



Land Parcels Adjacent to Worsell Drive, Copthorne

Site Wide Full Travel Plan

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Prepared for:
Miller Homes

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Site-Wide Full Travel Plan
Land Parcels adjacent to Worsell Drive, Copthorne

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1 Introduction

1.1 Context

- 1.1.1 Stantec have been commissioned by Miller Homes to provide transport and highways advice in support of a full planning application for the residential development at the Land Parcels adjacent to Worsell Drive, Copthorne (known as Heathy Wood).

1.2 Background

- 1.2.1 The two parcels of land proposed for new homes sit within the existing Heathy Wood residential scheme. This benefitted from outline planning permission (LPA ref. no. 13/04127/OUTES) which was granted in May 2016 for 500 new homes. Various Reserved Matters applications have been approved to bring forward the detailed design of the Heathy Wood scheme at Copthorne.
- 1.2.2 The parcels were previously considered for a school and doctors surgery. However, after extensive review, West Sussex County Council (WSCC) has confirmed that a new primary school is not required at this location as a new school could undermine the sustainability of existing schools. Instead, and in line with the obligations of the 2016 outline planning permission, significant financial contributions have been made towards education in the local area. The local medical group has advised it is not viable for it to bring forward a doctors surgery. Therefore, as required by the outline planning permission, financial contributions have been made to support local healthcare facilities.
- 1.2.3 Accordingly, there are two sustainably located parcels of land at Heathy Wood that are vacant and unused. It is proposed to deliver new homes on these parcels to complement and integrate within the existing homes and wider Copthorne community.
- 1.2.4 This update of the Site Wide Full Travel Plan is prepared on the proposal of delivering 69 new homes across the two parcels of land. The description of development for the application is as follows:
- "Full planning application at two parcels of land adjacent to Worsell Drive, Copthorne, each accessed from existing bell-mouth junctions at Worsell Drive and Langridge Way, for the erection of new homes (Use Class C3) including affordable homes; internal access roads, landscaping, and associated infrastructure.*
- For information only (to be included as a condition): Number of Homes: 69"*
- 1.2.5 A Site Wide Full Travel Plan (SWFTP) was originally submitted as part of the outline application and subsequently updated prior to first occupation in August 2020. The SWFTP acts as a guide to the site's wider travel planning approach to minimise occupancy car use by site users accessing the site.
- 1.2.6 On the basis of the change of land uses proposed for these parcels, and as requested by WSCC, the SWFTP has been updated to support the latest proposals.
- 1.2.7 The proposed development and supporting transport proposals have been designed to allow travel to be made by more sustainable means than single-occupancy private cars, in line with national and local policy.
- 1.2.8 A 'Travel Plan' (TP) is a package of actions and measures identified to encourage more sustainable travel choices to be taken instead of single-occupancy car use. TPs can include measures such as car-sharing schemes, walking and cycling enhancements and facilities, public transport services and car parking allocation. This SWFTP forms one element of a suite of measures that will be designed to reduce the impact of transport on development. Other

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elements, including both the design and planning of the site, will work alongside this SWFTP to reduce single-occupancy car trips.

- 1.2.9 The updated SWFTP has been updated using Planning Practice Guidance by the Department of Communities and Local Government (March 2014), while the original SWFTP was developed using DfT guidance 'Using the Planning Process to Secure Travel Plans' (2009).
- 1.2.10 The SWFTP provides a single source of information about the purpose, preparation and implementation of the transport-related proposals relating to the development of Heathy Wood, Copthorne. Given the phased nature of the proposed development, any measures will need to be kept under review as the development progresses and the actual phasing of the development emerges.

1.3 Travel Planning Approach

- 1.3.1 This SWFTP was developed to guide the site-wide travel planning approach to minimise single-occupancy car use by residents, staff and visitors accessing the site. This report provides an update to the previous SWFTP to reflect travel issues during implementation and changes to the development site.
- 1.3.2 Stantec have been the Heathy Wood Travel Plan Coordinator on behalf of Miller Homes (previously St Modwen Homes) for the last four years and continue this role. During that time, there has been a positive influence on the travel patterns of the residents, with 120 sustainable travel voucher requests to date, active travel links being delivered and the 281 bus service has been diverted through the site with good uptake from residents. As the TPC, Stantec will continue to support Miller Homes implement the measures outlined in this document to influence the travel patterns of residents.

2 Transport Planning Policy and Best Practice

2.1 Policies and Guidance

- 2.1.1 This section provides an overview of the current national and local government policies that have informed the development of this updated Site-Wide Full Travel Plan. This SWFTP seeks to take account of national and local planning policy and has been prepared with regard to Best Practice Guidance from appropriate travel planning guidance. The SWFTP is prepared in accordance with established policy aims and objectives.

National Planning Guidance

- National Planning Policy Framework (December, 2024)
 - Planning Practice Guidance (March, 2014)
- 2.1.2 National policy has moved towards securing more sustainable outcomes with emphasis on minimising the need to travel, reducing car use and encouraging more sustainable modes of transport. The revised National Planning Policy Framework (NPPF) was adopted in December 2024. In considering travel in the context of planning applications the following NPPF paragraph is relevant:
- Paragraph 110: “The planning system should actively manage patterns of growth in support of these objectives. Significant development should be focused on locations which are or can be made sustainable, through limiting the need to travel and offering a genuine choice of transport modes. This can help to reduce congestion and emissions, and improve air quality and public health. However, opportunities to maximise sustainable transport solutions will vary between urban and rural areas, and this should be taken into account in both plan-making and decision-making.”*
- 2.1.3 This statement emphasises the need to plan for sustainable travel, but also to be pragmatic about the variability of transport options in different communities. This is relevant in the context of the development of Heathy Wood, Copthorne.

