



Travel Plan

Francis Court, Crawley



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Table of Contents

1.0	Introduction	3
2.0	Travel Planning.....	4
3.0	Background	6
4.0	Policy and Guidance Considerations	11
5.0	Audit of Existing Conditions	14
6.0	Travel Plan Objectives and Targets	21
7.0	Travel Plan Management	24
8.0	Travel Plan Measures and Initiatives	26
9.0	Monitoring and Review	1
10.0	Implementation and Action Plan	3

Tables in Text

Table 3.1: Care UK Staff Forecast	8
Table 3.2: Forecasted Car Trips for Proposed 78 Bed Care Home	10
Table 5.1: Summary of Available Services	18
Table 6.1: Forecast 12hr Car Trip Generation	23
Table 6.2: Forecast Peak Hour Car Trip Generation	23
Table 10.1: Action Plan	3

Figures in Text

Figure 3.1: Site Location Plan	6
Figure 5.1: Extract from Pedestrian Access Plan	15
Figure 5.2: Pedestrian Footway on Borers Arms Road.....	16
Figure 5.3: Tactile Paving on Borers Arms Road.....	16
Figure 5.4: Extract of Cycle Access Plan.....	17
Figure 5.5: 'Borers Arms Road' Westbound Stop on Copthorne Bank.....	19
Figure 8.1: Example Travel Information Pack Content	27
Figure 8.2: Travel Information Notice Board.....	28

Appendices

Appendix A	Example Staff Travel Survey
Appendix B	Travel Information Pack



1.0 Introduction

Executive Policy Statement

- 1.1 Travel Plans (TPs) help to demonstrate the importance of the environmental, health and commercial benefits of increasing the use of more sustainable modes of travel as an alternative to the private car. Care UK is committed to developing this programme with the support of West Sussex County Council (WSCC).
- 1.2 This TP has been produced prior to beneficial occupation of the care home and will reflect the absolute latest travel conditions.

Travel Plan Mission and Stated Objectives

- 1.3 The overarching objective of the TP is to ensure that all reasonable actions are considered and implemented to encourage visitors and employees to travel safely, healthily, and sustainably to and from the development with a consequential effect being the rationalisation of single occupancy car journeys.
- 1.4 The primary purpose of Care UK's TP is to seek to reduce private car journeys made by employees travelling to work and in carrying out their work duties through the encouragement of greater use of public transport together with other non-car modes of travel. This TP also seeks to encourage visitors to undertake a similar commitment.
- 1.5 This TP has been prepared on behalf of Care UK. It has been developed to discharge Condition 26 of the approved application Decision Notice (Ref: DM/23/2360) for the development of the care home.

Car Park Management

- 1.6 Whilst one of the main objectives of the TP will be to reduce reliance on private car use and subsequently use of the Site car park, this TP will also manage Site related car parking demand.
- 1.7 This will ensure that the TP remains relevant and those involved are continuously monitoring Site related transport patterns.



2.0 Travel Planning

What is a Travel Plan?

- 2.1 TPs are an important element of the Governments Integrated Transport Strategy. They are a means of managing the transport movements generated by a development or site and facilitate the implementation of initiatives to reduce any identified adverse effects of such developments on the local and wider highways infrastructure.
- 2.2 Every development has potential implications for local transport systems to a lesser or greater degree. The way that these implications are managed is fundamental to the scale of transport effects associated with the development.
- 2.3 A TP is a package of measures and initiatives designed to reduce reliance on private cars through promoting the use of more sustainable forms of transport. These measures may take the form of 'soft measures' which are designed to encourage positive travel habits, or 'hard measures' which actively impede negative travel behaviour, for example, reducing on-site parking provision to make private car use less desirable than sustainable transport modes.
- 2.4 The TP includes targets, monitoring and management arrangements to ensure that the objectives of the plan are achieved and that it remains sustainable over the longer term.

Why do we have a Travel Plan?

- 2.5 Whilst there are a wide range of benefits that can result from the operation of a TP, their implementation is increasingly required within the planning system as a condition, or requirement associated with development.
- 2.6 This TP was produced in relation to the planning consent for the care home. However, this TP is not solely tied to the planning application and will become an ongoing element of the operation of the overall development.

Benefits of Travel Plans

- 2.7 The most easily identifiable benefits of TPs are those that are directly related to reductions in vehicle use, namely, proportionally less traffic, congestion, noise/air pollution, and potentially accidents.
- 2.8 There are, however, a broader range of benefits that can accrue from the implementation of TP initiatives. Depending on the characteristics of each development, it is recognised that benefits to the following areas might occur once the TP is implemented:
 - **Energy savings:** reducing consumption of fossil fuels, particularly the amount of CO₂ individuals consume in their everyday journeys;
 - **Environmental benefits:** individuals who adopt travel by non-motorised modes of transport will gain satisfaction from knowing they have been able to reduce their own carbon footprints;
 - **Health benefits:** by shifting journeys away from motorised forms of transport, individuals can improve their health and well-being by walking and cycling and also learn to enjoy more journeys without the added stress of traffic and congestion;



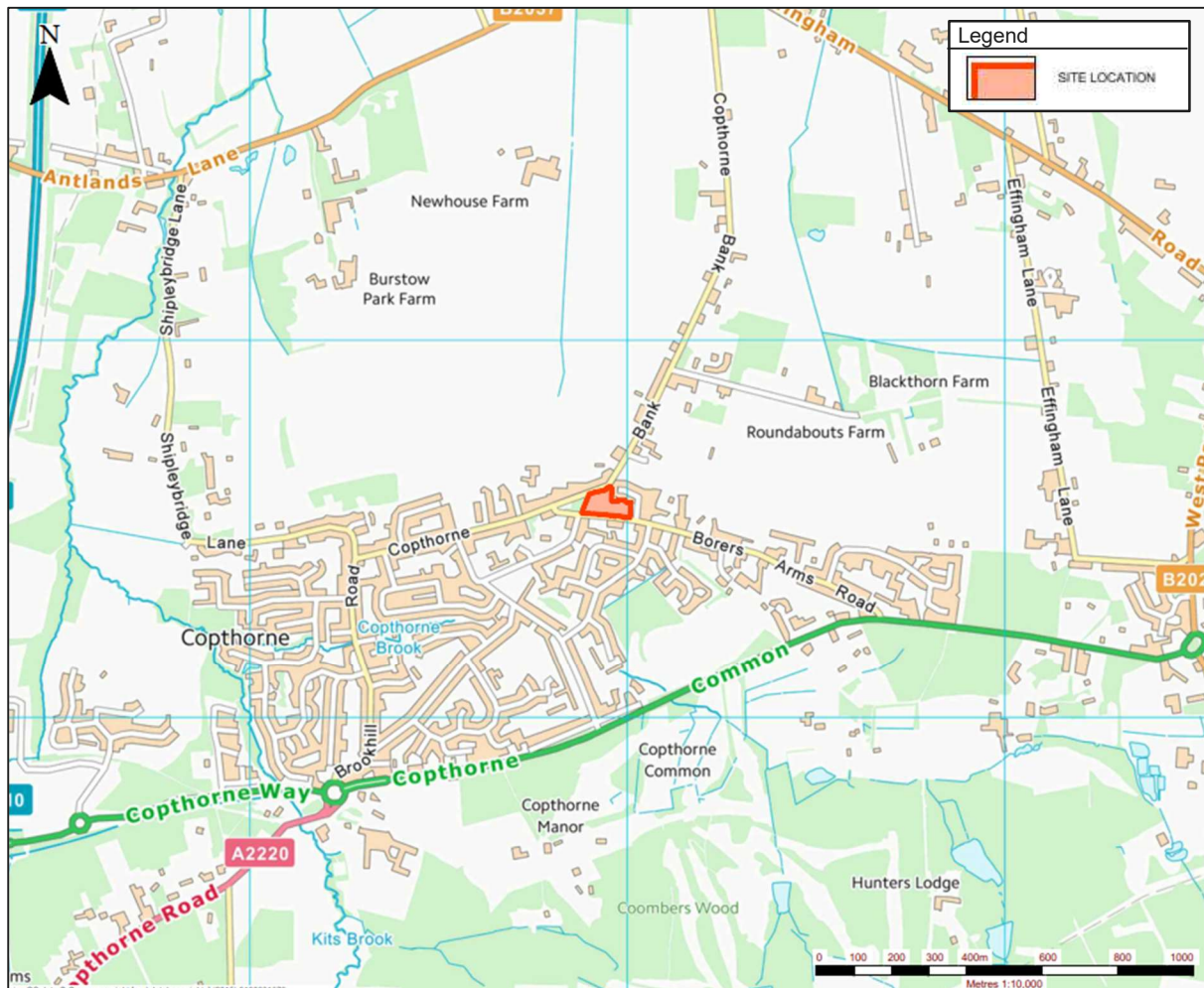
- **Safety benefits:** new and improved facilities for sustainable transport such as dedicated walkways and cycle paths will encourage car users to drive more responsibly, reducing their speed and being aware of other road users;
- **Social benefits:** developing a culture where individuals can share their travel tips with other people such as car share members, staff groups. Encouraging active participation in the TP by making new developments 'user-friendly' for walkers/cyclists; and
- **Accessibility benefits:** removing car-based provision such as new roads and parking areas in favour of improved public transport facilities/links.



3.0 Background

- 3.1 The Site is located at Borers Arms Road, Copthorne, Crawley, RH10 3LQ. A Site location plan is shown in **Figure 3.1**.

Figure 3.1: Site Location Plan



- 3.2 The Site is bound as follows:
- To the north, Copthorne Bank and residential properties fronting the same with greenfield land beyond;
 - To the east, St Francis Gardens and residential properties fronting the same;
 - To the south, Borers Arms Road and residential properties fronting the same Borers Arms Road; and
 - To the west, mature trees with the Copthorne Bank / Borers Arms Road junction beyond.
- 3.3 The Site gained consent in April 2024 for the demolition of the existing structures and the construction of a 78-bedroom care home with associated access, parking, landscaping, plant and site infrastructure.



- 3.4 This TP has therefore been prepared to discharge Pre-Occupation Condition 26 which states the following:

“No part of the development shall be first occupied until a Travel Plan has been submitted to and approved in writing by the Local Planning Authority. The Travel Plan once approved shall thereafter be implemented as specified within the approved document. 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.”

- 3.5 In compliance with Condition 26, this TP outlines the strategies and measures to manage sustainable travel demand associated with the development. The report also details the monitoring process and implementation schedule to ensure adherence to the approved scheme.
- 3.6 The TP framework will also manage Site-related car parking. This will ensure that the TP remains relevant and those involved are continuously monitoring Site related transport patterns.
- 3.7 This TP has been written in line with the consented the Draft Travel Plan (dated November 2023) submitted to support the original planning application.

Development Summary

- 3.8 Care UK is one of the largest providers of residential care for older people. They currently operate over 154 care homes providing both residential and nursing care. Their team of 10,000 people delivers care to around 7,000 residents every single day. Their care homes provide an impressive range of care services for older people, ranging from short stay respite care to nursing care, end of life care, plus specialist care and support for people living with Alzheimer's and other forms of dementia.
- 3.9 They are proud to be building so many modern and fit for purpose new care homes – Care UK have opened over 55 new homes since 2013 and expect to open another 13 new homes by the end of 2026 in locations across the UK.
- 3.10 Care UK Francis Court is a state-of-the-art care home, the development comprises:
- A purpose built residential care home (use class C2) with: 78 single bedrooms with en-suite wet rooms; management and administration areas; communal dining and socialising areas including café, hairdressers, hobby room and cinema; and
 - Landscaped gardens, parking bays, cycle shelter and service areas:
 - 27 standard parking bays and 2 bays designed for disabled users;
 - An enlarged bay will be provided near the building entrance for ambulance/minibus use;
 - A separate delivery bay will be provided in the vicinity of the northern access.
 - 6 of the bays will be fully active EV (Electric Vehicle) bays;
 - Covered cycle store with capacity for 10 cycles; and
 - Two Sheffield Stands in the vicinity of the main building entrance providing 4 short stay cycle parking spaces for visitors.



