



Old Charlton Road, Hitchin

TRAVEL PLAN

March 2025

McCarthy Stone

RETIREMENT LIVING DEVELOPMENT
OLD CHARLTON ROAD
HITCHIN

TRAVEL PLAN

CONTROLLED DOCUMENT

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**RETIREMENT LIVING DEVELOPMENT
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TRAVEL PLAN

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1. INTRODUCTION

- 1.1 This Travel Plan (TP) has been prepared by Paul Basham Associates on behalf of McCarthy Stone to support a planning application for a retirement living development comprising 35 apartments to replace the existing 4 bungalows at Old Charlton Road, Hitchin. The site location is illustrated in **Figure 1** with the site layout attached in **Appendix A**.

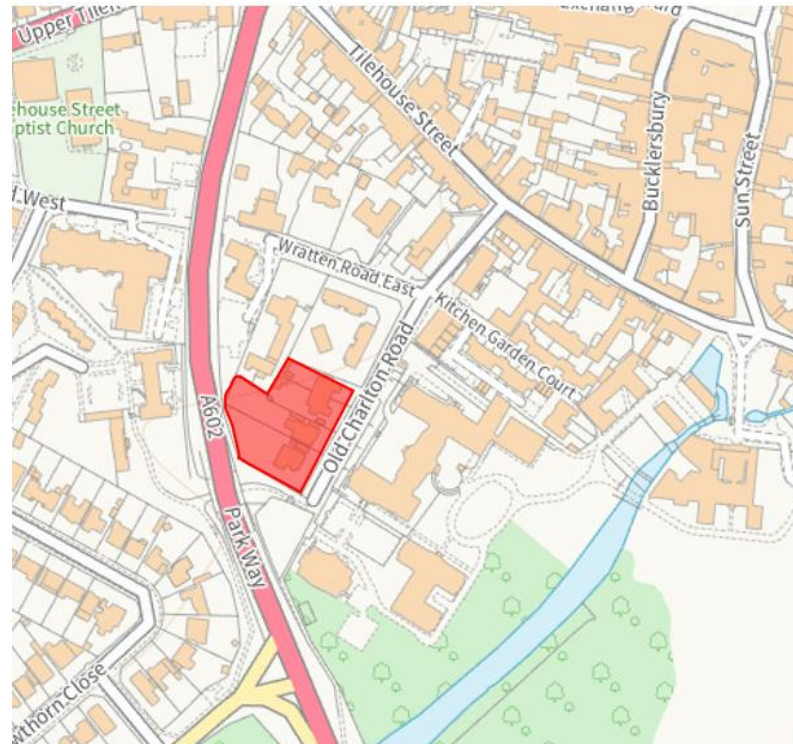


Figure 1: Site Location

- 1.2 In addition to this Travel Plan, a Transport Statement has been prepared, outlining the anticipated impacts of the development in relation to transportation and highways. Therefore, this Travel Plan should be read in conjunction with that document.

Purpose of the Travel Plan

- 1.3 A TP is a strategy for managing travel demand to a development site by addressing the travel needs of its future users, reducing the impact of car travel by promoting and facilitating the use of sustainable modes of transport, encouraging a reduced need to travel and increasing sustainable travel practices where appropriate. This TP supports access to a full range of local facilities and activities for future site users, whilst encouraging good design principles and working with the local community.
- 1.4 A TP is an evolving process initiated by a front-loading exercise through site visits, the completion of a TP, and frequent meetings and conversations between its authors (Paul Basham Associates), the client (McCarthy Stone) and the Local Authorities – Hertfordshire County Council (HCC). As such the TP will

develop over time following feedback received from monitoring exercises, local developments in sustainable transport and other external factors.

Travel Plan Principles

- 1.5 A successful TP must follow a set of principles to be determined acceptable and create a sustainable development. A TP must be Transparent, Realistic, Achievable, Committed, Enforceable and Sustainable (TRACES), as outlined in HCC guidance. This TP therefore aims to demonstrate that there are sustainable local travel options available, and measures proposed, along with an implementation and monitoring strategy.

Travel Plan Structure and Approach

- 1.6 This TP will follow the following structure:
- Chapter 2 – Travel Plan Policy
 - Chapter 3 – Existing Conditions and Local Accessibility
 - Chapter 4 – Proposed Development
 - Chapter 5 – Indicative Baseline and Targets
 - Chapter 6 – Travel Plan Strategy
 - Chapter 7 – Implementation and Monitoring

2. TRAVEL PLAN POLICY

2.1 This TP has been produced in accordance with relevant national, regional and local policy. For reference this includes:

- National Planning Policy Framework (NPPF);
- Hertfordshire's Local Transport Plan (LTP4) (2018-2031);
- Hertfordshire County Council Travel Plan Guidance (2020)
- North Hertfordshire Local Plan (2011-2031) and ;
- North Hertfordshire Council Sustainability Supplementary Planning Document