Local Planning Guidance

- West Sussex Transport Plan 2022 to 2036
- Mid Sussex District Plan 2014 to 2031
- Mid Sussex District Plan 2021 – 2039 (Under Review)
- West Sussex Travel Plan – Information Pack

3 Influencing Travel Behaviour

3.1 The '4i' Approach

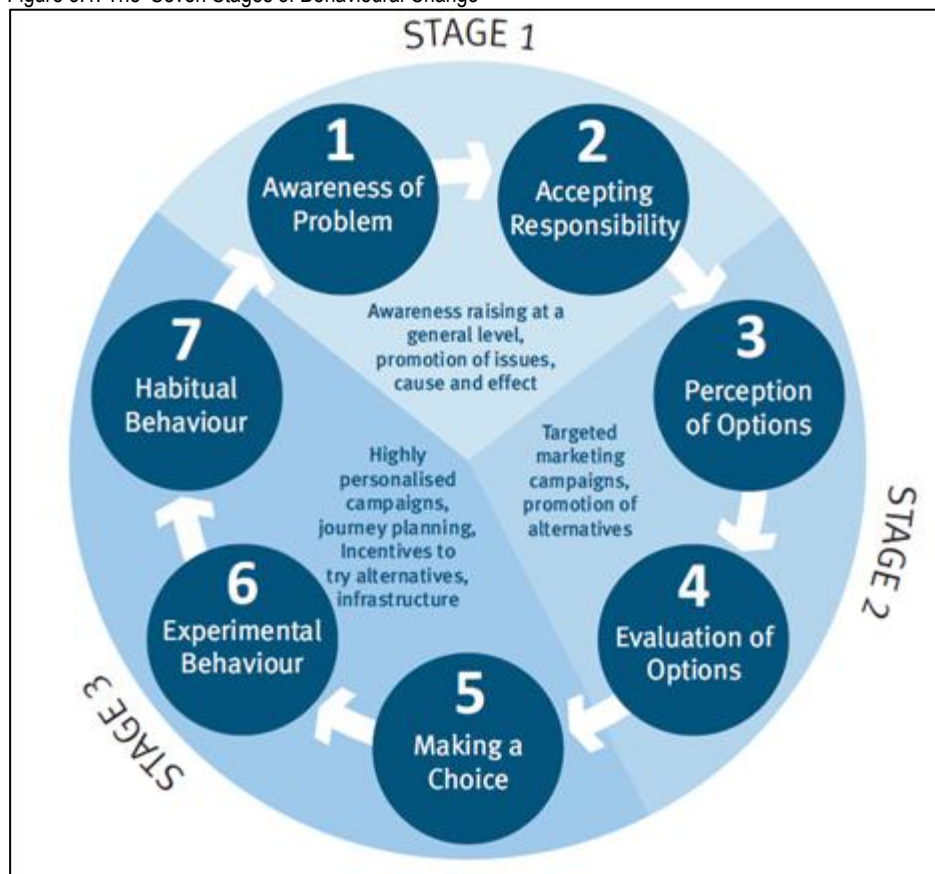
3.1.1 The initiatives presented within this SWFTP will focus on increasing awareness and the use of sustainable travel modes through the use of the 4i approach. The 4i approach considers the need to:

- Supply **information** - The provision of accurate sustainable travel information through a variety of means;
- Pursue **initiatives** - Instigating new or linking up with existing schemes to promote sustainable travel options, guidance or advice;
- Provide **incentives** - Encouraging participation in initiatives for example the provision of discounts or gifts to raise awareness of sustainable transport or providing external incentives such as tax benefits; and
- Continue to **influence** modal choice towards sustainable travel.

3.2 The 'Seven Stages of Change'

3.2.1 **Figure 3.1** below highlights the 'Seven Stages of Behavioural Change'.

Figure 3.1: The 'Seven Stages of Behavioural Change'



3.2.2 The figure above shows that once a resident, employee or visitor is aware of a problem (for example, the negative impacts of private car use), they generally go through five thought processes: accepting responsibility, acknowledging alternatives, evaluating the alternatives,

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deciding on an alternative and trying an alternative before they actually make a sustained change to a different mode of travel.

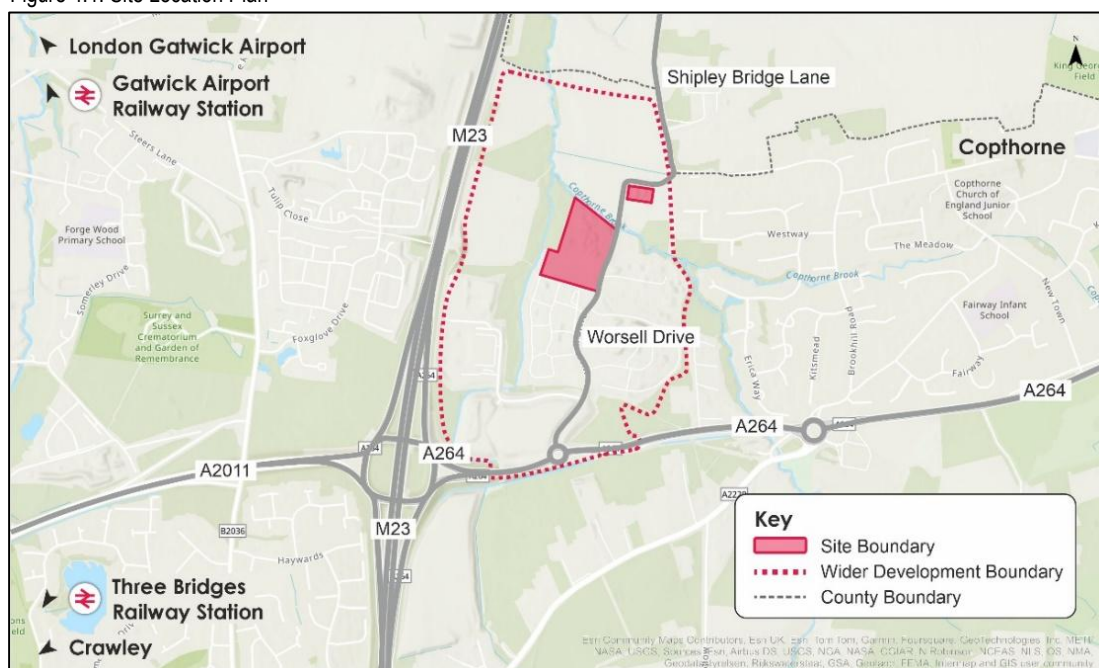
- 3.2.3 By understanding this process, it is possible to design measures that best influence residents, employees and visitors at each stage of decision-making. In designing measures that are applicable and effective at changing travel behaviour, it is essential that the TP is regularly monitored and reviewed since any habitual behaviour, which has been influenced during the decision-making process, can be reversed by external influences such as poor weather conditions.

4 Existing Conditions and Accessibility

4.1 Development Location

- 4.1.1 The site is situated to the west of Copthorne, within the West Sussex County Council (WSCC) Authority boundary. The northern edge of the site is adjacent to Surrey County Council's (SCC) Authority boundary. It is located within the Mid Sussex District, but is adjacent to Crawley Borough to the west. Copthorne village centre is approximately 1km to the east of the site and Crawley town centre is approximately 4.5km to the west.
- 4.1.2 The site is directly bordered by the M23 to the west, the M23 junction 10 to the southwest, the A264 to the south, Copthorne to the East and Shipley Bridge Lane to the North, as shown in **Figure 4.1**.