- 3.11 Site access is gained from Bowers Arms Road in the south, with additional access from Copthorne Bank in the north, for use by service vehicles.

Care UK Staffing Forecast and Patterns

- 3.12 The following staffing forecast was undertaken as part of the Transport Assessment process to support the planning application. This was based on existing operating Care UK care homes with similar characteristics. As the scheme progresses the Travel Plan will use actual staffing data to measure the performance of the Travel Plan.
- 3.13 The care home is likely to create approximately 90 Full Time Equivalent jobs, mostly full-time positions. This includes roles in nursing, administrative functions, care, and maintenance functions. These figures do not include those jobs created during construction.
- 3.14 Nursing and care staff would mostly operate according with the following shifts:
- Morning: 08:00 – 14:00hrs;
 - Afternoon: 14:00 – 20:00hrs; and
 - Night: 20:00 – 08:00hrs.
- 3.15 There will also be around 15 staff members who work what is considered to be daytime hours which are generally office hours and range between 07:30-18:30hrs.
- 3.16 **Table 3.1** details the likely staff numbers for each shift.

Table 3.1: Care UK Staff Forecast

Job Role		Staff Shifts		
		AM	PM	Night
Nursing & Care on Shifts	Registered Nurse	1	1	1
	Care Team Leaders	4	4	2
	Senior Carer	0	0	0
	Carer	13	13	9
Sub-Total		18	18	12
Daytime Staff Starting by 08:00	Kitchen 07:30 till 18:30	4		-
	Housekeepers/Laundry 07:30 till 18:00	4		-
	Maintenance 08:00 till 17:30	1		-
	Gardener (3 days per week) 08:00 till 14:00	1	-	-
Daytime Staff Starting after 08:00	Managers & Administrator 08:30 till 18:00	3		-
	Activities Organiser 09:00 till 18:00	2		-
	Host/Receptionist 10:00 till 18:00	1		-
Sub-Total		15 + gardener (3 mornings a week)		-



- 3.17 The above demonstrates the typical Care UK shift patterns for care staff and daytime staff. The following summary assumes the presence of the gardener among the additional 'day staff':
- Circa 08:00, 12 Nightshift staff leave and 28 arrive comprising 10 'day staff' and the Morning Shift (18 staff) bringing the total to 28 staff on site;
 - Between 08:30 & 10:00, an additional 6 'day staff' arrive bringing the total to 34 staff on site;
 - Circa 14:00 the morning shift and gardener leave (19 staff) and are replaced by the Afternoon Shift (18 staff), bringing the total to 33 staff on site;
 - Between 17:30 & 18:30, all 15 'day staff' leave bringing the total to 18 staff on site; and
 - Circa 20:00 the Afternoon Shift leave (18 staff) and are replaced by the 12 Nightshift staff.
- 3.18 The maximum number of staff on site would therefore be 34 during the morning staff shift.
- 3.19 It is also clear that the afternoon shift change would be the peak in terms of car park demand, at which point the afternoon shift changes over from the morning shift, whilst daytime staff are also present.
- 3.20 Care UK shift changeovers normally occur across a half hour period or so, there are no mass arrivals and then mass departures. There would be no moment when every member of two care staff shifts are in the building at the same time.
- 3.21 Mindful of the above, a target of 40% single occupancy car driving mode split for daytime staff is considered achievable within 5-years from meaningful occupation of the Site. This 40% target will be reviewed against the first staff travel survey to assess its ongoing appropriateness for use on this Site.
- 3.22 The travel surveys for this Site will be undertaken as a questionnaire of which will be distributed to all employees. These surveys will pick up and determine how many employees travel to work either by car or by other modes.

Visitors

- 3.23 The facility will provide 24-hour care and whilst there are no strict visiting hours, breakfast lunch and dinner are served between 8:00am – 10:00am, 12:00pm – 13.30pm & 17:00pm - 18:30pm respectively with lunch being the main meal so most relatives visit between the hours of 10:00am and 18:00pm.
- 3.24 When the home is full (over 90% occupancy) Care UK would expect 7-9 visitors a day in total. If a resident is in a critical condition their family may of course visit outside of the hours stated above and we would expect them to visit a little more frequently.
- 3.25 The majority of residents will come from the local area, so not all visitors will need to use cars and where possible they are encouraged to walk or use other modes of transport.
- 3.26 As the staff changeover times are outside of the normal visiting hours, it is deemed the parking levels will not be put under pressure.



Traffic Generation

- 3.27 **Table 3.2** summarises the forecasted car trip generation potential of the proposed care home facility, taken from the Transport Statement produced to support the planning application.

Table 3.2: Forecasted Car Trips for Proposed 78 Bed Care Home

	Arrival	Departure	Combined
Network AM Peak (08:00-09:00hrs)	8	6	13
Network PM Peak (17:00-18:00hrs)	7	14	21
12hr (07:00-19:00)	107	105	211
Daily (07:00-21:00hrs)	110	120	230

- 3.28 The above is a forecast, this will be reviewed against subsequent traffic surveys.



4.0 Policy and Guidance Considerations

- 4.1 The following section recognises current planning policy and guidance documents as relevant to the proposals.

National Planning Policy Framework (December 2024)

- 4.2 Section 9 of the National Planning Policy Framework (NPPF) is concerned with ‘Promoting sustainable transport’, outlining policies at a national level in favour of *“using a vision-led approach to identify transport solutions that deliver well-designed, sustainable and popular places”*

- 4.3 Paragraph 118 of the NPPF states the following:

“All developments that will generate significant amounts of movement should be required to provide a travel plan, and the application should be supported by a vision-led transport statement or transport assessment so that the likely impacts of the proposal can be assessed and monitored.”

- 4.4 To facilitate this ‘vision-led’ approach and promote the uptake of sustainable modes, paragraph 117 of the NPPF states that applications for development should:

a) give priority first to pedestrian and cycle movements, both within the scheme and with neighbouring areas; and second – so far as possible – to facilitating access to high quality public transport, with layouts that maximise the catchment area for bus or other public transport services, and appropriate facilities that encourage public transport use;

b) address the needs of people with disabilities and reduced mobility in relation to all modes of transport;

c) create places that are safe, secure and attractive – which minimise the scope for conflicts between pedestrians, cyclists and vehicles, avoid unnecessary street clutter, and respond to local character and design standards;

d) allow for the efficient delivery of goods, and access by service and emergency vehicles; and e) be designed to enable charging of plug-in and other ultra-low emission vehicles in safe, accessible and convenient locations.

National Planning Practice Guidance (March 2014)

- 4.5 The National Planning Practice Guidance (NPPG) sets out the overarching principles on Travel Plans, Transport Assessments and Statements.

- 4.6 In particular, the guidelines cover:

- When is a travel plan required;
- How should the need for and scope of a travel plan be established;
- What information should be included in travel plans; and
- How should travel plans be monitored.

- 4.7 The planning practice guidance provides advice on what information should be included in Travel Plans and on how it should be monitored in paragraphs 011 and 012 respectively. Paragraph 011 of the guidance states that:



“Travel Plans should identify the specific required outcomes, targets and measures, and set out clear future monitoring and management arrangements all of which should be proportionate. They should also consider what additional measures may be required to offset unacceptable impacts if the targets should not be met.

Travel Plans should set explicit outcomes rather than just identify processes to be followed (such as encouraging active travel or supporting the use of low emission vehicles). They should address all journeys resulting from a proposed development by anyone who may need to visit or stay and they should seek to fit in with wider strategies for transport in the area.

They should evaluate and consider:

- *benchmark travel data including trip generation databases;*
- *information concerning the nature of the proposed development and the forecast level of trips by all modes of transport likely to be associated with the development;*
- *relevant information about existing travel habits in the surrounding area;*
- *proposals to reduce the need for travel to and from the Site via all modes of transport; and*
- *provision of improved public transport services.*

They may also include:

- *parking strategy options (if appropriate – and having regard to national policy on parking standards and the need to avoid unfairly penalising motorists); and*
- *proposals to enhance the use of existing, new and improved public transport services and facilities for cycling and walking both by users of the development and by the wider community (including possible financial incentives).”*

4.8 Paragraph 012 states that:

“Travel Plans need to set out clearly what data is to be collected, and when, establishing the baseline conditions in relation to any targets.

The length of time over which monitoring will occur and the frequency will depend on the nature and scale of the development and should be agreed as part of the Travel Plan with the developer or qualifying body for neighbourhood planning. Who has responsibility for monitoring compliance should be clear.

Monitoring requirements should only cease when there is sufficient evidence for all parties to be sure that the travel patterns of the development are in line with the objectives of the Travel Plan. This includes meeting the agreed targets over a consistent period of time. At this point the Travel Plan would become a voluntary initiative.”

Mid Sussex District Plan 2014–2031 (March 2018)

4.9 The Mid Sussex District Plan was adopted by Mid Sussex District Council in March 2018, and remains the current and relevant policy document at this level; the following relevant texts have been reproduced:

“Depending on the size and likely transport impact of development, a Transport Statement or Transport Assessment will be submitted alongside planning applications. In such cases, and in accordance with the National Planning Policy Framework and the West Sussex



County Council Development Travel Plans Policy, developers will be required to produce a Travel Plan Statement or full Travel Plan in order to reduce the level of vehicle trips associated with the Site”

4.10 Policy DP21: Transport:

“Development which generates significant amounts of movement is supported by a Transport Assessment/ Statement and a Travel Plan that is effective and demonstrably deliverable including setting out how schemes will be funded”

West Sussex Active Travel Strategy 2024–2036 (September 2024)

4.11 The West Sussex Active Travel Strategy was adopted by WSCC in September 2024, and remains the current and relevant policy document at this level; the following relevant texts have been reproduced:

4.12 Travel Plans for new developments:

“Travel Plans are tools that can help to minimise the number of vehicle trips generated by new development sites, by reducing the need to travel by car and promoting and incentivising active travel and public transport.

We will continue to secure Travel Plans through the planning process for commercial and residential developments that are required to produce Transport Assessments. These sites will be required to achieve (or improve upon) a maximum 12-hour weekday vehicle trip rate and must be monitored in accordance with the TRICS UK Standard Methodology for Travel Plans.”

West Sussex County Council Development Travel Plans Policy (April 2022)

4.13 WSCC have an established policy document (DTPP) on which this TP has been based; the following relevant texts have been reproduced:

“This document is adopted West Sussex County Council Policy to aid the preparation and implementation of Travel Plans associated with new development in West Sussex. As such planning applications will be assessed against the requirements set out in this document.

This document is intended to establish a standardised framework that developers and their consultants will be expected to follow to ensure consistency in the way high quality Travel Plans associated with development proposals are prepared, secured and implemented across West Sussex.”

Summary

4.14 Planning policy and guidance supports the increased use of sustainable transport as a means to achieving a reduction in vehicular traffic congestion and environmental impact.

4.15 The Site is well placed in terms of sustainable transport infrastructure, benefitting from local pedestrian, cycle and public transport facilities. This TP will promote the use of sustainable transport for staff and visitors in line with national and local transport policy.



5.0 Audit of Existing Conditions

- 5.1 This section describes the Site location and local transport conditions, detailing the existing travel opportunities that are available to/from the Site.

General

- 5.2 The overall accessibility of the Site has been assessed in detail with respect to pedestrian, cycle and public transport access. The purpose of the assessment is to demonstrate that the Site is situated in a suitable location for travel to be undertaken by modes other than the private car.