National Planning Policy Framework (NPPF)

2.2 The NPPF (December 2024) acts as the central guidance for development planning. As defined in NPPF Annex 2: Glossary, a Travel Plan is '*a long-term management strategy for an organisation or site that details how agreed sustainable transport objectives are to be delivered, and which is monitored and regularly reviewed*' and is a requirement for developments which generate a significant amount of movement. The following NPPF paragraphs are relevant to the Travel Plan:

Transport issues should be considered from the earliest stages of plan-making and development proposals, using a vision-led approach to identify transport solutions that deliver well-designed, sustainable and popular places. This should involve:

- a) making transport considerations an important part of early engagement with local communities;*
- b) ensuring patterns of movement, streets, parking and other transport considerations are integral to the design of schemes, and contribute to making high quality places;*
- c) understanding and addressing the potential impacts of development on transport networks;*
- d) realising opportunities from existing or proposed transport infrastructure, and changing transport technology and usage – for example in relation to the scale, location or density of development that can be accommodated;*
- e) identifying and pursuing opportunities to promote walking, cycling and public transport use; and*
- f) identifying, assessing and taking into account the environmental impacts of traffic and transport infrastructure – including appropriate opportunities for avoiding and mitigating any adverse effects, and for net environmental gains.*

(NPPF Para.109)

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.

(NPPF Para.110)

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.

(NPPF Para. 118)

Hertfordshire's Local Transport Plan (LTP4) (2018-2031)

- 2.3 As stated previously, this Travel Plan will be implemented to ensure that sustainable travel options are promoted in accordance with various policies within Hertfordshire's Local Transport Plan (LTP4) (2018-2031). Those policies and their relevant points are as follows:

Policy 3: Travel Plans and Behaviour Change

The County Council will encourage the widespread adoption of travel plans through:

- Working in partnership with large employers, businesses and other organisations to develop travel plans and implement Smarter Choices measures.
- Seeking the development, implementation and monitoring of travel plans as part of the planning process for new developments.
- The application of personalised travel planning techniques, marketing and other behavioural change initiatives will be considered when delivering physical transport improvements to maximise the potential to achieve modal shift.

Policy 5: Development Management

The County Council will work with development promoters and the district and borough councils to

- Ensure the location and design of proposals reflect the LTP Transport User Hierarchy and encourage movement by sustainable transport modes and reduced travel demand.
- Ensure access arrangements are safe, suitable for all people, built to an adequate standard and adhere to the county council's Highway Design Standards.
- Consider the adoption of access roads and internal layouts where they comply with the appropriate adoption requirements and will offer demonstrable utility to the wider public. Where internal roads are not adopted the county council will expect suitable private management arrangements to be in place.
- Require a travel plan for development according to the requirements of 'Hertfordshire's Travel Plan Guidance'.

Policy 7: Active Travel - Walking

The County Council will seek to encourage and promote walking by:

- Implementing measures to increase the priority of pedestrians relative to motor vehicles, especially in town centres, and creating walking friendly town and neighbourhood centres.
- Delivering infrastructure to provide safer access to key services, and pedestrian facilities to enable and encourage walking.
- Identifying and promoting networks of pedestrian priority routes.
- Promoting walking as a mode of travel and for recreational enjoyment.
- Supporting the implementation of the Rights of Way Improvement Plan.

Policy 8: Active Travel – Cycling

The County Council aims to deliver a step change in cycling, through:

- Infrastructure improvements, especially within major urban areas to enable and encourage more cycling.
- Implementing measures to increase the priority of cyclists relative to motor vehicles.
- Improved safety for user including delivery of formal and informal cycle training schemes.
- Supporting promotion campaigns to inform, educate, reassure and encourage cycling provision and education such as Bikeability.
- Facilitating Provision of secure cycle parking.

Policy 9: Buses

- The County Council will promote and support bus services to encourage reduced car use by: • Supporting the delivery of infrastructure including bus priority measures, focussed on a core bus network, and by minimising bus service disruption from road congestion and the effects of road works.

- Reviewing, procuring and supporting cost effective and efficient bus services to improve accessibility and respond to existing and potential passenger needs.
- Review existing services and take account of enhanced security provision.
- Working with a wide range of partners through the Intalink Quality Partnership to achieve improvements in facilities and services to improve the end-to-end journey by multi-modal interchange, accessibility, security and the journey experience.
- Working with partners to develop appropriate passenger fares, encourage the development of smart ticketing and to improve the provision and accuracy of passenger information.
- Working with partners to promote bus services as an option for work and school journeys, and promote and publicise the passenger transport network through a variety of media.