Figure 4.1: Site Location Plan



4.2 Local Pedestrian and Cycle Access

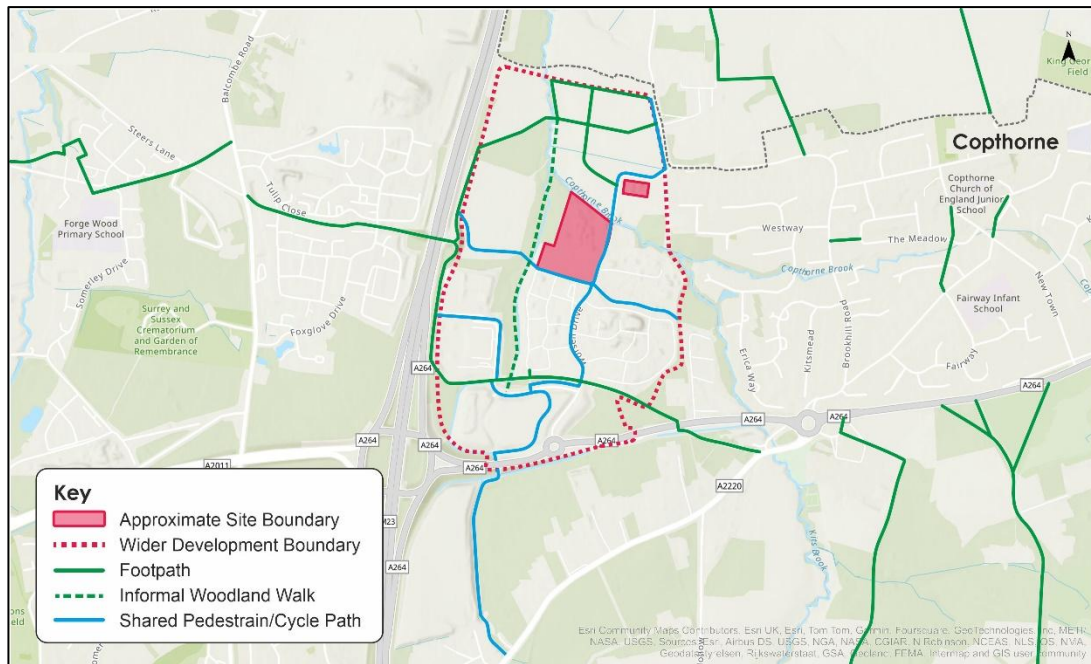
- 4.2.1 As part of the wider Heathy Wood development, Miller Homes are delivering several new and improved pedestrian and cycle connections between the site and the local area. Within the site, there is an informal woodland walk, and shared pedestrian/cycle paths that route within or through the development, providing onward connections to destinations such as Copthorne Village, Forge Wood and towards Three Bridges Station and Crawley. These routes are illustrated in **Figure 4.2** and summarised below:

- Provision of a footway and traffic calming measures on Shipley Bridge Lane to connect the development with Copthorne village centre;
- Improvement to the PRow, which crosses over the M23 via the accommodation bridge to a cycleway to connect Manor Royal and the future NES development with the site;
- Provision of a foot/cycle way to the south of the site to connect the development with Three Bridges Station, and Crawley Station and Town Centre;
- Provision of a refuge island for the PRow crossing the A264 to the south east of the site;

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- Provision of a footway between the site and A264/A2220 roundabout.

Figure 4.2: Pedestrian and Cycle Network



4.3 Public Transport

Bus Services

- 4.3.1 Copthorne is served by a number of bus services to key destinations such as Haywards Heath, Tunbridge Wells, East Grinstead, Crawley, Gatwick Airport, Horley and Redhill. The existing bus services connecting the site are illustrated on **Figure 4.3** and shown in **Table 4.1**.
- 4.3.2 Metrobus service 281 already serves the wider site as supported by Miller Homes as part of the outline application and is being used by residents. The whole development is within a short walk of a bus stop located on Worsell Drive, which are served by the 281 bus service connecting the site to East Grinstead and Crawley.
- 4.3.3 Additional services (291, 638) can be accessed via the Brookview bus stops, which are a 13 minute walk from the proposed residential development. Service 400 can be accessed via Copthorne Hotel bus stops, which are a 17 minute walk from the proposed residential development. Service 400 also provides one school service per day that routes via the Brookview bus stop, other services route via Copthorne Hotel.

Table 4.1 Bus Service Frequency

Bus Service	Bus Operator	Route	Frequency		
			Weekday	Saturday	Sunday
281	Metro Bus	Lingfield > East Grinstead > Crawley Down > Copthorne > Crawley	Hourly (07:05 – 18:36)	Hourly (08:09 – 17:53)	Every 120 mins (11:23 – 17:33)
291	Metro Bus	Royal Tunbridge Wells > East Grinstead > Copthorne > Crawley	Hourly (06:33 – 00:41)	Hourly (08:35 – 00:41)	6 services between 10:27 – 20:10
638	Metro Bus	Imberhorne Lower School > Copthorne	School Service	No Service	

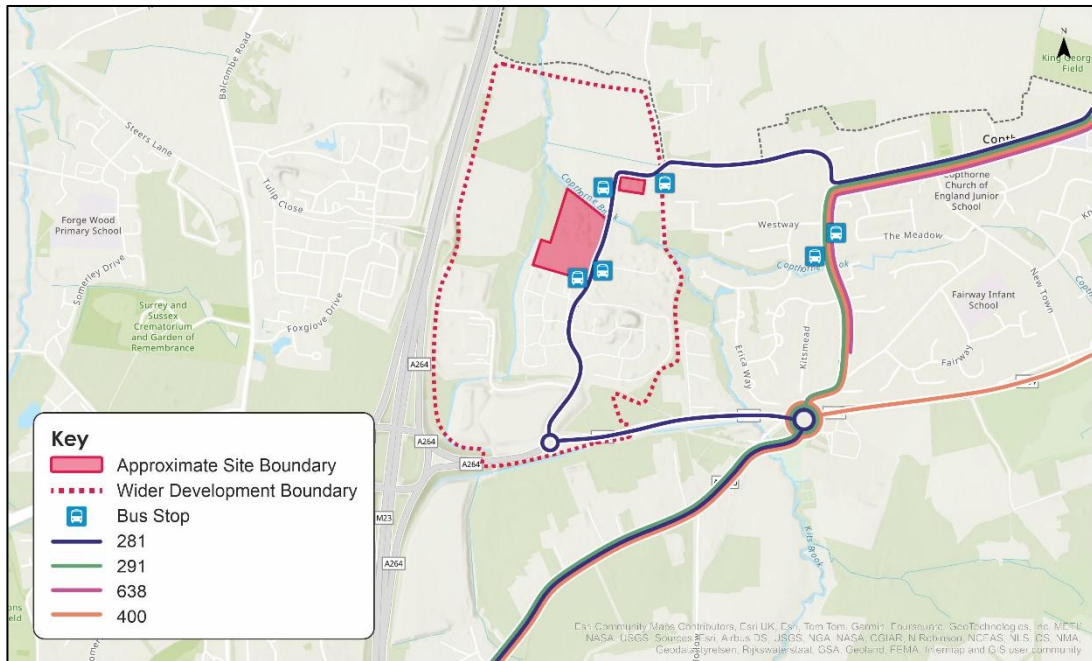
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400	Metro Bus	East Grinstead > Copthorne > Crawley > Horley > Redhill > Caterham	Hourly (05:15 – 20:14)	Hourly (05:08 – 20:05)	Hourly (09:00 – 19:04)
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Source: Metro Bus, accessed November 2025