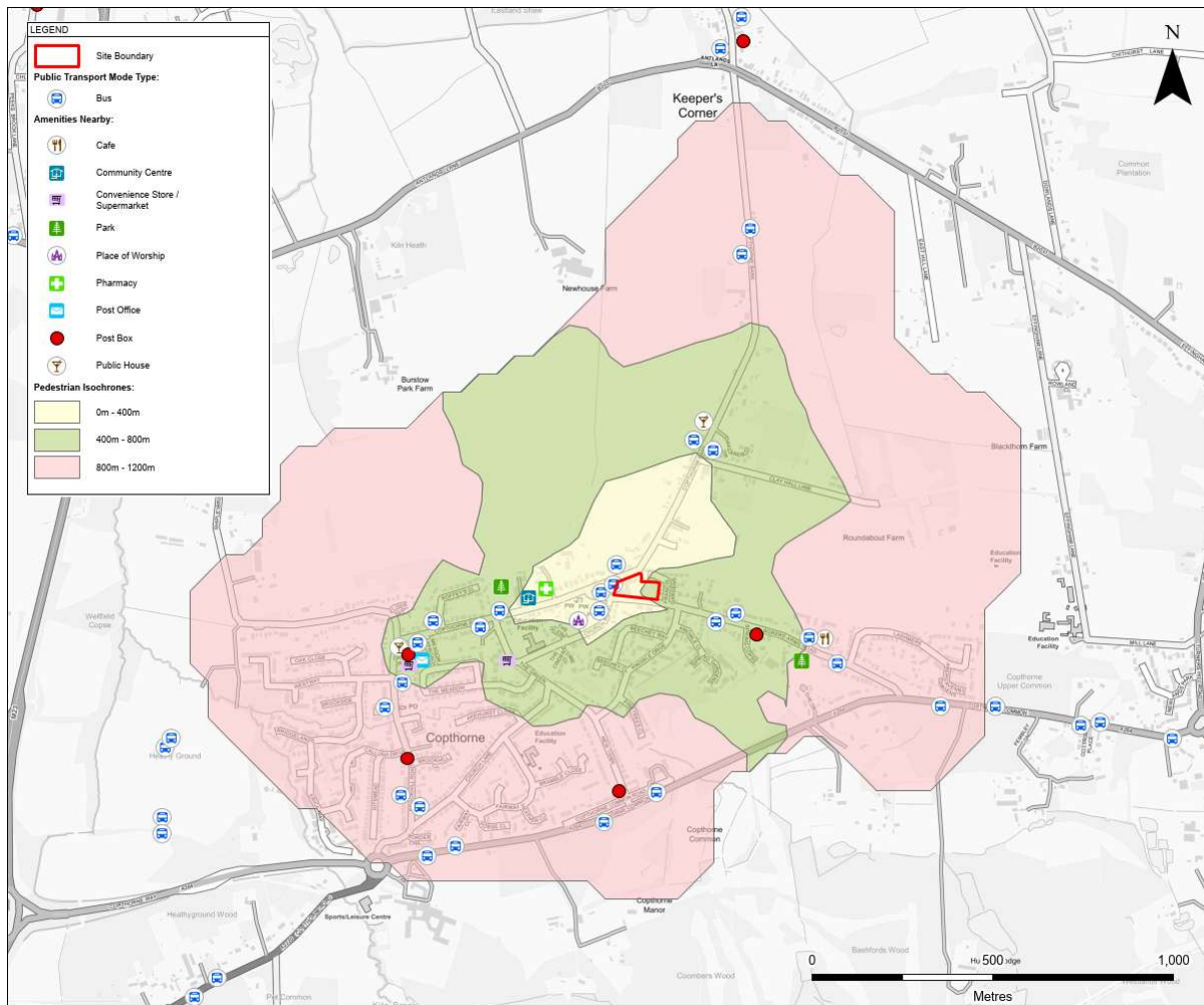
Pedestrian Access

- 5.3 The following considers the accessibility of the Site to local residential catchment by foot and the quality of the surrounding infrastructure.

Pedestrian Accessibility

- 5.4 Manual for Streets (Department for Transport 2007), notes at Section 4.4.1 that ‘...walkable neighbourhoods are typically characterised by having a range of facilities within 10 minutes (up to 800m) walking distance of residential areas’.
- 5.5 However, it is also noted that this is not an upper limit and that ‘...walking offers the greatest potential to replace short car trips, particularly those under 2km’.
- 5.6 A 2km radius from the application site covers a large area of residential catchment, an area in which staff and visitors living within the area would be able to walk using the pedestrian provision which is generally lit and conforms to typical footway standards.
- 5.7 A Pedestrian Access Plan which shows 5, 10 and 15 minute walk time isochrones, annotated with public transport stops and areas of interest; is provided at **Figure 5.1**.



Figure 5.1: Extract from Pedestrian Access Plan

- 5.8 The plan shows that bus stops are located within a 5 minute walk, located Borers Arms Road to the southwest. There are also amenities within a 15 minute walk including a supermarket and doctors surgery.

Pedestrian Infrastructure

- 5.9 Pedestrian infrastructure within the vicinity of the Site is of a good standard with footway present throughout on at least one side of the carriageway and comprehensive street lighting.
- 5.10 In the vicinity of the Site, Borers Arms Road is flanked on the northern edge of the carriageway by street-lit footway which continues in both directions. Proper pedestrian infrastructure can be found throughout Copthorne affording safe access to the care home site from any location within the village.
- 5.11 **Figure 5.2** looks west on Borers Arms Road fronting the Site.



Figure 5.2: Pedestrian Footway on Borers Arms Road



- 5.12 The above photograph shows the current state of the footway along Borers Arms Road; the footway is of a width circa 1.2 metres and as apparent in the photograph is level and free from defects serious or otherwise.
- 5.13 Tactile paving slabs feature a textured surface, usually comprising a circular relief pattern, which is sufficiently raised from the slab as to be detectable under-foot and through footwear. The purpose of tactile paving is to alert visually impaired pedestrians to the presence of a hazard or crossing point, as in this instance.
- 5.14 **Figure 5.3** looks north on Borers Arms Road in the vicinity of its junction with Copthorne Road.

Figure 5.3: Tactile Paving on Borers Arms Road



Cycle Access

- 5.15 The assessment has considered the accessibility of the Site by cycle and the quality of the surrounding cycle infrastructure.
- 5.16 Cycling is an important mode of transport in the context of new developments; it is low-cost and a wide area can be accessed in a short space of time.

Cycle Infrastructure

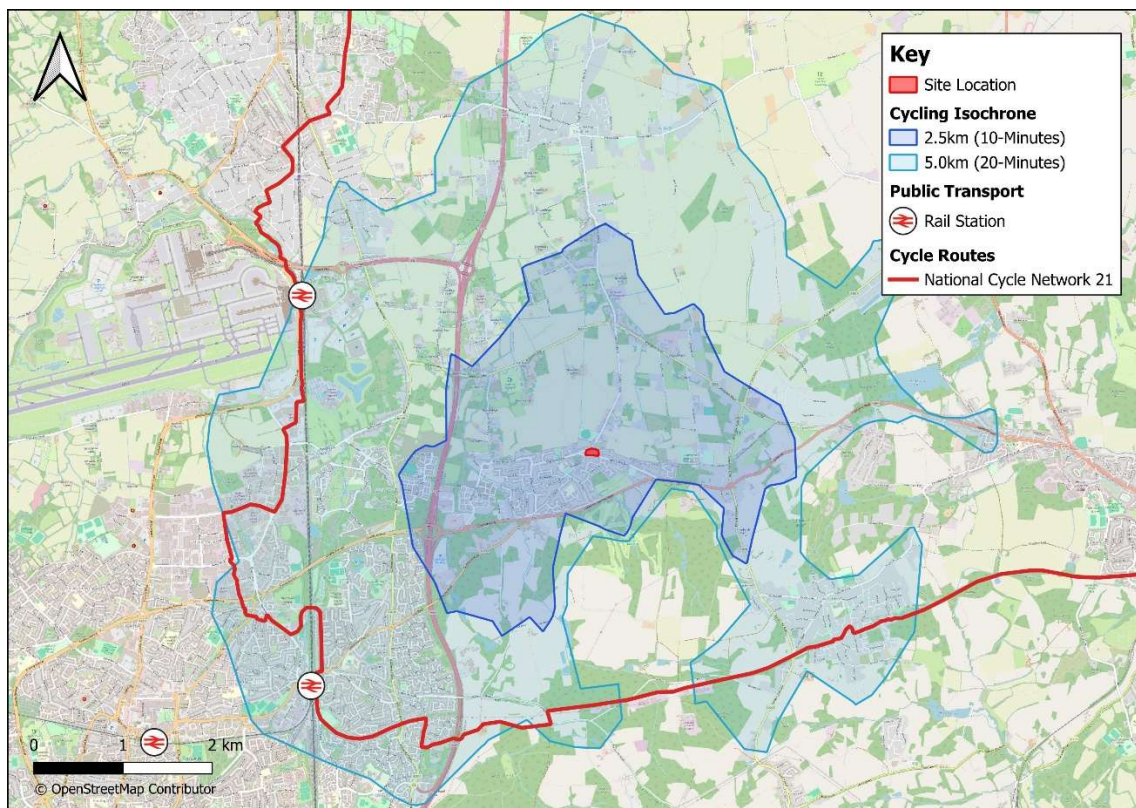
- 5.17 Staff and visitors will have the opportunity to cycle to and from the Site with a good standard of cycle infrastructure in the local area.
- 5.18 Despite the lack of any formal cycle infrastructure in the immediate vicinity of the Site, it is considered that the roads are sufficiently wide, and with sufficient visibility, to safely accommodate cyclists. It is also reasonable to assume that cyclists using the local highways would equip their cycles with lights and wear appropriate safety gear, e.g. crash helmet, high visibility/reflective clothing.
- 5.19 NCN Route 21 routes north to south in the wider vicinity to the west of the Site.

Cycle Accessibility

For the purposes of assessing cycle accessibility from the vicinity of the Site a catchment of radius 2.5km and 5km is considered, which equates to a cycle time of 10 minutes and 20 minutes at an average speed of 15km/h.

A Cycle Access Plan which defines this area is at **Figure 5.4**.

Figure 5.4: Extract of Cycle Access Plan



A radius of 2.5km and 5km covers a wide residential catchment suggesting that staff and visitors living within the area would realistically be able to travel to site by cycle.

It is considered that the application site is well placed to offer good accessibility by cycle and offers many opportunities to combine this mode with public transport services.

Public Transport Access

- 5.20 Public transport amenity in the vicinity of the Site has been assessed using data gathered during the course of the SLR Site Investigation and further data obtained through desk-top study. The principal modes of transport discussed are bus and rail.

Bus

- 5.21 Bus stop provision is assessed based on walking distance from the Site using appropriate pedestrian infrastructure or other safe, walkable ground such as traversable grass verges. A distance of 400m, equivalent to around a 5-minute walk, is typically applied as the benchmark, although in more rural locations longer walking distances may be acceptable.
- 5.22 Bus stops are located to the west of the Site comfortably within this 400m catchment and are shown on the Pedestrian Access Plan. Two pairs of stops are provided on Borsers Arms Road and Copthorne Bank. The Borsers Arms Road stops are both named “Copthorne Church”, while those on Copthorne Bank are named “Borsers Arms Road”, with each pair offering eastbound and westbound services.
- 5.23 The services discussed above are summarised below within **Table 5.1**.

Table 5.1: Summary of Available Services

Service	Route	Average Frequency (One-way)		
		Weekday	Saturday	Sunday
“Copthorne Church” stops				
281	Lingfield - East Grinstead - Crawley	1 per hour	1 per hour	1 every 2 hours
291	Royal Tunbridge Wells - East Grinstead - Crawley	1 per hour	1 per hour	1 every 2 hours
324	St Bede's School - Redhill - Horley - Copthorne	1 per day	N/A (School Service)	
624	Imberhorne Lower School - East Grinstead - Copthorne - Horley	1 per day		
638	Copthorne - East Grinstead - Imberhorne Lower School	1 per day		
“Borers Arms Road” stops				
324	St Bede's School - Redhill - Horley - Copthorne	1 per day	N/A (School Service)	
424	Copthorne – Horley - Redhill	1 per hour	1 per hour	1 per hour
624	Imberhorne Lower School - East Grinstead - Copthorne - Horley	1 per day	N/A (School Service)	



Bus Stop Provision

Figure 5.5 looks east on Copthorne Bank from the vicinity of the Borers Arms Road junction.