Policy 10: Rail

- The County Council will support and promote rail use in the county, especially in order to reduce car use. To do this they will:
 - Work with the rail industry and other partners to seek improvements to train services in regards to capacity, journey times, frequency and range of destinations served.
- Work with the rail industry and other stakeholders to make rail travel more attractive through improved fares and ticketing, upgraded station facilities and better access and interchange by sustainable modes of transport.
- Support Community Rail Partnerships in the county.
- Publish a Rail Strategy stating how the county council's objectives can be achieved.

Hertfordshire County Council Travel Plan Guidance

2.4 Hertfordshire County Council have set out guidelines for Travel Plans in order to achieve the goals in the LTP4. The key points are outlined below:

4. Implementation and Management

- A requirement for a Travel plan Co-ordinator to be appointed to manage the delivery of the Travel plan and suitable contact details should be provided to HCC.

5. Monitoring

- The proposed monitoring measures should be set out clearly in the Travel plan. Monitoring is required to take place on an annual basis to HCC and the monitoring strategy should be agreed before hand in the Travel Plan with HCC.

North Hertfordshire Local Plan (2011-2031)

2.5 The overarching goal of the Local Plan is to achieve sustainable growth within the area. Included in this is the development of transport and infrastructural elements. The relevant policies can be seen below:

Policy SP6: Sustainable Transport

- Encourage development in accessible areas with access to key facilities
- Working alongside HCC ensure a selection of sustainable transport options are available this could include pedestrian/cycle ways
- Pedestrian/cycle routes should be protected to encourage sustainable transport and reduce car journeys

Policy T1: Assessment of Transport Matters

Planning permission will be granted if

- Development will not lead to highway safety concerns
- Public transport s available as an option to be promoted

North Hertfordshire Council Sustainability Supplementary Planning Document

2.6 The Supplementary Planning Document sets out objectives and requirements in order to sustainably meet the North Herts Local Plan. The key points are included below:

6. Sustainable Transport

- The main goal is to achieve sustainable transport by ensuring developments are in sustainable locations, suitable design and transport options are improved. Active travel should be maximised with affordable options for public transport provided in the area reducing reliance on private cars.

2.7 This TP has been written in accordance with the above policies to meet the sustainable requirements for new developments within NHDC and increase the modal share of alternative transport options for the benefit of the proposed development and wider community.

3. EXISTING SITE CONDITIONS AND LOCAL ACCESSIBILITY

- 3.1 The existing site comprises 4 residential bungalows fronting Old Charlton Road. Each existing property is currently accessed via dedicated vehicle crossover points onto Old Charlton Road.
- 3.2 The site is bounded by residential dwellings to the north, Old Charlton Road and offices to the east, a public footpath and offices to the south, and Park Way (A602) as well as residential dwellings to the west. The existing condition of the site frontage is illustrated in **Photograph 1**.



Photograph 1: Existing conditions of site frontage adjacent Old Charlton Road

Local Road Network

- 3.3 Old Charlton Road is a single carriageway road which measures approximately 7-7.5m wide in the vicinity of the site with the effective width of the road reducing to 5m-5.5m wide because of on-street parking in operation. Old Charlton Road is a cul-de-sac road which terminates to the south of the site and is subject to a 20mph speed limit. The road extends for approximately 125m and becomes Wratten Road East, subsequently joining with Tilehouse Street at its northern extent via a simple T-junction. Approximately 300m east of the Wratten Road East/Tilehouse Street junction, the B656 can be accessed. This provides a connection to the wider Strategic Road Network (SRN) including A602 via 4-arm roundabout and A505. The A602 also provides a link with the A1(M) approximately 4.3km east of the aforementioned 4-arm roundabout.
- 3.4 Formal on-street parking is available on the eastern side of Old Charlton Road, extending for approximately 70m. The parking bays are restricted to Zone C permit holders only between Monday to Saturday 8am-6pm or a maximum stay of 2 hours with no return within 4 hours. For the remainder

of Old Charlton Road and Wratten Road East, a single yellow line is present which prohibits vehicles from parking between Monday – Saturday 8am-6pm. The existing conditions of Old Charlton Road adjacent the site frontage is illustrated in **Photograph 2** with the existing condition of Wratten Road East illustrated in **Photograph 3**.



Photograph 2: Existing on-street parking on Old Charlton Road adjacent the site frontage



Photograph 3: Existing conditions of Wratten Road East

- 3.5 Tilehouse Street is a single carriageway road of an east to west alignment and measures approximately 5.5m wide. Tilehouse Street terminates approximately 140m northwest of the junction with Wratten Road East. To the west, the road becomes Bridge Street and connects with the Park Street and Queen Street, both forming part of the B656.