Figure 4.3: Existing Bus Network



Rail

- 4.3.4 The closest railway stations to the site are Crawley Station and Three Bridges Station which are approximately 5km and 3km from the site respectively.
- 4.3.5 The railway stations are accessible by public transport, via the 281 and 291 bus service, and local cycle routes.
- 4.3.6 Three Bridges Station lies on the Brighton Mainline and the Thameslink. The Brighton Mainline runs between Brighton, Gatwick Airport, Clapham Junction and London Victoria, and the Thameslink runs between Brighton, Gatwick Airport, London Bridge, St Pancras International, Luton Airport, Bedford and Cambridge.
- 4.3.7 Crawley Station is on the Arun Valley Line which runs between Crawley and Arundel, operated by Southern. It is the final stop on the line before it connects to the Brighton and Thameslink mainlines, operated by Southern and Thameslink.

5 Vision, Aims and Objectives

5.1 Vision

- 5.1.1 Miller Homes are committed to delivering a vibrant, safe, accessible and integrated form of mixed development at Heathy Wood, Copthorne which through the phases already delivered they have demonstrated. The development is *“an integrated neighbourhood which complements Copthorne, allowing the village to grow naturally with high quality, well-designed homes in an established landscape setting”*.

5.2 Aim and Objectives

- 5.2.1 The primary aim of the SWFTP is to promote more sustainable travel choices through measures aimed at reducing reliance on the car. Therefore, the transport objectives for this SWFTP include:
1. Reducing the need to travel;
 2. Building upon sound design principles that open up the permeability of the development. Encouraging walking and cycling as a preference for local trips;
 3. Promoting healthy lifestyles and vibrant, sustainable communities through the promotion and improvement of sustainable travel choices; and
 4. Reducing any traffic impacts of the development on the local community.

5.3 Tasks to Achieve Objectives

- 5.3.1 The main tasks to help these primary objectives are:
- To provide a framework for the management of transport facilities and services within, to and from the site, to encourage the provision and use of more sustainable transport modes;
 - To promote the implementation of the transport infrastructure, public transport services and other sustainable transport measures to provide a viable alternative to the car for future residents, visitors and occupiers of the site;
 - To encourage future residents and occupiers to minimise the number and length of journeys, particularly by single occupancy car;
 - To promote appropriate management measures for servicing movements within the site, including parking and deliveries; and
 - To provide a framework for monitoring travel to and from the site against the targets set, and to review of transport measures.

6 Targets

6.1 Introduction

- 6.1.1 Travel planning targets are set to help minimise journeys by single occupancy private car and to help achieve (at least) the levels of non-car driver travel, assessed at the planning application stage. These have been being monitored by the TPC through the TP monitoring period.

6.2 Residential Targets

- 6.2.1 The 12-hour weekday development trip generation has been derived from the TRICS output agreed at outline planning application stage, with targets to reduce residential vehicle trips by 10%, in line with WSCC requirements. These targets are set out in **Table 6.1**.

Table 6.1: 12-Hour Weekday Residential Two-Way Vehicle Trip Targets (500 homes)

Two-Way Vehicle Trip Rates/ Trips	Baseline	Year 3 5% Reduction	Year 5 10% Reduction
Vehicle Trip Rates	5.412	5.141	4.871
Vehicle Trips	2,706	2,571	2,435

- 6.2.2 Upon completion of the baseline surveys, 12-hour traffic levels recorded will be compared against those predicted using TRICS and shown above, and revised targets will be identified, if necessary.
- 6.2.3 As of the Year 3 Monitoring Report, the vehicle trip rate was 5.205, which is a positive 4% reduction from the agreed baseline.

6.3 Commercial Targets

- 6.3.1 The commercial targets have been revised since the Original Site Wide Travel Plan have been revised as Unit 1, occupied by Amazon, completes their monitoring separately to Unit 2, occupied by DHL. As such the original targets have been reduced accordingly. It is assumed that, as these improvements are delivered and there are improved facilities to walk, cycle and use public transport, the car driver mode share will reduce to that forecast in the Transport Assessment. The targets are set out in **Table 6.2**.

Table 6.2: Peak Hour Commercial Two-Way Car Trip Targets

Two-Way Car Trips	Revised Baseline	Revised Year 3 5% Reduction	Revised Year 5 10% Reduction
AM Peak Hour (08:00 - 09:00)	35	33	31
PM Peak Hour (17:00 – 18:00)	44	42	39

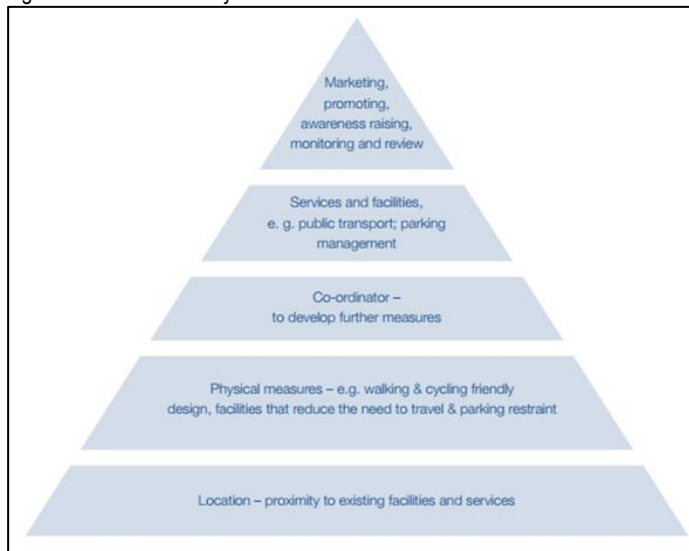
- 6.3.2 In Year 3, as part of the monitoring Unit 2, the Year 3 targets were met with 9 and 11 two-way car movements recorded, which is on target to meet the Year 5 target.