Figure 5.5: 'Borers Arms Road' Westbound Stop on Copthorne Bank



The above photograph shows the 'Borers Arms Road' westbound stop on Copthorne Bank. The stop comprises of a flagpost marker with mounted encased timetable; the other stops mentioned are similarly configured.

Rail

Three Rail Stations, Three Bridges, Gatwick Airport and Crawley, are located approximately 4km, 5km and 6km, respectively, from the Site; while the Gatwick Airport rail station does provide bus stops, neither one supports services which facilitate an onward journey to the vicinity of the Site.

Three Bridges and Crawley Rail Station are situated within 400 metres walk of a bus stop which support services calling in the vicinity of the Site. The 281 and 291 bus routes provide regular services between each station and the Site, thereby facilitating a multi-modal commute.

- 5.24 Services operate seven days per week and are provided by Southern Rail and Thameslink Railway with destinations including Horsham, London Victoria, Peterborough, Southampton Central, Bognor Regis, Brighton, Portsmouth Harbour, Bedford and Cambridge.

Summary

- 5.25 This section has assessed the accessibility of the Site, with a focus on travel opportunities by modes other than the private car. Pedestrian access in the locality is of a good standard, with a residential catchment and a range of amenities located within a 15-minute walk of the Site.
- 5.26 Although there is no dedicated cycle infrastructure in the immediate area, the surrounding highway network is generally conducive to cycling, and it is considered that cyclists adopting appropriate safety measures would be able to access the Site from a wide catchment.



- 5.27 The site is well positioned in relation to local bus services, with stops located well within 400m, equivalent to a five-minute walk, providing services to relevant destinations in the wider area.
- 5.28 Three Bridges and Crawley rail stations are located approximately 4km and 6km from the Site respectively, which is beyond typical walking and cycling thresholds; however, both stations are accessible by bus and may therefore form part of a multimodal commute depending on factors such as journey time, cost and weather.
- 5.29 Overall, the Site is reasonably well located in terms of non-car accessibility, with useful amenities within walking and cycling distance and local public transport provision of a good standard.



6.0 Travel Plan Objectives and Targets

- 6.1 This section sets out TP Objectives and targets, which are the measure by which TP performance will be determined. Interim targets have been provided until initial travel surveys are undertaken.

Objectives

- 6.2 The primary objectives of Care UK's TP are to:
- Enable and maximise opportunity or sustainable and healthy travel choices;
 - Minimise reliance on the private car;
 - Reduce the demand for car parking; and
 - Effectively manage all parking demand.
- 6.3 The following sub-objectives are the steps to achieve the above:
- Increase travel awareness and promote sustainable travel behaviour;
 - Promote potential health benefits for employees through encouragement of walking and cycling to the workplace and/or business trips;
 - Introduce a package of physical and management measures that will assist travel by modes other than the private car;
 - Ensure that all staff and visitors are made aware of alternatives to the car;
 - Ensure that all staff and visitors are made aware of the TP;
 - Provide an opportunity to promote the Company's Corporate Social Responsibility within the community through an interest in sustainable environmental improvement;
 - Reduce carbon footprint; and
 - Improve attractiveness of company to employees through the provision of a greater range of staff facilities and benefits.

Targets

- 6.4 All targets must be SMART (Specific, Measurable, Achievable, Realistic, Time-bound).
- 6.5 Targets come in two forms:
- **Action Targets** - these refer to specific measures or tasks that must be completed within set timeframes (e.g. appointing a Travel Plan Coordinator or providing cycle parking). These are typically not related to modal split but are essential to support behavioural change; and
 - **Aim Targets** - these are quantifiable outcomes related to modal shift that the Travel Plan seeks to achieve over time.



Action Targets

6.6 The Action Targets for this TP are:

- The TP will be finalised and ready to be implemented prior to the development's first day of occupation;
- Provision of approved cycle parking facilities;
- Appoint a permanent Travel Plan Co-ordinator (TPC);
- Installation of Travel Notice Board;
- Preparation of website/social media page;
- Baseline Surveys within 6 months of meaningful occupation;
- Annual Travel Surveys;
- Report Travel Survey Results to the Local Authority Travel Plan Team to agree focused TP targets; and
- To submit an updated TP to the council once the staff travel surveys have been undertaken.

Aim Targets

- 6.7 The aim targets of this TP are focused on employee travel to the Site with the objective of reducing single-occupancy car travel and increase travel by more sustainable modes.
- 6.8 As outlined within **Section 3** of this TP, a target of 40% single occupancy car driving mode split for daytime staff is considered achievable for the full 5-years after the occupation of the Site.
- 6.9 The 40% mode split target above will be reviewed against the first staff travel survey to assess its ongoing appropriateness for use on this site.
- 6.10 These targets will be achieved by introducing a package of physical and management measures that will facilitate employee travel by sustainable modes. A description of these measures is shown in **Section 8**.

WSCC Development Travel Plan Policy Specific Targets

The following italicised texts are reproduced as necessary throughout this section from the West Sussex County Council Development Travel Plan Policy document, provided by WSCC.

'Full Travel Plans are required to include two predetermined targets. These targets relate to both national and local objectives held within Transport Policy.'

These predetermined targets are discussed in the following sub-sections; the Targets themselves are reproduced from the policy document, in bold, at the start of each subsection.

Target 1 – Daily Car Trip Reduction

"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."



Rural Areas are defined as all locations outside of the defined built-up area of the coastal and central towns.”

- 6.11 It has been determined that the Site qualifies as a Rural Area.
- 6.12 The following supporting text discusses the process for determination of the specific target as relates to the given site:

“Target 1 is calculated using the agreed development trip rate identified within the TA. This trip rate should be determined using the TRICS database constrained by local factor.”

- 6.13 Target 1 requires a commitment to reduce daily weekday trip generation for the 12hr period between 07:00 and 19:00hrs; the following **Table 6.1** sets out the forecast trip generation over 12hrs and shows the reduction necessary to achieve the target.

Table 6.1: Forecast 12hr Car Trip Generation

	Arrival	Departure	Combined
Proposed Baseline car Trips	107	105	211
Target Trips (10% reduction)	96	94	189
Necessary reduction to achieve target	-11	-11	-22

Target 2 – Peak Period Car Trip Reduction

“To reduce the peak hour trip rate of a development to ensure there is no ‘material impact’ on the surrounding network.”

- 6.14 The following supporting text discusses the process for determination of the specific target as relates to the given site:

“The outcomes of the TA should be used to identify the trip rate generation reduction targets required to mitigate the impact of the development.

Material Impact is defined by WSCC as an increase in congestion at any junction within the study area agreed at scoping stage after the effects of the Travel Plan, sustainable infrastructure / services and highway mitigation measures have been taken into account.”

- 6.15 Since the development comprised a ‘like-for-like’ redevelopment of an existing traffic generator – i.e. replacing a care home with a new care home – and that the new care home offers a reduction in capacity and therefore (what is reasonably assumed to be) a reduction in trip generation, it is considered that the development will by default reduce the peak hour trip generation historically associated with the Site.
- 6.16 Notwithstanding the above, the TP will seek to reduce the peak hour trip generation over the 5-year lifetime of the Plan. **Table 6.2** provides a summary.

Table 6.2: Forecast Peak Hour Car Trip Generation

	Arrival	Departure	Combined
Combined AM and PM Peak Car Trips	17	22	39
Target Trips (10% reduction)	15	20	35
Necessary reduction to achieve target	- 2	- 2	- 4



7.0 Travel Plan Management

- 7.1 This section clarifies the implementation, general management and maintenance of the TP, which will be undertaken by an appointed Travel Plan Coordinator.

Travel Plan Coordinator (TPC)

- 7.2 Overall responsibility for the TP remains with Care UK who, as the owner/operator, will take all reasonable action to encourage the more efficient use of private car trips and attempt to increase the modal share of non-car trips to the care home amongst all employees and visitors where possible.
- 7.3 In order to create a level of independence, a Travel Plan Coordinator (TPC) will be appointed to take responsibility for the preparation, review, and day-to-day management of the TP. The TPC will be allocated a sufficient amount of time to spend on the TP.
- 7.4 Prior to the appointment of a permanent TPC, the following person can be contacted to discuss the implementation of the TP:
- | | |
|------------------|--|
| Name: | Adam Turner |
| Organisation: | SLR Consulting Ltd |
| Contact Details: | aturner@slrconsulting.com |
- 7.5 The TPC acts as correspondent between the local authority and the organisation and, in managing the ongoing development and implementation of the Plan, takes responsibility for liaison with external agencies as and when appropriate. The TPC also ensures that employees and visitors are kept fully informed of any new developments in the Plan's implementation.
- 7.6 The main duties of the TPC are:
- Undertake employee travel surveys over a five-year period and supply evidence of this to the Local Planning Authority/Local Highway Authority, on request;
 - take responsibility for data collection and review of the TP;
 - oversee the development and implementation of the TP on a day-to-day basis;
 - obtain and maintain commitment and support from senior managers, employees, union representatives etc;
 - design and implement effective marketing and awareness campaigns to promote the TP;
 - act as a point of contact for all employees and visitors that may require TP information;
 - ensure that travel information provided to employees on-site is always up to date;
 - liaise with external organisations, e.g. local authorities, as and when necessary;
 - maintain a database of employee details and identify where possible the potential for employees to travel with other employees;
 - negotiate with transport operators to secure discounts for employees;



- Co-ordinate the monitoring programme for the TP, including target setting (in agreement with the Local Highway Authority) and make any necessary adjustments; and
- Oversee the operation of the car park to ensure that it operates efficiently.

Consultation

- 7.7 The success of the Travel Plan relies on the support of employees, and the TPC will set up clear channels of communication between employees and management. This will involve regular information distribution and working group meetings.
- 7.8 The TPC takes responsibility for all liaison with outside bodies including the planning and highway authorities and those local authority officers with responsibility pertaining to cycling and public transport.
- 7.9 A contact list has been established comprising the names, addresses, and telephone numbers of representatives of the planning and highways authorities; this list will be amended as necessary.

Baseline Data Collection

- 7.10 The TPC will undertake a staff travel survey within 6 months of meaningful occupation of the development from which baseline data will be retrieved.
- 7.11 An Example Staff Travel Survey is included as **Appendix A**.
- 7.12 The results of the staff travel survey will provide information on the established travel choices of staff and hence will provide a basis for the setting of targets in the TP.
- 7.13 The survey will aim to:
- Determine baseline modal-split;
 - Understand why some modes are not used;
 - Identify which modes of transport could be promoted in light of the survey findings; and
 - Analyse travel on business data.



8.0 Travel Plan Measures and Initiatives

- 8.1 This section considers the measures and initiatives that could be implemented to reduce car use and promote active travel.