Pedestrian and Cycle Infrastructure

- 3.6 The existing pedestrian infrastructure in the local area presents an excellent opportunity to promote sustainable travel to future users of the site. Located on southern side of Old Charlton Road is a pedestrian connection via an underpass connecting the site to the western residential areas exiting at Wratten Close. Old Charlton Road benefits from a footway along the eastern side of the carriageway measuring approximately 2m in width. Wratten Road East has a footway on both the eastern and western sides of the carriageway measuring 2m in width for approximately 55m. This connects with the existing pedestrian infrastructure on Tilehouse Street.

- 3.7 The aforementioned footways on Wratten Road East continue along Tilehouse Street to the east and west, providing a continuous pedestrian connection to Sun Street, Bucklersbury and Queen Street where numerous amenities in Hitchin can be accessed.
- 3.8 The route to the town centre is supported by pedestrian crossing facilities at regular intervals including dropped kerbs with tactile paving at the Wratten Road East junction with Wratten Road East. Approximately 280m east of the Wratten Road East junction with Tilehouse Street, a pedestrian refuge island with dropped kerbs and tactile paving is in operation on Bridge Street arm of the 3-arm roundabout connecting to Queen Street to the north and Park Street to the south (**Photograph 4**)
- 3.9 An additional crossing point is available on Queen Street approximately 30m north of the 3-arm roundabout, in the form of a signalised pedestrian crossing with dropped kerbs and tactile paving (illustrated in **Photograph 5**). This provides a safe and convenient connection to the closest southbound bus stop (discussed further below).



Photograph 4: Pedestrian crossing with refuge island on Bridge Street



Photograph 5: Signalised crossing on Queen Street

- 3.10 In addition to the above, the Sun Street and Bucklersbury junctions with Tilehouse Street contain a pedestrian crossing with tactile paving and raised table as shown in **Photograph 6**.

- 3.11 There are no national cycle routes accessible within the vicinity of the site although Recreational Cycle Route 16 can be accessed to the south on Charlton Road. The route runs south through the countryside towards Preston. Moreover, it should be noted the layout of the local roads, low speed limits and lightly trafficked nature of the nearby roads as witnessed on a site visit, make the local area conducive to cycling. It should be noted that opportunities to promote cycling particularly to future residents are limited given the typical demographic (discussed further in subsequent sections). Sheffield stands are present adjacent Sun Street as shown in **Photograph 7**.



Photograph 6: Pedestrian crossing on Sun Street



Photograph 7: Sheffield stands located along Sun Street/Tilehouse Street

Public Transport

- 3.12 There are excellent links to public transport close to the site, with the nearest bus stops (known as 'Asda' bus stops), located on Queen Street approximately 500m (7-minute walk) and 550m from the site for the northbound and southbound directions respectively. Both bus stops benefit from a single post with a flag and printed timetable, whilst the northbound bus stop also benefits from road demarcations.
- 3.13 A summary of the local bus services operating at the closest bus stops are outlined in **Table 1**.

Service	Bus Operator	Bus Route	Frequency		
			Mon-Fri	Sat	Sun
37	Central Connect	Buntingford – Stevenage	Every 2 hours		No Service
88 (northbound only)	Red Eagle	Luton – Hitchin	6 times a day	4 times a day	No Service
101	Arriva	Luton – Stevenage	Every 30 minutes		Every 60 minutes
304 (northbound only)	Centreb us	Hitchin – St Albans	6 times a day	5 times day	No Service
314/315 (northbound only)	Centreb us	Hitchin – Welwyn Garden City	Every hour		No Service
635	Uno	Watford – Hatfield	10 times a day	No Service	

Table 1: Summary of Local Bus Services

3.14 In addition to the bus stops the nearest railway station ‘Hitchin’ is located approximately 1.9km northeast of the site. The station is accessible via a 26 minute walk, 7 minute cycle or via the bus 37 or 635 (10-12 minute journey). Direct services from the station include Cambridge (approximate 40 minute journey), Peterborough (approximate 50 minute journey), Brighton (approximate 2 hour journey), London Kings Cross (approximate 50 minute journey) and Horsham (approximate 2 hour journey).

Accessibility to Local Amenities

3.15 CIHT document ‘Providing for journeys on foot’ (2000, Table 3.2) identifies the ‘desirable’, ‘acceptable’ and ‘preferred maximum’ walking distances to destinations. **Table 2** outlines the different classifications and the associated distances.

	Town Centre (m)	Elsewhere (m)
Desirable	200	400
Acceptable	400	800
Preferred Maximum	800	1200

Table 2: CIHT guidance for ‘Providing for journeys on foot’ (2000)

3.16 Furthermore, the CIHT document ‘Planning for Walking’ (April 2015) identifies that whilst the number of pedestrian journeys is decreasing, ‘the average length of pedestrian journeys increased slightly from 0.7 miles to 0.85 miles’ between 1985 to 2007 (page 6). This equates to an average length of pedestrian journeys of 1,368m. The average duration also increased from 15 minutes to 17 minutes.