7 Implementation Plan

7.1 Best Practice

- 7.1.1 The DfT 'Good Practice Guidelines: Delivering Travel Plans Through the Planning Process' (2009) guidance Although there is later guidance provided by DfT on Travel Plan, the 2009 guidance considers it to be helpful to view a TP for a new development as a pyramid of measures and actions, when considering the appropriateness of travel initiatives, and hence has been used for this purpose. This is to be constructed from the bottom upwards, with each new layer building on the previous within the context of the sought outcomes as detailed in **Figure 7.1**.

Figure 7.1: Travel Plan Pyramid



- 7.1.2 From **Figure 7.1**, it is evident that successful TPs are built on the foundations of good location and site design. This will enable residents, employees and visitors to exploit local facilities and to maximise opportunities for sustainable travel.
- 7.1.3 TP measures can be broadly categorised as either: Infrastructure, Information, Innovation or Incentives.
- Infrastructure measures are the physical measures that support alternative modes such as cycle parking.
 - Information measures refer to provision of information about alternative modes i.e. bus timetables, cycle maps etc.
 - Innovation measures are technological measures that can help reduce car use, high speed internet to encourage working from home for example.
 - Incentives relate to obtaining discounts or give-aways to encourage sustainable transport use i.e. subsidised public transport tickets, free bicycle maintenance.

7.2 Implementation Strategy

- 7.2.1 A consistent and well managed programme of actions (or Implementation Plan) must be delivered to successfully achieve the objectives of the SWFTP. This implementation Plan will need to be responsive, flexible and dynamic to enable the most effective measures to be delivered.

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- 7.2.2 The SWFTP provides consistency to the overall objectives and management of the TP, as well as the opportunity to deliver site-wide measures.

7.3 Occupier Travel Plan Commitment

- 7.3.1 All occupiers are required to sign up for the principles of the SWFTP within lease/lettings and sales agreements to secure their commitments, which has been completed
- 7.3.2 There is the requirement of each occupier/ association/ company to appoint a Travel Plan Representative ('TPR'). The tasks and responsibilities associated with this role is discussed in more detail in the following section, this is ongoing with all occupiers having a TPR appointed.
- 7.3.3 The occupier will be responsible for funding the TPR's time, occupier travel surveys, and measures.

7.4 Time Resources

- 7.4.1 All types of TP require an 'implementer', often referred to as a Travel Plan Coordinator ('TPC').
- 7.4.2 Miller Homes has appointed Stantec as the TPC and has undertaken the previous three years of monitoring and continuing this role. The occupiers of the non-residential land uses are required to appoint a Travel Plan Representative (TPR).
- 7.4.3 Following the completion of the monitoring period, Miller Homes will no longer be responsible for the TPC role; however, a TPC role can continue, if necessary, to be undertaken as part of the management company or resident representative.
- 7.4.4 The TPC is responsible for:
- Issuing and explaining the SWFTP to new residents and TPR's at the development;
 - Preparing procurement of the SWFTP measures, implementation, monitoring and review;
 - Liaising with and coordinating travel planning efforts with the TPRs;
 - Liaising with Travel Plan Steering Group ('TPSG') and other stakeholders about the SWFTP proposals and their implementation; and
 - Undertaking annual surveys of current travel patterns and/or car park usage for the site wide and any detailed questionnaire/interview surveys for the residential development.
- 7.4.5 The appointed TPRs for each commercial occupier are expected to:
- Liaise with the TPC and other TPRs within the development, sharing ideas, co-ordinating efforts and reviewing progress;
 - Actively promote sustainable travel measures and provide relevant information to employees/staff and visitors as appropriate;
 - Act as a focal point on transport-related issues.

7.5 Travel Plan Steering Group

- 7.5.1 The TPC is responsible for setting up and participating in a Travel Plan Steering Group (TPSG). The TPC will invite various key stakeholders such as public transport operators, WSCC, Mid Sussex District Council (MSDC) and Miller Homes. The TPSG will be formed before first occupation of the development through the exchange of contact details, with meetings held biennially following the completion of the surveys and monitoring report. In

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preparing these meetings, the TPC will be responsible for the production and collation of relevant papers.

7.5.2 The TPSG is responsible for providing support to travel planning across the site, steering efforts towards greater sustainable travel, and monitoring and reviewing progress. Furthermore, if the SWFTP is not working sufficiently and there is an unacceptable level of vehicular traffic generated by the development at Heathy Wood, Copthorne, then the TPSG could be required to propose further mitigation measures.

7.5.3 The role of the TPC with respect to the TPSG is set out below:

- Promote partnership working amongst the TPSG;
- Manage and coordinate the TPSG;
- Arrange annual meetings of the TPSG including arranging an appropriate venue and notifying members of the time and date of the meeting;
- Subject to confidentiality, prepare and circulate an agenda and the necessary papers for the meeting;
- Prepare and circulate the minutes of TPSG meetings for approval by all members present at the meeting and make them available to the public;
- Produce annual SWFTP update for review by the TPSG; (biennially submitted to WSCC and MSDC); and
- Act as chair of the TPSG meeting.

Note: the TPC will meet with the TPR's for the non-residential phases (commercial units) annually (as well as ad-hoc to help organise surveys and/or to discuss survey results and implementation of measures)

7.6 Marketing

7.6.1 In order to deliver the kind of cultural and behavioural shift required, there will need to be a sustained and long-term commitment to communicating and marketing travel planning to residents, employees and visitors.

7.6.2 According to 'The Essential Guide to Travel Planning', the hallmarks of successful TP marketing are a lively presentation, persistence and a readiness to use a variety of marketing tools and techniques. As such, marketing the TP should take place through electronic media, leaflets, posters, and displays, and will incorporate strong facts and figures supporting the case for sustainable travel practices. These could include the following statistics taken from reports by the DfT, National Statistics and the Department of Health:

- More than 8 out of 10 cars used for commuting or for business have just one person in them;
- One-quarter of all car journeys are less than 2 miles and over half are less than 5 miles; and
- Half an hour of daily exercise, such as a walk or cycle ride to work, can halve your risk of heart disease.

7.6.3 Any marketing campaign will need to be updated and refreshed to gain continued interest in sustainable travel opportunities and influence travel behaviour, which has been happening throughout the monitoring progress.