Introduction

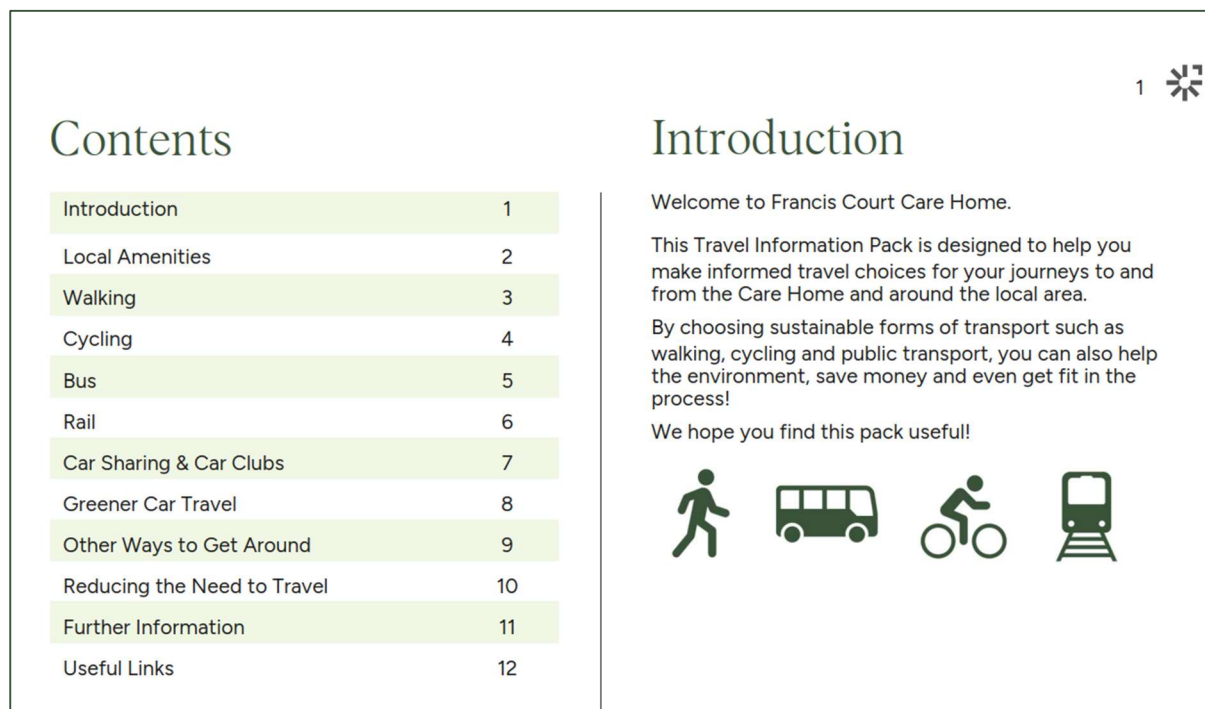
- 8.2 The success of a TP relies on a versatile package of measures being used effectively to achieve modal-shift; often it is a combination of measures which generate the best results. The TP will continue to be a 'live' document and alterations and new measures will likely be introduced throughout the life of the Plan, as and when required.
- 8.3 Given the overall need to raise awareness of Travel Planning from the outset, TP measures aim to achieve more sustainable travel patterns from the commencement of the development, rather than cutting car use incrementally once a site is occupied and fully operational.

Travel Plan Promotion and Awareness

Travel Information Pack

- 8.4 A Travel Information Pack will be provided to each employee at the care home and included within resident welcome packs to be shared with friends/relatives.
- 8.5 The pack would accompany typical introductory materials prior to the commencement of an employment period. The pack will introduce the TP and include information relating to the implemented measures and initiatives. Information will include details of sustainable transport provision and promotional material highlighting the benefits to the environment, personal health, and wellbeing. It is suggested that the pack may contain the following information:
- An overview of the TP and its aims;
 - Information on active travel health benefits;
 - Maps showing local walking and cycling routes in relation to residential catchment, local facilities, shops, transport links;
 - Public transport information specific to the care home and its users such as timetables, mapping, and operator details;
 - Potential offers/discounts for local cycle shops, public transport information tickets, local taxi firms; and
 - Promotional literature highlighting the financial and environmental benefits of car sharing with organisation links.
- 8.6 The Travel Information Pack has been produced and is included at **Appendix B**. An extract of the Travel Information Pack is shown within **Figure 8.1**.



Figure 8.1: Example Travel Information Pack Content

- 8.7 The evolving Travel Information Pack may also include instructions relating to car parking, suggesting suitable temporary parking locations in the unlikely event of a full car park. It could clearly state that cars should not park on Borsers Arms Road.
- 8.8 It will remain the TPC's responsibility to keep all Travel Information Packs up to date and evolve the content to keep it relevant, incorporating any new elements that may benefit the overall objectives of the TP and reacting to any changes regarding transport conditions.

Travel Information Notice Boards

- 8.9 To increase awareness of the TP and sustainable transport facilities, a travel information notice board displaying up to date travel information will be provided at a prominent location within the care home. This will ensure employees and visitors are aware of the different travel options available to them. The notice boards could include the following:
- TP objectives;
 - Posters outlining benefits of walking and cycling;
 - Bus timetables and route maps;
 - Cycle maps;
 - Information on cycle parking and on-site cycle facilities such as showers/lockers;
 - Walk routes to nearest bus stops and amenities;
 - Car share scheme details and benefits;
 - Local taxi firm details;
 - Rail timetables and walk links to the train station; and
 - TPC contact details.



- 8.10 An example travel Information notice board is shown in **Figure 8.2**.

Figure 8.2: Travel Information Notice Board



- 8.11 It will remain the responsibility of the TPC to ensure the noticeboard is kept up to date, with any time sensitive material such as bus timetables refreshed regularly. Regular renewal of the noticeboard information is likely to generate more interest and communicate the message that Care UK as the care home operator is committed to promoting and encouraging sustainable travel.

Website / Social Media Travel Page / Group

- 8.12 The Care UK website section for the Francis Court care home will include travel information for staff and visitors. Information could include details walking routes, cycle routes, public transport and information on upcoming events and activities.
- 8.13 The website page will also indicate where it is safe to park in the unlikely event of the car park being temporarily full. It could state that cars should not be parked on Borers Arms Road.
- 8.14 The TPC would be responsible for ensuring this remains up to date and for the arrangement of any maintenance.



Reducing the Need to Travel

Residents

The care home will provide onsite all the everyday facilities required by the residents. This will include a cafe, hairdressers, various lounges, and activity rooms; all of which will reduce the need for residents to travel off site.

Staff

Home working should be promoted where appropriate, and any meetings which can be held on-line rather than in person should be arranged as such.

Kitchen facilities will be made available for packed lunches to be chilled/heated, to minimise the need to leave the Site.

Sustainable Travel Initiatives

Walking

- 8.15 The care home site features internal footways running throughout the development which are integrated into the surrounding pedestrian infrastructure.
- 8.16 Walking is typically an appropriate mode to promote for employees originating from the residential catchment surrounding a given development. It is important to highlight the most direct pedestrian routes to the care home from employee residences, and to demonstrate and promote the health and financial benefits of walking over travelling by car.
- 8.17 Employees should be encouraged to walk to local shopping facilities during their lunch break instead of driving. Efforts will be made to promote this by providing relevant information, including displaying maps marked with direct walking routes and average walk times.
- 8.18 Additionally, the wider health benefits of taking exercise during the working day are emphasised within relevant materials; for example, walking route plans state how many calories can be expected to be burnt walking a particular route; it is considered that this may encourage reluctant individuals to think more positively about developing a regular walking habit.

Pedestrian Initiatives

- 8.19 The TPC will undertake the following to promote walking as a mode of travel:
 - Display notices which demonstrate and promote the health and financial benefits of walking over travelling by car;
 - Highlight the most direct pedestrian routes to the care home from residential catchment areas and amenities:
 - Display maps marked with direct walking routes and average walk times;
 - Walking route plans could contain average step counts and/or calories burn statistics;
 - Encourage staff to walk to local shopping facilities during their lunch break; and
 - Promote events such as 'Walk to Work' days or weeks, organized and promoted to employees and visitors as part of the efforts of the TP.



Cycling

- 8.20 Cycling will be promoted to all staff who live within 5km of the care home, where cycling might be a feasible alternative to car travel. A radius of 5km covers a wide residential catchment suggesting that staff and visitors living within the area are realistically able to travel to care home by cycle; the catchment covers a wide residential catchment suggesting that staff and visitors living within the area would realistically be able to travel to site by cycle. As such, it is considered that there is significant potential to reduce shorter single occupancy car journeys by promoting cycling to the care home.

Embedded Cycle Facilities

- 8.21 Cycle access to the care home is achieved via the main site entrance.
- 8.22 A cycle store is located to the south-west of the car park. The secure covered shelter will provide capacity for 14 cycles.
- 8.23 To meaningfully promote cycling as an option for staff members, cycle changing facilities are available. In addition to the cycle parking, the following are available on-site:
- Changing facilities;
 - Showers;
 - Appropriately sized area for drying wet clothing; and
 - Individual lockers.
- 8.24 The usage and demand for the cycle parking on-site will be closely monitored. Should it become apparent that additional spaces are required, evidence of their necessity can be provided to expedite the installation.
- 8.25 The demand and use of both the shower and changing area will be monitored; additional facilities can be provided if required.

Cycle Initiatives

- 8.26 The TPC will undertake the following to promote cycling as a mode of travel:
- Cycle route maps will be provided which indicate cycle friendly routes to residential areas, local facilities and amenities and public transport hubs:
 - Route maps are provided to each employee within the Travel Information Pack;
 - Cycle route maps will be displayed on the Travel Noticeboard;
 - Promotional material highlighting the financial and health benefits of cycling to work will be provided and advertised;
 - The TPC will promote sustainable travel events such as the National Cycle To Work Day;
 - Care UK provide a 'Cycle to Work' scheme for their staff. The scheme allows employees to purchase a cycle, and cycle equipment, at a discounted price with a loan from their employers. The loan is repaid on a monthly basis with payments automatically taken from their gross salaries;
 - Potentially, free cycle training sessions could be organised for staff, including basic cycle maintenance training, if there is sufficient demand. This will help to give staff



more confidence to cycle with the knowledge that they can manage the day-to-day maintenance of their cycle; and

- Care UK Francis Court Sustainable Travel Scheme Voucher could be used to purchase a bicycle or cycling gear.

Public Transport

- 8.27 Bus stops are located a convenient short distance from the care home, providing regular services to the surrounding residential areas. These services are expected to form a key travel mode for staff and visitors.
- 8.28 In addition, Three Bridges, Gatwick Airport and Crawley Rail Stations are situated approximately 4km, 5km and 6km from the Site, respectively. Although these stations fall outside a desirable walking distance, Three Bridges and Crawley can be accessed as part of a multi-modal journey via the 281 and 291 bus routes. Rail travel is therefore likely to be an important mode for visitors travelling from further afield and should be actively promoted.

Public Transport Initiatives

- 8.29 The TPC will undertake the following to promote public transport as a mode of travel:
- Bus and rail service information will be included within Staff and Visitor Travel Information Packs:
 - Route maps and service details are to be included within Staff and Visitor Travel Information Packs;
 - Route maps and service details are to be displayed on the Travel Noticeboard;
 - The TPC will be tasked with negotiating with local bus operators to secure introductory discounted tickets for employees to encourage the use of bus travel to/from the care home; and
 - Option of Care UK Sustainable Travel Scheme Voucher to purchase tickets or subsidise season tickets (details to be confirmed).

Car Sharing

- 8.30 Car sharing represents a relatively convenient alternative form of travel and significant potential exists to reduce the total private mileage of users of the care home by implementing and publicising an informal scheme.
- 8.31 To encourage employees to car-share travelling to/from work, the TPC will investigate the setting up of a car share scheme to all employees at the care home using the Liftshare online car share database. As an established country-wide scheme, this would offer wider opportunities for new employees to car share with not only employees working at the care home but also car sharers travelling to other workplaces in the vicinity.
- 8.32 The Staff Travel Information Pack which will be issued to new employees will provide promotional literature highlighting the financial and environmental benefits of car sharing.
- 8.33 Priority car parking spaces could be provided for those employees who belong to a recognised car share scheme. These spaces might be situated in close proximity to the care home entrance to incentivise car sharing.



- 8.34 To further incentivise car sharing, an 'Emergency Ride Home' scheme for car sharers will be introduced to ensure that any employee with a domestic issue, or who is feeling unwell can have a free ride home.

Car Parking Management

- 8.35 Whilst one of the main objectives of the TP is to reduce reliance on private cars and subsequently car park demand, the TP framework will also be used to manage Site related car parking.
- 8.36 The car park will be managed on a daily basis by reception staff with assistance from the TPC who will have an overall handle on-site travel demand patterns. The TPC will liaise directly with the Care Home Manager to ensure procedures have full management support.

