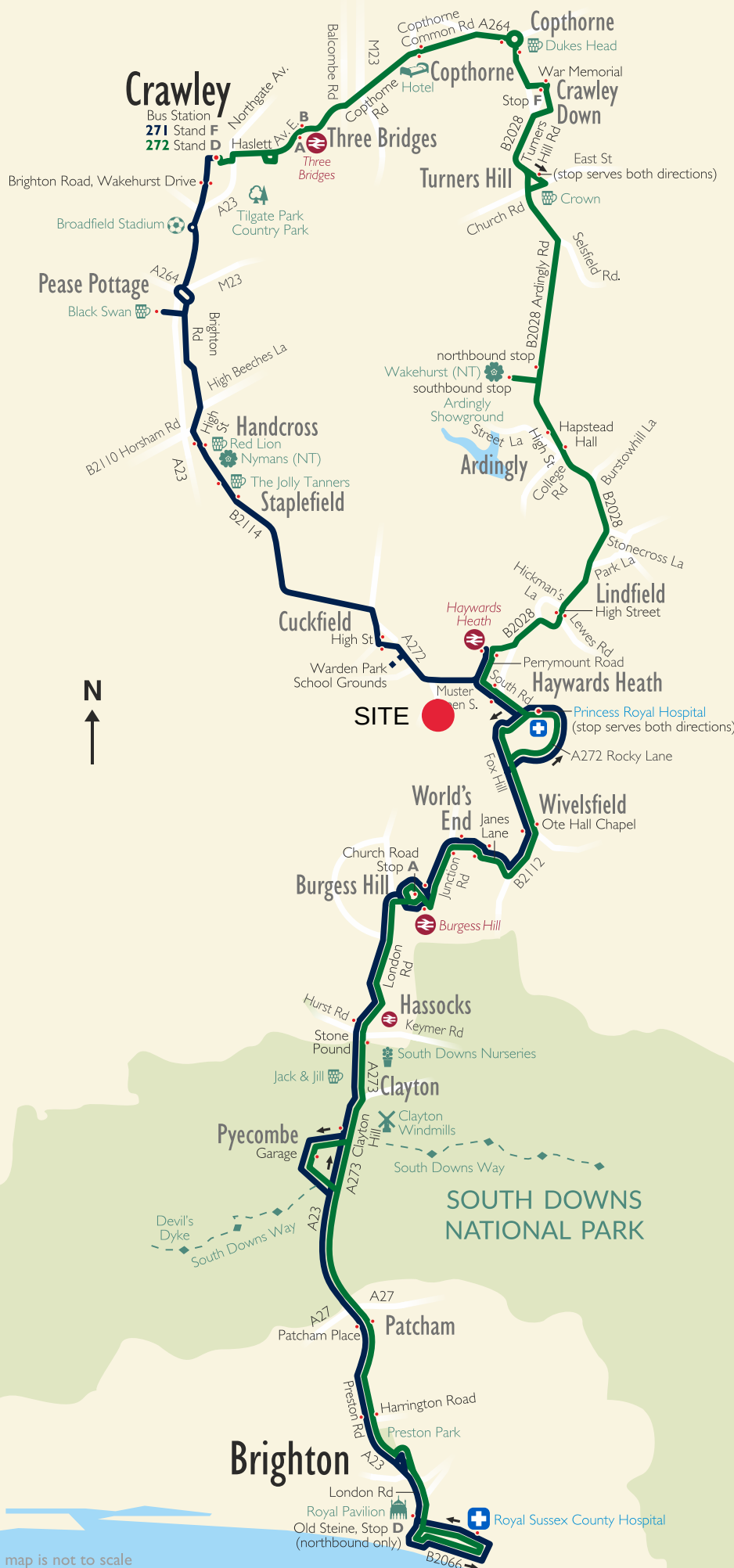
There are  
 guaranteed connections  
 to Crawley/Brighton  
 at

Perrymount Road  
 in Haywards Heath;  
 passengers do not  
 need to change buses.



01293 449191

metrobus.co.uk



Not To Scale @ A3



BASE DRAWING PROVIDED BY HARRIS IRWIN. DRAWING NO. 323-HIA-ZZ-XXOR-A-012-Proposed Site Plan ACS, DATED 27.11.25  
NOTE: REPRODUCED FROM THE ORDINANCE SURVEY MAP WITH THE PERMISSION OF THE CONTROLLER OF HMSO. © CROWN COPYRIGHT LICENCE NO. 10009597

## Wakehurst Hall Care Home - 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:

\_\_\_\_\_

**2. Job title or department:**

\_\_\_\_\_

**3. Usual days and hours at work:**

- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday
- ☐ Saturday
- ☐ Sunday
- ☐ Variable
- ☐ Nights

Start/Finish times: \_\_\_\_:\_\_\_\_ - \_\_\_\_:\_\_\_\_

**4. Employment Status:**

- ☐ Full-time
- ☐ Part-time
- ☐ Bank/Casual

**5. What is your usual MAIN mode of travel to and from work?  
(Please tick only ONE box only in each column):**

TO FROM

- |                          |                          |                              |
|--------------------------|--------------------------|------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Car driver (alone)           |
| <input type="checkbox"/> | <input type="checkbox"/> | Car driver with passengers   |
| <input type="checkbox"/> | <input type="checkbox"/> | Car passenger with colleague |
| <input type="checkbox"/> | <input type="checkbox"/> | Car passenger with other     |
| <input type="checkbox"/> | <input type="checkbox"/> | Bus                          |
| <input type="checkbox"/> | <input type="checkbox"/> | Train                        |
| <input type="checkbox"/> | <input type="checkbox"/> | Cycle                        |
| <input type="checkbox"/> | <input type="checkbox"/> | Motorcycle/Scooter           |
| <input type="checkbox"/> | <input type="checkbox"/> | Walk                         |
| <input type="checkbox"/> | <input type="checkbox"/> | 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:

**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:

\_\_\_\_\_

- ☐ ☐ On street with charge located at:

Cost/day: £ \_\_\_\_\_

- ☐ ☐ In off-site car park, located at:

Cost/day: £ \_\_\_\_\_

- ☐ ☐ Other: \_\_\_\_\_

**PLEASE TURN OVER**

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
  - ☐ Over 20 miles
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 Haywards Heath by bus
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:
- 

PLEASE TURN OVER

**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:**

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**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:

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*Peter Evans Partnership has been contracted to collect this travel data on behalf of Barchester Healthcare. 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.*