3.17 The location of the site is in good proximity to the local amenities and offers an excellent opportunity to develop a sustainable site. A summary of the amenities that would be of interest to the demographic of the proposed development are presented in **Table 3**.

Amenity	Approximate Distance	Approximate Walking Journey Time	Approximate Cycling Journey Time
Public House (The Coopers Arms)	160	3	1
Post Office (Hitchin Post Office)	320	5	1
Hitchin High Street	320	7	2
Supermarket (Asda)	480	8	2
Pharmacy (Boots Pharmacy)	480	7	2
Bank and ATM (Barclays)	480	6	2
Bus Stop (northbound)	500	7	2
Bus Stop (southbound)	550	7	2
Doctors (Portmill Surgery)	800	11	3
Train Station (Hitchin Train Station)	1.9km	26	6

Table 3: Proximity to Local Amenities

3.18 As outlined in **Table 3**, with reference to **Table 2**, there are several key amenities in the local area which are within an ‘acceptable’ walking distance of the site that would appeal to the demographic of the proposed development. The amenities identified within **Table 3** are only a select few with many more accessible within similar distances. Furthermore, majority of the journey times are detailed within **Table 3** are significantly shorter in duration in comparison to the average pedestrian journey time of 17-minutes stated in CIHT’s ‘Planning for Walking’ (April 2015).

3.19 Moreover, the local buses provide frequent and quick services to destinations such as Harpenden, Luton and Welwyn Garden City where many more amenities are located, increasing the level of accessibility from the site. Therefore, there is an excellent opportunity to create a sustainable development in this location in accordance with NHDC’s ‘Sustainability’ SPD.

Summary of Site Accessibility

3.20 The development is in close proximity to a number of amenities within Hitchin including supermarket, post office, bank, pharmacy and doctors all within a suitable walking distance. The public transport options close to the site are excellent with frequent connections to Harpenden, Luton, Welwyn Garden City and Stevenage. In addition, Hitchin railway station is accessible via walking, cycling or bus where site users can travel to destinations such as London Kings Cross, Cambridge and Brighton. Furthermore, the pedestrian and cycle infrastructure within Hitchin is considered to be good with

Sheffield stands identified in the town centre. The site is therefore considered to present an excellent opportunity to create a sustainable development in accordance with NHDC's 'Sustainability' SPD.

Personal Injury Accident (PIA) Data

- 3.21 Personal Injury Accident (PIA) data has been obtained from Department for Transport (DfT's) MAVRIC database for the most recent 5-year period (2019 – 2023). All incidents recorded within the vicinity of the site are indicated within **Figure 2**.



Figure 2: PIA Data (Source: Mavric)

- 3.22 As illustrated in **Figure 2**, there are a total of 2 incidents within close proximity to the site within the most recently recorded 5-year period (2019-2023). All these incidents were classified as slight. No fatal or serious incidents have occurred within close proximity to the site.
- 3.23 Given the low frequency and sporadic nature of the incidents, it is evident that there is no significant accident history within the vicinity of the site that would present a safety concern for future residents or be exacerbated by the proposed development.

4. PROPOSED DEVELOPMENT

- 4.1 The proposed development comprises a retirement living development of 35 apartments to replace the existing 4 bungalows with access off Old Charlton Road. The proposed site layout is attached within **Appendix A**.
- 4.2 'Retirement Living' developments are designed to accommodate elderly persons who require limited support to allow them to live a relatively independent life. It consists of individual apartments for the residents with communal facilities such as homeowners' lounge, landscaped gardens and guest suites where friends or relatives can stay when visiting a resident. The scheme is minimally staffed with only a house manager on duty during office hours, and an alarm call system is in place for residents to call for help in an emergency outside of office hours.
- 4.3 McCarthy Stone developments are typically age-restricted to 55 years and above, however the average age of entry to McCarthy Stone Retirement Living developments has been found to be 78 years.
- 4.4 The decision to move into a McCarthy Stone development is driven by age and needs, with residents usually choosing to move into a Retirement Living apartment as their current home no longer meets their required needs due to the size of the property or location, with key amenities such as supermarkets and pharmacies no longer accessible.

Access Arrangements

- 4.5 The dedicated vehicular crossovers which are currently associated to the existing 4 x bungalows are proposed to be stopped up. The proposed development will be accessed via a newly formed vehicle crossover onto Old Charlton Road, measuring 5.5m wide, leading into a 6m wide internal access road.
- 4.6 Two cars are capable of passing concurrently at the site access in accordance with Manual for Streets (MfS) guidance. In addition, the access geometries are capable of supporting a fire tender.
- 4.7 Pedestrian and cycles can access the site from the aforementioned access via a new dedicated footway measuring 2m wide extending for approximately 30m. This new footway will be located on the western side of Old Charlton Road immediately north of the proposed access (as shown in **Appendix B**). Additionally, this footway will connect with the existing footway on the eastern side of the carriageway via a dropped kerb crossing with tactile paving, providing a continuous route and step-free access to Hitchin town centre which is considered to be the main desire line for pedestrians and scooters.