Communication with Staff

- 8.37 During the recruitment process it will be made clear that staff should not park their car on Borers Arms Road. It will be made clear that car parking is monitored and managed, and that sustainable travel modes should be used where possible.
- 8.38 Staff will be provided with a details of appropriate locations to park safely in the unlikely event of a temporary full car park.

Communication with Visitors

- 8.39 Within resident welcome packs a Travel Information will be included which will advise visitors where to park safely in the unlikely event of a temporary full car park. It will also state that visitors should not park on Borers Arms Road.
- 8.40 It will be made clear that car parking is monitored and managed, and that sustainable travel modes should be used where possible.
- 8.41 As staff changeover times are outside of the typical visiting hours, it is deemed that parking levels will not be put under pressure. However, if required, Care UK are willing to prevent visiting around the staff changeover times, unless in case of an emergency.

Car Park Monitoring

- 8.42 Car park monitoring will comprise visual inspections and communication with reception to understand the latest car park occupation levels.
- 8.43 Any parking-related complaints registered by staff, visitors or local residents will also be recorded to provide an overall picture to review.
- 8.44 The sign-in book will require staff/visitors with cars on-site to provide their registration plate details. This will provide an understanding of who owns which car to assist the overall monitoring and management process.
- 8.45 The recording of registration plates will also enable any temporary tandem parkers to communicate if necessary. It will also provide staff with a reminder that car parking is constantly monitored.



Car Park at Capacity Actions

- 8.46 Peak car parking demand would occur during afternoon shift change-over, so in the unlikely event of a full car park, it would only be for a brief period only. Actions may be:
- Contact reception, who will be able to:
 - Advise of a staff member parked in the car whose departure is imminent;
 - Recommend a position on site which blocks in a staff member who will not be required to leave anytime soon; or
 - Recommend somewhere locally which is suitable and safe to park on a temporary basis whilst peak demand ends. Drivers will be advised not to park on Bolders Arms Road.
- 8.47 If monitoring identifies that car parking demand exceeds on-site capacity on multiple occasions, the following actions will be considered:
- Review of staff shift start and finish times, with consideration of small staggering to flatten out peak onsite demand, this could be a 15-minute adjustment for some:
 - Intensification of the TP to further encourage staff to utilise sustainable travel options;
 - Consult with staff 1-on-1 where travel by alternatives to the car is a realistic option. For example, it may be known that some staff choose to drive who could easily walk; or
 - There may be some obvious car sharing options which are not occurring.



9.0 Monitoring and Review

- 9.1 This section discusses the programme of monitoring and review which is necessary to ensure the long-term success of the TP.
- 9.2 Monitoring and review is vital to generate information by which the success of the scheme can be evaluated. Monitoring and review will be the responsibility of the TPC, who will report back to the Local Highway Authority, as appropriate.

Monitoring

- 9.3 In order to evaluate the effectiveness of the TP, regular monitoring will be required with amendments to the TP to ensure the success of the scheme is maximised where possible.
- 9.4 The monitoring measures outlined below incorporate both the collection of statistical data and the collation of general feedback and correspondence. Monitoring strategies include:
- Monitoring the level of usage of cycle stands to establish whether additional provision is required;
 - Monitoring the use of the dedicated cyclist facilities on-site i.e. showers, changing areas;
 - Monitoring of the care home car park to establish the level of demand;
 - Monitoring the uptake/use of car sharing to/from the care home;
 - Seeking regular feedback from the public transport operators to establish the perceived level of demand for local services and any possible enhancement thereof; and
 - Recording comments received from employees and visitors.
- 9.5 Information gathered through the monitoring process will be recorded for input into the annual review.

Annual Review

- 9.6 Each year the TPC will undertake a comprehensive review of the performance of the TP. The objective will be to measure the success of the scheme against its targets and to identify the potential for refinements.
- 9.7 The major element of this review will be employee travel surveys. The results of these surveys will provide up- to-date modal-split information for comparison with data gathered via the baseline survey.
- 9.8 The TPC will compile a report outlining the results of the survey, together with the results of ongoing monitoring throughout the preceding period, to be submitted to the Local Highway Authority.
- 9.9 The report will comment on the overall success of the TP and will set out initiatives for the following year. The overall aim of the report will be to ensure that all employees are informed of progress and remain engaged with the TP.



- 9.10 The TP is a dynamic document and will be updated, if necessary, following the annual review should it have been determined that this is necessary. This may be the result of a significant change to the baseline transport conditions or operating patterns.

Additional Endeavour to Meet Targets

- 9.11 It is recognised that the implementation of a TP does not automatically guarantee its success; as such a Contingency Plan must be in place in the event that the Identified Targets are not met.
- 9.12 The annual review will ascertain whether targets are being met, and this information will be communicated to staff.
- 9.13 If targets are not being met, a sustainable transport drive will be implemented, supported by Care UK, which could include initiatives such as the following:
- Active Travel Weeks promoted by Care UK with potential for subsidised public travel use; or
 - A prize draw for staff who travel by sustainable modes for a whole week.



10.0 Implementation and Action Plan

- 10.1 This section discusses the implementation of the TP and includes an Action Plan to ensure this is achieved effectively.

Implementation

- 10.2 An initial TPC has been appointed prior to the opening/occupation of the Site to ensure that the TP initiatives commence as per the Action Plan. A permanent TPC will be appointed within no more than 3 months of meaningful occupation.
- 10.3 A Travel Information Pack has been produced and is ready for issue to staff. This can be found in **Appendix B**.
- 10.4 Prior to occupation, the travel noticeboard should be installed, and the travel website page should be completed.

Action Plan

- 10.5 To achieve the objectives of the TP, the measures and initiatives outlined in **Section 8** have been translated into an Action Plan as detailed in **Table 10.1** which sets out the various key short, medium, and long-term actions with assigned timescales and responsibilities.

Table 10.1: Action Plan

Key Action/ Measure	Timescale	Responsibility
Provision of approved cycle parking facilities	Prior to occupation	Care UK
Appointment of Permanent Travel Plan Coordinator (TPC)	Within no more than 3 months of meaningful occupation	Care UK
Preparation of Travel Information Packs	Prior to occupation	TPC
Installation of Travel Noticeboards at the care home	Prior to occupation	TPC
Preparation of website/social media page	Upon occupation	TPC
Issue of Travel Information Packs	Upon occupation /hire of new employees	Care UK / TPC
Baseline Surveys	Upon meaningful occupation (or within 6 months)	TPC
Report Travel Survey Results to the Local Authority Travel Plan Team to agree focused TP targets	Within 3 months of surveys	TPC
Annual Travel Surveys	Annually	TPC
TP Update Report	Annually	TPC

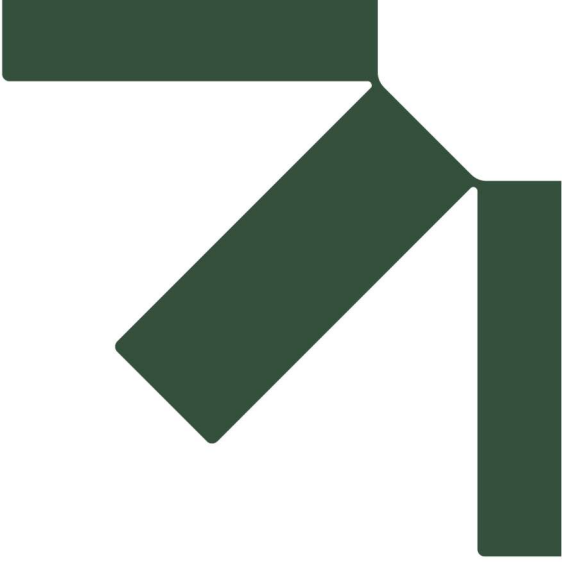
Funding

- 10.6 Care UK are responsible for providing the initial funding for the launch and implementation of the TP along with the costs for implementation of those measures detailed in the Action Plan. Care UK will be required to provide sufficient funds to ensure that the TP remains



active and current for a minimum of 5 years from commencement of development. This includes TP monitoring fees.





Appendix A Example Staff Travel Survey

Travel Plan

Francis Court, Crawley

Care UK Property Limited

SLR Project No.: 418.063215.00001

15 April 2026

Staff Travel Survey Care UK

In order to identify the likely travel needs of the staff who will be working at the new care home, we would be grateful if you would take a few minutes to complete this questionnaire.

Please return your completed questionnaire to:

Rachel Willock
Senior Travel Plan Co-ordinator
SLR Consulting Limited
Unit 77
Waterhouse Business Centre
Cromar Way
Chelmsford
Essex
CM1 2QE

Tel: 01245 392170

Email: rwillock@slrconsulting.com

If you have any questions regarding this survey, please contact Rachel using the details shown above.

1) Please complete the following grid to show the hours you will normally be working at the care home:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start time:							
Finish time:							

2) Please indicate whether your work will be primarily care home-based, or community-based:

a) Care Home-based

☐

b) Community-based

☐

3) How far will you travel from home to the care home? (tick one box only)

a) Less than 1 mile

☐

b) 1 – 2 miles

☐

c) 3 – 5 miles

☐

d) 6 – 10 miles

☐

e) 11 – 20 miles

☐

f) 21 or more miles

☐

4) Please give your home post-code:

5) How will you expect to usually travel to the new care home? (tick one box only)

a) Walk

☐

(if yes, please go to Qu. 11)

d) Motorbike

☐

(if yes, please go to Qu. 11)

b) Bicycle

☐

(if yes, please go to Qu. 11)

e) Car / van (sharing with at least one other person)

☐

(if yes, please go to Qu. 11)

c) Public transport

☐

(if yes, please go to Qu. 11)

f) Car / van (on your own)

☐

(if yes, please go to Qu. 6)

6) If your car was out of action, what would you do? (please tick all that apply)

- | | | | |
|-------------------------|--------------------------|---|--------------------------|
| a) Walk | ☐ | e) Ask a friend / relative for a lift | ☐ |
| b) Cycle | ☐ | f) Ask a work colleague for a lift | ☐ |
| c) Use public transport | ☐ | g) Take a taxi | ☐ |
| d) Use my motorbike | ☐ | h) Borrow a car until mine was repaired | ☐ |
| | | i) Other (please specify): | |

7) Why wouldn't you use this mode of transport to get to work every day?

8) Would you consider car-sharing with other members of staff in future?

- | | | | | | | | | |
|--------|--------------------------|-------------------------------|----------|--------------------------|---------------------------------|-------|--------------------------|-----------------------------|
| a) Yes | ☐ | (if yes, please go to Qu. 10) | b) Maybe | ☐ | (if maybe, please go to Qu. 10) | c) No | ☐ | (if no, please go to Qu. 9) |
|--------|--------------------------|-------------------------------|----------|--------------------------|---------------------------------|-------|--------------------------|-----------------------------|

9) If not, why not? (please tick all that apply)

- | | | | |
|---|--------------------------|--------------------------------------|--------------------------|
| a) No one lives near me | ☐ | d) I can't find anyone to share with | ☐ |
| b) I have to go to other places on the way to / from work | ☐ | e) Other (please specify): | |
| c) I don't work the same hours as other people | ☐ | | |

10) What would make car-sharing more attractive? (please tick all that apply)

- | | | | |
|---|--------------------------|----------------------------|--|
| a) Help with finding people to car share with | ☐ | d) Other (please specify): | |
| b) A ride-home assistance for car-sharers | ☐ | | |
| c) Priority parking for car-sharers | ☐ | | |

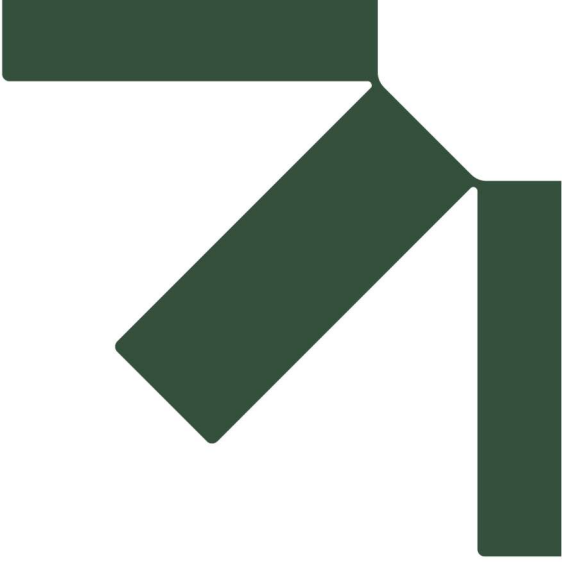
11) Finally, which of the following might be helpful to you in making non-car travel an option for travelling to work at the new care home? (tick all that apply)

- | | |
|--|--------------------------|
| a) Staff facilities e.g. changing / shower facilities | ☐ |
| b) Secure cycle parking | ☐ |
| c) Secure motor cycle parking | ☐ |
| d) More information about public transport routes and timetables | ☐ |
| e) Convenient public transport routes and bus stops | ☐ |
| f) A workplace car-sharing scheme | ☐ |

g) Other (please specify):

Thank you for taking the time to complete this questionnaire.