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- 7.6.4 It is the responsibility of the site-wide TPC and associated TPR's to provide residents/staff and visitors with sufficient information to allow them to use the public transport network. One of the most effective measures in encouraging sustainable travel choices is personalised travel planning. Based upon the level of residential units proposed for the site, this has the potential to significantly affect the way people travel to and from the site.
- 7.6.5 Travel Information Packs are provided to all new residents at the development, giving details of walking and cycling routes (including walk/cycle times to key destinations), public transport services, maps and timetables. The pack sets out ways to reduce the need to travel, such as online shopping. This information is regularly updated.
- 7.6.6 In addition to the above, the methods that are used to disseminate information regarding the SWFTP include:
- The Heathy Wood, website with travel information; local facilities including nearest bus stops and links to public transport timetables, car clubs etc.
 - Notice/Bulletin Boards (if/ when facilities available) - there will be specific 'Travel Choices' boards with accompanying leaflet racks for public transport and cycling information. They will publicise the SWFTP, latest activity and progress;
 - Newsletter –be produced once a year to explain the purpose of the SWFTP, main contents and objectives and the results of the survey, and will promote the actions; and
 - Press releases may be issued to the local media/parish news. These will convey to the local community that the Miller Homes is committed to sustainable travel and mitigating their impact on the adjacent residential areas. Miller Homes will publicise, and participate, where feasible, in any sustainable transport events, e.g. "Car Free Day", "Bike Day" etc.

7.7 Implementation Strategy Programme

- 7.7.1 In order to achieve the objectives and meet the future travel demands, the implementation of the SWFTP was planned prior to the occupation. The site-wide implementation strategy that was used is outlined in **Table 7.1**. This was a progressive approach against clear timescales which maximised the effectiveness of the selected measure by introducing them at the most appropriate time.

Table 7.1: Implementation Plan - TPC Responsibility

Timescales	Strategy
Prior to occupation of Phase One (Completed)	Appoint a Site TPC for the entire site Establish the TPSG Update and develop the SWFTP as more specific information on occupiers and current travel choices are available Implement a suitable parking management plan Make necessary arrangements for TP measures required prior to development e.g. car club Collate transport information for welcome packs
Prior to occupation of development of each Phase (Completed)	Continue to update and develop the SWFTP as development specific information is established. Raise awareness through welcome packs of the infrastructure improvements supporting sustainable travel modes e.g. new bus services and pedestrian/ cycle improvements TPR to be appointed for each commercial phase. Make necessary arrangements for TP measures required prior to development
Year 1 Within 6 months of occupation of	TPC to commission the TRICS organisation to conduct SAM surveys, which will be funded by the developer TPC to progress questionnaire/interview surveys with residents.

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a commercial unit At 50 residential unit occupation (no later than 100 residential unit occupation) (Completed)	Co-ordinate the TPR(s) to progress questionnaire/interview surveys with employees/staff and/or students Review the usage and convenience of facilities, such as cycle parking and car club facilities. Seek input from TPRs to prepare monitoring Report. TPC to issue Site Wide Monitoring Report to WSCC. Formal review with TPSG and WSCC.
Year 2 (Completed)	TPC to carry out Automatic Traffic Counters at vehicle accesses. Monitor results against targets. Monitor parking within the site, including bicycle parking. TPC to organise annual meeting with TPR(s) to review Automatic Traffic Counters Results at vehicle accesses.
Year 3 (Completed)	Co-ordinate the TPR(s) to carry out questionnaire/interview surveys with employees and/or students. TPC to commission the TRICS organisation to conduct SAM surveys, which will be funded by the developer. TPC to progress questionnaire/interview surveys with residents. Review the usage and convenience of facilities, such as cycle parking and car club facilities. Seek input from TPRs to prepare monitoring Report. TPC to issue Site Wide Monitoring Report to WSCC. Formal review with TPSG and WSCC.
Year 4 (Completed)	TPC to carry out Automatic Traffic Counters at vehicle accesses. Monitor results against targets. Monitor parking within the site, including bicycle parking. TPC to organise annual meeting with TPR(s) to review Automatic Traffic Counters Results at vehicle accesses.
Year 5 (in progress)	Co-ordinate the TPR(s) to carry out questionnaire/interview surveys with employees and/or students. TPC to commission the TRICS organisation to conduct SAM surveys, which will be funded by the developer. TPC to progress questionnaire/interview surveys with residents. Review the usage and convenience of facilities, such as cycle parking and car club facilities. Seek input from TPRs to prepare monitoring Report. TPC to issue Site Wide Monitoring Report to WSCC. Formal review with TPSG and WSCC.
Ongoing	Action any enforcement measures Agree ongoing TP management and TPC/TPSG responsibilities

7.7.2 Similar to site-wide implementation strategy outlined in **Table 7.1**, the phase specific implementation strategy should also utilise a progressive approach against to clear timescales. The phase specific implementation strategies and the associated measures are provided in **Table 7.2**.

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Table 7.2: Occupier Specific Implementation Strategy - TPR Responsibility

Phase	Timescale	Measures
Pre-Occupation (Completed)	Up to 6 months prior to first occupation	Implementation of 'hard' infrastructure measures such as pedestrian footways/crossing facilities and cycle parking Implement pre-occupation travel planning initiatives
Short-Term (Completed)	Within 6 months occupation of a commercial unit	TPR(s) to progress questionnaire/interview surveys with employees/staff and/or students TPRs to prepare monitoring Report for issue to TPC. Formal review with TPSC. Initiate the selection and implementation of the measures as required and any other measures identified as a result of the travel survey process
	Year 2	TPR(s) to attend annual meeting with TPC to review Automatic Traffic Counters Results at vehicle accesses Continue to implement and review the measures
Medium Term (Year 3: Completed Year 4: Completed)	Year 3	TPR(s) to carry out questionnaire/interview surveys with employees/staff and/or students. TPR(s) to review site wide TRICS SAM surveys arranged by TPC Monitor results against targets. Monitor parking, including bicycle parking Continue to implement and review the measures TPRs to prepare monitoring Report and issue to TPC. Formal review meeting with TPSG and WSCC.
	Year 4	TPR(s) to attend annual meeting with TPC to review Automatic Traffic Counters Results at vehicle accesses Continue to implement and review the measures
Long-Term (In progress)	Year 5	TPR(s) to carry out questionnaire/interview surveys with employees/staff and/or students. TPR(s) to review site wide TRICS SAM surveys arranged by TPC Monitor results against targets. Monitor parking, including bicycle parking. TPRs to prepare monitoring Report and issue to TPC. Continue to implement and review the measures and/or consider enforcement measures if missing the targets Formal review meeting with TPSG and WSCC.
	Ongoing	Action any enforcement measures Agree ongoing TP management and TPC/TPSG responsibilities

8 Measures

8.1 Site-Wide Travel Plan Measures

8.1.1 The TA defines some of the key sustainable transport proposals that will be delivered by the Proposed Development. The detailed design and masterplanning of Heathy Wood, Copthorne has been mindful of TP initiatives, in order to encourage the use of more sustainable transport modes.