- 4.8 Whilst it is noted that pedestrians/scooters can travel south of the site via the underpass to access the residential area to the west and town centre via Upper Tilehouse Street. This route is not considered to be the most direct and is therefore not anticipated to be regularly used by future residents of the site. In the unlikely event that future users utilise this route, it is acknowledged that pedestrians/scooters will be required to travel within the carriageway of Old Charlton Road to access the underpass. However, considering this short distance and low speed, lightly trafficked nature of Old Charlton Road in addition to the minimal number of pedestrian/cycle trips which are anticipated to use this route in reality, this arrangement is considered to represent a very low chance of conflict and is considered to be appropriate on this basis.

Car Parking Provision

- 4.9 In order to inform suitable parking standards, North Hertfordshire District Council's 'Vehicle Parking at New Development' SPD (September 2011) has been referred to. For 'Retirement Developments' a provision of 1 space per dwelling for residents and 0.25 spaces for visitors where no garages are present is required. For the proposed 35 Retirement Living units, this equates to a requirement of 44 parking spaces (35 spaces for residents and 9 spaces for visitors).
- 4.10 In paragraph 4.6 of the aforementioned parking SPD it is stated *'Consideration has been given to retirement dwellings which are becoming an increasingly popular style of development. For this type of development the standard is a minimum of 1 space per dwelling, with room for negotiated reduction dependant on robust evidence put forward by the developer and the location of the development in reference to its position within the accessibility zones. This allows the standard to be applied more flexibly, varying from site to site, depending on its location and available parking and transport facilities nearby.'*
- 4.11 The site is located in zone 2 based on the accessibility map set out in the aforementioned parking SPD and this allows for a 25-50% reduction from the parking standards. This would equate to an acceptable reduction of 22 to 33 spaces. The proposed parking provision of 23 spaces therefore falls within this threshold although further evidence has been provided below to support this.

- 4.12 Given the specific nature of McCarthy Stone schemes and considering the above, independent research undertaken by McCarthy Stone into the average parking demand across existing developments has been consulted to establish a suitable reduction in the proposed car parking provision. The McCarthy Stone independent research, attached within **Appendix B**, identifies an average total parking demand (residents and visitors) of 0.517 space per unit. This equates to a requirement of 18 spaces to support the proposed 35 retirement living units. In total, 23 spaces have been provided (including 2 accessible spaces), equating to a ratio of 0.66 spaces per unit which is in excess of the independent research.
- 4.13 All spaces including the accessible and visitor spaces will have electric charging capability.
- 4.14 When considering the specific nature of McCarthy Stone schemes which is supported by an evidence base from a number of developments across the country, in addition to the consented schemes in Hertfordshire and, the excellent sustainability credentials of the site (as outlined in Section 3), the proposed parking provision is considered to be suitable to support the anticipated parking demand without leading to overspill onto the local road network.

Mobility Scooter and Cycle Parking

- 4.15 The independent research (**Appendix B**) undertaken by McCarthy Stone sets out the mobility scooter demand at existing developments across the country. The research states an average ownership of 0.103 scooter spaces per apartment. This equates to 4 scooter spaces for the 35 units. The proposed scooter store will accommodate storage for 6 scooters and therefore there is sufficient space to accommodate the anticipated demand.
- 4.16 McCarthy Stone research has been consulted to establish the likely demand for cycle parking. The research, attached within **Appendix B**, outlines an average bicycle ownership rate of 0.018 bicycles per apartment at existing McCarthy Stone developments. This would equate to 1 cycle for the proposed 35-unit retirement living development.
- 4.17 In addition, LTN 1/20, table 11-1 has been consulted and states that a minimum of 0.05 cycle spaces is recommended per residential units for “elderly houses” which is the most appropriate standard to reflect the proposed development. This equates to 2 spaces required for the 35 retirement living units.
- 4.18 Paragraph 4.15 has demonstrated there is sufficient in the scooter store to accommodate 6 scooters although the research indicates a demand for 4 scooters. Therefore, it is considered that two cycles

can be accommodated within the scooter store for residents, and the number of scooters and bicycles will be managed by the house manager. In addition, there are 6 Sheffield Stands located outside the main entrance for use by residents and visitors. It is deemed acceptable that this provision will meet the anticipated demand.

- 4.19 On this basis, the proposed cycle parking provision is deemed acceptable to meet the anticipated demand set out within McCarthy Stone independent research as well as LTN 1/20 guidance although this is further supported by a TRICS assessment set out within Section 4 of the accompanying Transport Statement for robustness.