Please add any further thoughts or comments in relation to your travel to work patterns. Please be assured that all personal information will remain confidential.



Appendix B Travel Information Pack

Travel Plan

Francis Court, Crawley

Care UK Property Limited

SLR Project No.: 418.063215.00001

15 April 2026



SLRCONSULTING.COM

Francis Court Care Home

Travel Information Pack



Contents

Introduction	1
Local Amenities	2
Walking	3
Cycling	4
Bus	5
Rail	6
Car Sharing & Car Clubs	7
Greener Car Travel	8
Other Ways to Get Around	9
Reducing the Need to Travel	10
Further Information	11
Useful Links	12

Introduction

Welcome to Francis Court Care Home.

This Travel Information Pack is designed to help you make informed travel choices for your journeys to and from the Care Home and around the local area.

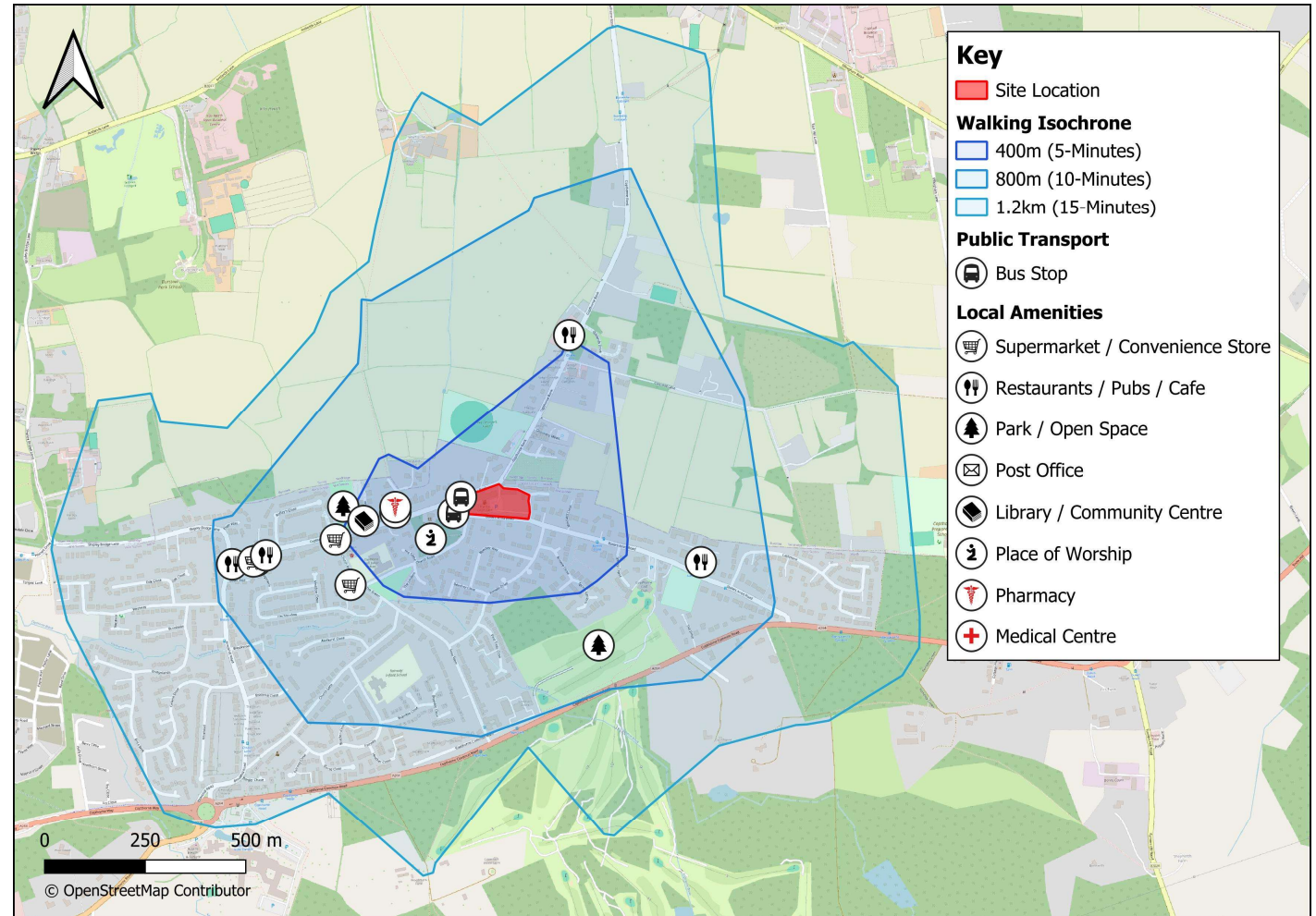
By choosing sustainable forms of transport such as walking, cycling and public transport, you can also help the environment, save money and even get fit in the process!

We hope you find this pack useful!



Local Amenities

The map shows where you can find useful services and amenities in the local area, such as a convenience store, pharmacy, café, Post Office and much more!





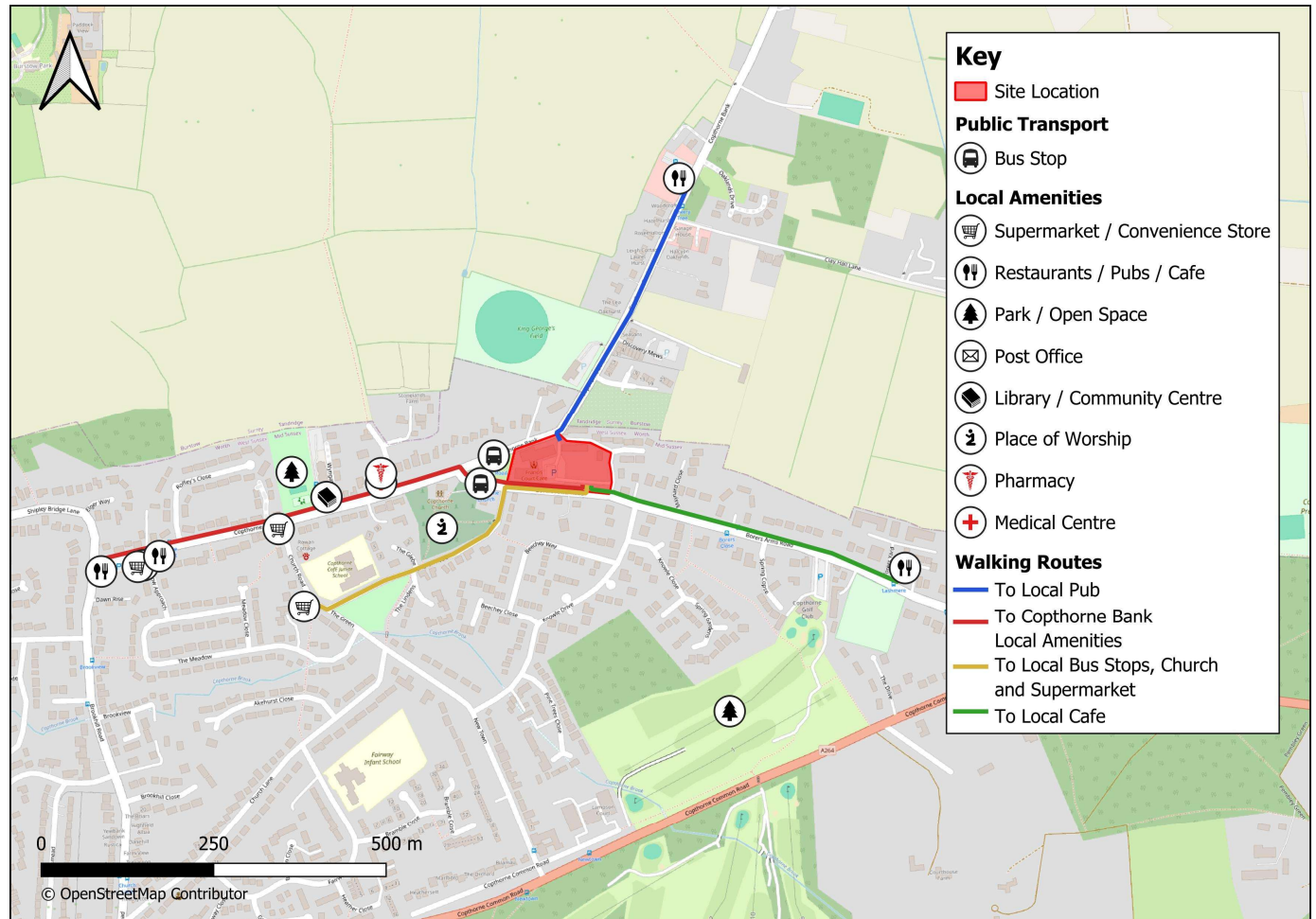
Walking

Walking is one of the easiest ways to more active, lose weight and become healthier! For short journeys, it is often quicker than driving once you've factored in traffic and time spent parking. It also helps to reduce carbon emissions and improve air quality!

Francis Court is surrounded by a network of footpaths and crossing points for you to explore the local area on foot.



For adults, **30 minutes of walking, five days a week** dramatically cuts the risk of developing heart disease, Type 2 diabetes, obesity and some cancers. It also reduces cholesterol, lowers high blood pressure, is good for mental wellbeing and makes you feel great!