8.1.2 Site-wide TP management measures and physical measures that have been and are to be delivered include:

- Site-Wide TPC;
- Site Wide Travel Plan Steering Group (TPSG) including reporting/monitoring and review management;
- Measures to traffic calm and promote a safe environment and routes for walkers and cyclists within the site;
- Provision of a footway and traffic calming measures on Shipley Bridge Lane to connect the development with Copthorne village centre;
- Improvement to the PRoW which crosses over the M23 via the accommodation bridge to a cycleway to connect Manor Royal and the future NES development with the site;
- Provision of a foot/cycle way to the south of the site to connect the development with Three Bridges Station, and Crawley Station and Town Centre;
- Provision of a refuge island for the PRoW crossing the A264 to the south east of the site;
- Provision of a footway between the site and A264/A2220 roundabout;
- Introduction of a bus service; and
- Parking and servicing management plan (to be led by commercial occupiers).

8.2 Travel Plan Measures

8.2.1 **Table 8.1** sets out the various travel advice measures that could be selected by the TPC for implementation, if considered practical and effective. These measures have been listed following liaison with WSCC travel planning officers. Responsibilities of implementation are also listed in the table.

Table 8.1 Travel Advice Measures

Measure	Progress Update	Responsibility
Prepare a newsletter to all residents every quarter to inform residents of promotional events, prize draws, and local travel issues, in addition to an update on progress towards the 12-hour vehicle trip target.	Three newsletter inputs have been provided in Year 3. These have consisted of the following information: • June 2023 - Sustainable travel vouchers and TPC email address. Information on the £2 bus fare cap; • October 2023 - Resident questionnaire; and • April 2024 – Resident newsletter	TPC
Providing residential welcome packs, including helpful websites	Welcome Packs have been prepared and include a variety of transport information including walking, cycling, public transport, car clubs, motorcycling, and travel information for those with disabilities. These are distributed to residents upon occupation of their new home. The Welcome Pack was most recently updated in August 2022.	TPC
Promote the health benefits of walking and cycling through distribution of appropriate literature (for inclusion in welcome packs)	Walking and cycling information is set out within the Welcome Pack consisting of useful links and route maps to help residents plan their journeys. The pack is online, and the TPC also sends this to residents who get in contact.	TPC
TP website to include travel information by all modes	Heathy Wood website has a link to the Welcome Pack, is kept updated if there are revisions made to the welcome pack.	TPC

Note: Light Green = Measures Completed previous to Year 4. Darker Green = Completed during Year 4

8.3 Measures of Encourage Walking and Cycling

- 8.3.1 The following measures in **Table 8.2** could be selected by the TPC to encourage walking and cycling, if considered practical and effective.

Table 8.2 Measures to Encourage Walking and Cycling

Measure	Progress Update	Responsibility
Secure and convenient cycle parking for site users	All dwellings within Phases 1 and 2 are provided with space to store their cycles.	Miller Homes (formerly St. Modwen Homes)
Promotion of the benefits that walking and cycling offer in terms of health, wellbeing, and financial costs	Residents can claim up to £150 towards a new bicycle or cycle equipment. A total of 91 vouchers have been issued to residents, accurate to July 2024, and 74 of these have been cycle vouchers.	TPC
Cycle and walking maps of the local area	Included in the Welcome Pack	TPC
Promotion and providing information on local cycle training / skills courses, including Bike User Groups and those offered by WSCC	This has been discussed between the TPC and Miller Homes (formerly St. Modwen Homes) and will be considered as a future measure in the form of a Dr. Bike event on site (if there is demand for this type of event).	TPC/TPR
Providing website links to local and national websites, including: - West Sussex Cycle Journey Planner (powered by Cycle Streets) - Sustrans - Walk4life	Included in the Welcome Pack	TPC/TPR
Ongoing review of on-site cycle facilities in line with demand and provision of additional cycle parking if required at non-residential phases	Monitoring of cycle facilities is ongoing. TPC undertook site visit in September 2023 and reviewed existing transport conditions on site.	TPC/TPR
Provide effective on-site walking and cycling signage where appropriate	Effective on and off-site walking and cycling signage is provided where appropriate	Miller Homes (formerly St. Modwen Homes)

Note: Light Green = Measures Completed previous to Year 4. Darker Green = Completed during Year 4

8.4 Measures to Promote Public Transport Use

- 8.4.1 The following measures in **Table 8.3** could be selected by the TPC to promote travel by bus, if considered practical and effective:

Table 8.3 Measures to Encourage Bus Use

Measure	Progress Update
Enhancement of existing bus services and infrastructure	Metrobus route diversion commenced in August 2022.
Engage the local bus operator to investigate providing bespoke travel information and possible discounts and/or free taster tickets/vouchers for inclusion in the Welcome Packs	Discussions with Metrobus have been undertaken to obtain bespoke travel information and discounts on bus fares (i.e., Metro voyager 13-week pass). These are available to redeem as a 'Sustainable Travel Voucher' on a one-per-household basis. A total of 91 vouchers have been issued to residents (December 2024), 14 of which have been Metrobus vouchers.
Providing residents, employees, and students with information regarding local bus and rail services	The June 2023 newsletter included information on the bus route through the site in addition to the £2 bus fare cap that was in place at this time.
Residents will be provided with links to the journey planning website: westsussex.cdmf.info/public/map; www.nationalrail.co.uk ; www.nationalexpress.com ; www.megabus.com	Provided in Welcome Pack.

Note: Light Green = Measures Completed previous to Year 4. Darker Green = Completed during Year 4

8.5 Measures to Promote Car Sharing and Car Clubs

- 8.5.1 The following measures in **Table 8.4** could be selected by the TPC to promote and encourage car sharing and car clubs, if considered practical and effective.