Fire and Refuse Strategy

- 4.20 A fire tender is able to enter the site, turn and leave in a forward gear whilst getting within 45m of all parts of the building in line with Building Regulations (Document B).
- 4.21 Refuse collection is proposed to occur on-street from Old Charlton Road as per the existing arrangement for the 4 bungalows. The refuse vehicle is able to get within 10m of the refuse store based on Manual for Streets (MfS) guidelines. This arrangement is considered to be acceptable as it reflects the existing situation for both the existing bungalows on the site, and the neighbouring residential dwellings as well.

5. INDICATIVE BASELINE AND TARGETS

Travel Plan Aim

5.1 The overall aim of the TP is:

to support a sustainable development by reducing the need for private car/single occupancy vehicle trips through highlighting and promoting the use of more sustainable travel methods.

Travel Plan Objectives

5.2 Specific to this TP, the objectives are:

- Reduce single occupancy vehicle trips and their subsequent impact on the local road network;
- Maximise the opportunities for travel by alternative means;
- Promote pedestrian and cycle routes both on and off-site;
- Promote local public transport; and
- Ensure safe and easy access for all site users

5.3 Meeting these objectives will help achieve a development that has a high standard of sustainable travel practices and a decreased reliance on the private car, thus reducing the impact of car travel on the local road network.

Baseline Travel Patterns

5.4 Before setting specific targets, understanding how residents/staff currently travel is essential. Using TRICS multi-modal trip surveys (details of which can be found at **Appendix C**) a target to reduce single occupancy car trips by 5% is identified. The TRICS database has been interrogated using the following parameters:

- Use Class 'Residential' and Sub Category 'Retirement Flats';
- Parameter of 17-76 units;
- Weekday surveys only;
- Sites in England and Wales (Excluding Greater London); and
- Sites located in 'Edge of Town Centre' and 'Edge of Town'.

5.5 The results for this assessment are presented in **Figure 3** and set out in **Table 4** alongside baseline targets. Based on the results, walking was the highest sustainable mode equating to 23% of trips followed by 6% travelling via bus and 1% cycling. It should be noted that a small percentage of these trips are associated to visitors as well residents and staff of the development.

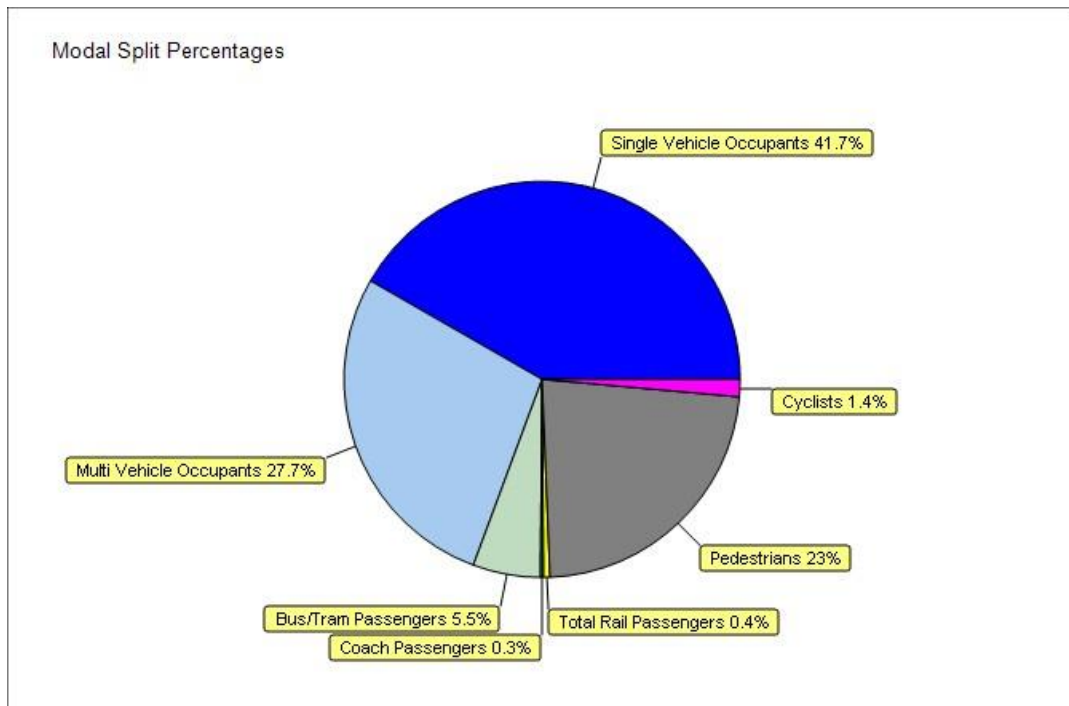


Figure 3: Baseline Modal Splits (TRICS)