Cycling

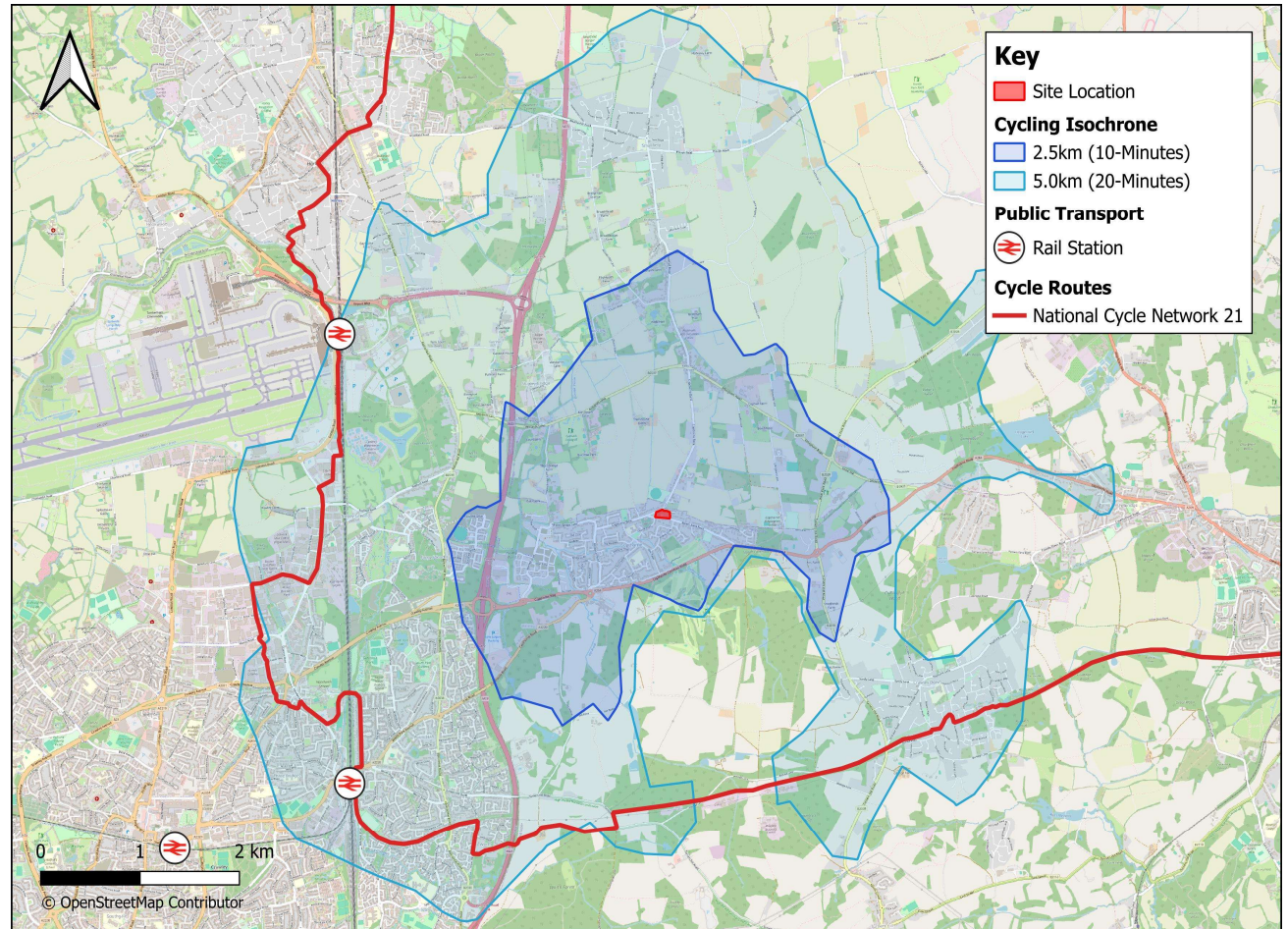
Cycling is a great way to fit exercise into your day and has lots of other benefits:

- It is one of the quickest ways to get about for short journeys;
- You can avoid traffic and arrive on time;
- It reduces your risk of developing a range of preventable illnesses; and
- Saves money on travel expenses.

National Cycle Route 21 extends between London via Crawley and East Grinstead. It combines on-road and traffic-free sections and is accessible within a 14-minute cycle ride of Francis Court.



The nearest bike shop to Francis Court is Balfe's which is located a 17-minute cycle ride away. It stocks a wide range of bikes and cycle accessories and offers bike servicing and repairs. To find out more visit: www.balfesbikes.co.uk



Bus

The nearest bus stops to Francis Court are the Copthorne Church bus stops which are located on Bowers Arms Road. Both stops are within a few minutes walk of the site.

There are regular bus services to Crawley, East Grinstead, Lingfield and Tunbridge Wells which operate seven days a week, from early morning to late at night.



Service & Operator	Bus Stop & Code	Route	Day	Frequency (approx.)	First / Last Bus
281 METROBUS	Copthorne Church adj. (wsxapgdw)	Lingfield – East Grinstead – Crawley	Mon-Fri	Hourly	07:00 / 18:32
			Sat	Hourly	08:05 / 17:49
			Sun	Every 2 hours	11:18 / 17:28
	Copthorne Church opp. (wsxapgja)	Crawley – East Grinstead – Lingfield	Mon-Fri	Hourly	06:31 / 20:16
			Sat	Hourly	08:53 / 18:28
			Sun	Every 2 hours	09:56 / 16:08
291 METROBUS	Copthorne Church adj. (wsxapgdw)	Tunbridge Wells – East Grinstead – Crawley	Mon-Fri	Hourly	06:32 / 23:27
			Sat	Hourly	08:34 / 23:27
			Sun	Every 2 hours	10:26 / 20:09
	Copthorne Church opp. (wsxapgja)	Crawley – East Grinstead – Tunbridge Wells	Mon-Fri	Hourly	06:03 / 23:34
			Sat	Hourly	06:11 / 23:34
			Sun	Every 2 hours	09:14 / 19:18

For journey information, next bus times and mobile ticketing, you can download the **Metrobus app** to your mobile or visit www.metrobus.co.uk

Rail

If you travel from further away, trains are a great way to avoid traffic jams, particularly when combined with walking or bus travel!

Three Bridges Rail Station is the closest rail station to Francis Court. The 281 bus service routes from the Copthorne adj. Church bus stop via the station with an average journey time of 14 minutes. You can also get to the station by bike in 15 minutes! For more information about Three Bridges station and its facilities visit www.nationalrail.co.uk



Typical Journey Times from Three Bridges Rail Station

Gatwick	5 mins
Horsham	16 mins
Brighton	29 mins
London Victoria	44 mins
Portsmouth	1 hr 35 mins
Bedford	1 hr 53 mins
Cambridge	2hrs

With the **Southern Rail** app you can:

- Find the cheapest Chiltern Railways tickets
- Pick the perfect seat
- Track your train
- Change your journey
- Pay your way and much more!



Car Sharing

Car sharing is when two or more people share a car and travel together.

Benefits of Car Sharing

- Saves money on fuel and parking charges;
- Helps reduce traffic congestion;
- Cuts air pollution;
- Reduces the stress of driving; and
- Enjoy the flexibility of car travel without owning a car!



Liftshare is a national database of people offering and requesting lifts. It is free to register and use, and by becoming a member you can find drivers and passengers online instantly.

Join at: www.liftshare.com

Car Clubs

Car Clubs offer the flexibility of using a car without the hassle and expense of owning one or hiring one from a rental company. Whether it's for an hour, or a day, using a Car Club vehicle is the perfect short trip solution, helping you to deal with bulky shopping at the weekend, visit family, or take a trip into the countryside.



The nearest Car Club is located at Geraint Thomas House in Crawley (postcode RH10 1DF). The MG3 which is operated by Co Wheels CarClub is available to hire from just £7.50/hour. To become a member and make a booking, visit: www.co-wheels.org.uk



Hiyacar is a peer-to-peer Car Club. As a member, you will be able to hire cars from people in your local area. Rentals are covered by comprehensive insurance and roadside AA assistance. To find out more information, register and book just visit www.hiyacar.co.uk

Greener Car Travel

Electric Vehicles (EV)

Electric vehicles are greener, more energy efficient and cheaper to run than standard cars!

There are 6 EV Charging Points (7.2kW) provided in the car park at Francis Court so why not plug in and charge whilst you are there.



ZapMap is a UK-wide map of electric car charging Points that helps electric car drivers locate and navigate to their nearest EV charging point. Drivers can search and filter for electric car charging points. Registration is free and there are no subscription costs – you just pay for the electricity you use. For more information visit www.zapmap.com

Eco-driving

Even if you travel by car, there are still things you can do to help you save fuel, save money and cut pollution:

- **Maintain** – get your car serviced regularly for best efficiency;
- **Tyres** – check your tyre pressures regularly, under-inflated tyres will make your car use more fuel;
- **Combine short trips** – cold starts use more fuel so it pays to combine trips if you can;
- **Save weight** – extra weight means extra fuel so if you don't need it, take it out;
- **Smooth and gentle** – drive smoothly, accelerate gently and read the road ahead to avoid braking unnecessarily;
- **Stick to speed limit** – going faster uses more fuel. Drive at 70mph and you'll use up to 9% more than at 60mph and up to 15% more than at 50mph; and
- **Cut down on the air-con** – air-conditioning increases fuel consumption at low speeds (the effects are less noticeable at higher speeds).

Other Ways to Get Around

Taxi

Taxis are a great way to fill the gaps between regular bus services and the rail network.

Taxi can be hired from several taxi ranks in Crawley including The Boulevard, Crawley Station and the High Street. Alternatively, you can pre-book a Private Hire Vehicle. Some taxi companies which serve the local area are provided below:

	Western Cars 01293 300000 www.westerncars.co.uk
	RH10 Cars 01342 714165 www.rh10cars.co.uk
	Crawley Cabs 01293 369269 www.crawleycabs.co.uk

Community Transport



The **CT Sussex Dial-a-Ride** service is designed to help people gain access to transport to get to where they need to be. The service is available to anyone who finds it difficult to access public transport by way of mobility or simply living in an area with poor transport links.

Dial-A-Ride will pick you up from your door in a wheelchair accessible minibus or other suitable vehicle, with a trained driver who can help you get from A to B as smoothly as possible. It can take you to the local shops, garden centre, medical appointments or to see your friends or family.

To find out more call 01444 471919 or visit:
www.ctsussex.org.uk



Reducing the Need to Travel

Using Technology to Keep in Touch



In addition to visiting, there are a range of communication options and technologies to stay connected with family and friends. You can write letters, send regular emails or texts, have phone calls, or enjoy video calls with family and friends on our tablet computers.



At Francis Court, Wi-Fi is available for residents and guests and there is also Facebook Portal to enable residents to connect with their relatives or groups of family or friends, with the benefit of great sound and picture quality.



Our staff can help to set up a connection via a smart TV or tablet, so residents can chat to loved ones for as long as they wish with little need for any supervision.

Online Shopping



Apart from reducing the need for travel, shopping online can save you time, money and offer convenience for those with mobility issues or those who struggle with shopping.



Most retailers and local business offer home delivery services so you can browse and buy without leaving home!

Remote Working

There are lots of ways you can reduce the impact of your travel, including simply cutting the number of journeys you make. Is it possible to work from home one day a week? Hold meetings online to remove the need to travel? Adapt your working hours slightly to travel outside of peak hours? Small changes really can make a big difference!



Further Information

11



For any enquiries regarding this Travel Information Pack and for further information about sustainable travel options, you can contact the Travel Plan Coordinator for Francis Court Care Home using the following details:

Adam Turner
SLR Consulting Ltd
ATurner@slrconsulting.com



Useful Links

General



West Sussex County Council
www.westsussex.gov.uk



Mid Sussex District Council
www.midsussex.gov.uk

Walking



Living Streets
www.livingstreets.org.uk



Go Jauntly
www.gojauntly.com

Cycling



Walk Wheel Cycle Trust
www.walkwheelcycletrust.org.uk



Cycle Streets
www.cyclestreets.net

Rail



Trainline
www.thetrainline.com



Southern Rail
www.southernrailway.com



National Rail
www.nationalrail.co.uk

Bus



Metrobus
www.metrobus.co.uk



Traveline
www.traveline.info

Community Transport



CT Sussex Dial a Ride
www.ctsussex.org.uk

Car Sharing & Car Clubs



Liftshare
www.liftshare.com



Hiyacar
www.hiyacar.co.uk

Taxi



RH10 Cars
www.rh10cars.co.uk



Western Cars
www.westerncars.co.uk



Crawley Cabs
www.crawleycabs.co.uk

Journey Planner



Google Maps
www.google.co.uk/maps



Citymapper
www.citymapper.com



SLR is a global leader in environmental and advisory solutions: making sustainability happen to help our clients achieve their sustainability goals. Our team of over 2,500 talented professionals deliver advice and support from a network of offices in Europe, North and South America, Asia-Pacific, and Africa.

They deliver on a wide range of both strategic and project-specific sustainability and environmental issues to a growing base of business, regulatory and government clients. We specialise in the energy, mining and minerals, infrastructure, built environment, manufacturing and industry, power, and financial sectors.

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Making Sustainability Happen