Table 8.4 Measures to Encourage Car Sharing

Measure	Progress Update	Responsibility
Investigate the provision/registration of residents and employees to a car club provider	A resident questionnaire was distributed between October 2023 and January 2024. This included several questions about existing usage of car clubs, attitudes towards car clubs, and appetite for a car club amongst residents. The results highlighted that there was little appetite amongst residents regarding a car club at this time.	TPC
Promoting Car Club use on-site and in the local area	Enterprise, Hertz, and Co-Wheels operate in Crawley and Horsham. Information is provided within the Welcome Pack, and residents are made aware that their sustainable voucher of up to £150 can be redeemed for an annual membership at Enterprise.	TPC / TPR
Provide details of local car-sharing websites - https://liftshare.com/uk/community/westsussexcarshare	Information provided within the Welcome Pack	TPC / TPR
Sales and letting information to refer to the availability of car clubs on site	To be considered if a car club space is delivered on site.	TPC

Note: Light Green = Measures Completed previous to Year 4. Darker Green = Completed during Year 4

9 Monitoring and Review

9.1 Scope of Monitoring

- 9.1.1 Monitoring is an important part of a target-oriented strategy. Monitoring offers the evidence base to inform the review and evaluation of this TP (and other TPs, if shared).
- 9.1.2 The monitoring strategy for Heathy Wood, Copthorne is based upon a continual monitoring programme. This will take place biennially with WSCC, with interim results reported annually between the TPC and TPR(s) annually throughout the duration of the formal monitoring period.
- 9.1.3 Through the annual monitoring programme, the TPC will be encouraged to develop a close relationship with TPRs, residents and commercial occupiers to be able to monitor the effectiveness of various travel planning measures throughout the year.
- 9.1.4 The TPC will commission the TRICS organisation to conduct SAM surveys, which will be funded by the developer for baseline, year 3 and year 5. A questionnaire and/or interview surveys will be carried out by the TPC during this period. The TPC will be responsible for the Site Wide (i.e. site access point) surveys and residential surveys. The TPRs will be responsible for the questionnaire/interview surveys of the employees/staff at the commercial unit.
- 9.1.5 Automatic Traffic Counters and cameras at the vehicle accesses will provide indication of progress for the interim years. The TPCs will be responsible for the organisation of these surveys.
- 9.1.6 Any new targets set as part of the monitoring process will be agreed through consultation with the TPSG.

9.2 Reporting

- 9.2.1 The TPRs will be responsible for preparing the Year 1, 3 and 5 monitoring reports for their phase/land use and submitting it to the TPC.
- 9.2.2 The TPC will prepare annual site-wide monitoring report:
 - Years 1 (complete), 3 (complete) and 5 to include site-wide (SAM TRICS) surveys and residential interview/questionnaire results.
 - Years 2 (complete) and 4 (complete) to include interim Automatic Traffic Counter and camera results.
- 9.2.3 The remaining Year 5 monitoring report will be submitted to WSCC and discussed with TPR(s).
- 9.2.4 The reports will present the results of the travel surveys, the progress made on the targets, selection of any measures to be implemented, and proposed changes and updating of the TP, where appropriate.
- 9.2.5 In the event that the targets for the SWFTP are not achieved in Year 5, the TPSG with WSCC will agree enforcement actions.
- 9.2.6 If the targets associated with the SWFTP are met in Year 5, it is assumed that the SWFTP will have been properly established and will become self-sustaining.

9.3 Travel Surveys

- 9.3.1 TRICS SAM surveys of residents and employees/staff alongside sample visitor / customer surveys biennially.
- 9.3.2 The travel surveys could take paper or electronic form subject to the type of employer and ability to coordinate the response. An example of an employee travel survey is contained in **Appendix A**.
- 9.3.3 The TPC and/or TPR(s) will undertake additional monitoring exercises, including:
- Audit of usage of facilities (i.e. car parking); and
 - Audit of cycle parking utilisation.
- 9.3.4 The surveys will need to have a minimum response rate targets, these are provided with **Table 9.1**.

Table 9.1: Survey Sample Targets

Land Use	Minimum Survey Response Rate
Residential	20% of residents
Commercial	25% of staff

- 9.3.5 If the response rate agreed is not met, an extension of the survey period will be discussed. The TPC will also re-promote the survey and offer a prize draw to increase response rates.

9.4 Post Monitoring

- 9.4.1 At the end of the formal monitoring period, the TPSG will discuss any actions and on-going monitoring regime. At this point in time, it is the intention that the TPC and TPSG will subsequently continue to manage and maintain the SWFTP.

10 Enforcement and Funding

10.1 Enforcement

- 10.1.1 In the event of the SWFTP targets not being met, WSCC will decide if the breach is significant (i.e. it is possible that a breach of a mode share target may be compensated by overall lower trip generation - or better performance in another area of the plan).
- 10.1.2 If the breach is agreed as being significant, the TPC will agree a package of measures with Miller Homes designed to address the breach, and present these to the TPSG for agreement with WSCC, including a timescale over which the success of these measures should be reviewed.
- 10.1.3 The emphasis of addressing any breach should be 'soft' measures, including incentives or disincentives designed to address the breach. This will include a second offer of a £150 sustainable travel vouchers to each household, unless otherwise agreed with WSCC.

10.2 Travel Plan Funding

- 10.2.1 Miller Homes are funding the overall management of the Travel Plan over the five including the preparation, implementation and operation of the TP process, covering the day to day site TPC role, the preparation of the Site Wide monitoring Report, the implementation of selected site-wide measures (note: plot specific measures will funded by the Plot Developers, commercial occupiers), the promotion of sustainable travel throughout the site, and the coordination of the monitoring and review process.

Appendix A Example Travel Surveys

Example Residential Survey Questions

1. What is your flat / house number? and road name?
2. What is your employment status?
3. How many journeys do you usually make in the following time periods on a Weekday?
4. How do you travel when you make a journey out of the development on a normal Weekday? (for the longest part, by distance, of your usual journey)
5. How do you travel for your return journey home on a normal Weekday?
6. (for the longest part, by distance, of your usual journey)
7. Do you have a valid UK/EU driving licence?
8. How many cars does this household own?
9. Do you have a car club membership?
10. How many bicycles does this household own?
11. What changes would encourage you to cycle for journeys in the local area? If you have been cycling already, which would you like to see?.
12. What changes would most encourage you to use public transport for your journeys in the local area? If you have been using public transport already, which would you most like to see?
13. What changes would most encourage you to walk for journeys in local area? If you have been walking already, which would you most like to see?

Additional questions should raise awareness of measures and incentives to increase take up of these.

Residential Travel Diary

A diary should be written for each day of a typical week:

Start and End		Trip Duration		Mean of Travel						Journey Purpose	
Start Point	End Point	Start Time	End Time	Walk	Cycle	Bus	Car		Train	Other	
							Driver	Passenger			

Example Workplace/Visitor Survey Questions

West Sussex provides guidance for the preparation of workplace TPs including example questionnaire at this link:

https://www.westsussex.gov.uk/media/1030/business_travel_plans_info_pack.pdf