Mode of Travel	Indicative Baseline	Year 3 Target	Year 5 Target
Car Alone	42%	39.5% (-2.5%)	37% (-5%)
Car Share	28%	60.5% (+2.5%)	63% (+5%)
Train	0%		
Bus	6%		
Cycle	1%		
Walk	23%		
Total	100%	-	-

Table 4: Indicative Baseline Splits and Targets Based on TRICS Data

- 5.6 The travel plan targets set out in **Table 4** are in line with North Hertfordshire District Council's Sustainability Supplementary Planning Document (September 2024) and meets the gold standard with the aim to achieve 50% of trips by sustainable modes. The indicative baseline is above this standard (at 58%) with the aim to improve this further throughout the travel plan period.
- 5.7 It is proposed that to determine the 'actual' travel patterns surveys would be completed within 3 months of 50% occupation. This would enable a sufficient sample size whilst also providing the opportunity to embed the residential TP before too many units are occupied.

- 5.8 Once the 'actual' baseline modal splits have been established, the Travel Plan Coordinator (TPC) and HCC Travel Plan Officer (TPO) should discuss the acceptability of the indicative modal share targets presented in **Table 4**, with the modal splits rounded to the nearest whole number.

Travel Plan Targets

- 5.9 To enable the progression and assessment of the success of the travel plan, it is key that SMART targets (Specific, Measurable, Achievable, Realistic and Time-bound) are implemented.
- 5.10 This Travel Plan proposes two targets which should be met over the lifetime of the TP, which we would expect to be implemented. These aims are set out in **Table 5** and represent the overarching goals of this TP.

Target	Timescale
Decrease the proportion of journeys made by [single occupancy car/private vehicles] by 5%	End of Year 5
Increase the proportion of trips made by active modes (walking/cycling) by 5%	End of Year 5

Table 5: Framework Travel Plan Targets

- 5.11 The suitability of the TP targets and the lifetime of the TP have been assessed further in the subsequent sections of this report.

6. TRAVEL PLAN STRATEGY

- 6.1 A Travel Plan is a useful tool produced to encourage residents to use alternative modes of transport to single occupancy vehicle journeys. The following provides a summary of the measures available to target users of the development site.

Measures Package

- 6.2 In addition to onsite infrastructure the following section proposes a package of soft measures to be implemented and refined by the TPC over the lifetime of the TP. The measures proposed are strongly influenced by the site location, the TP aim, objectives and targets and the local and national policy.
- 6.3 The measures set out in this section will be determined based on the final levels of occupancy and the potential for achieving a 5% modal shift, which will help reduce greenhouse gas emissions. These measures have been identified in the Transport Statement submitted as part of the planning application and by drawing upon community transport solutions.

Key Stages: Preliminary

- 6.4 In order to meet the objectives of the TP it is essential that a number of tasks are completed prior to the first occupation, as outlined within the site's Action Plan (**Table 6**). These include:
- Appoint a Travel Plan Coordinator (developer)
 - Produce Resident Welcome Pack (TPC) including:
 - Walking and cycling routes;
 - Bus stop locations, prices and times;
 - Rail Station information;
 - Electric charging information;
 - Car sharing information and benefits; and
 - Details of the TPC.

Key Stages: Five Years Following 50% Occupation of the Development

- 6.5 It is proposed that the TP period would become fully active upon occupation of the 50% of the development and would remain active for 5 years following that date. After the 5 years of official monitoring has ended and HCC have signed off the TP, ownership would pass to the local community.
- 6.6 During these five years, the Action Plan set at the preliminary stage would evolve to reflect the needs of the residents. Such measures would be determined by the TPC in dialogue with occupants of the site, HCC and other key players as necessary. These measures are discussed in further detail in the remainder of this section and are included in the Action Plan in **Table 6**.

Modal Measures: Walking and Cycling

- 6.7 This TP has summarised the local walking and cycle networks and the facilities which this TP would promote to residents. These will be detailed to residents in their welcome pack and through newsletters which are to be distributed annually (as discussed later in the report).
- 6.8 The accessibility review and baseline modal splits indicate that walking is a key travel mode for future site users due to good pedestrian connections to a number of facilities and amenities within reasonable proximity to the proposed development.
- 6.9 Whilst the baseline modal splits do not indicate that cycling is a key travel mode for future site users, and that is expected to be the case at the proposed site due to the nature of the development. However, given the favourable cycling conditions and proximity to local cycle routes identified in Section 3 it is hoped that cycling can be promoted to staff and visitors where possible.
- 6.10 The TPC would work with walking and cycling campaigns and support local and national campaigns and events (i.e. local bike doctor events). Hertfordshire Health Walks, a free to attend walking group, would be promoted to residents as part of all travel promotional materials to encourage walking as well as other walking events and groups such North Hertfordshire Ramblers.
- 6.11 To incentivise walking and cycling the TPC will investigate the option of discounts at local stores to maximise potential for future users to habituate walking and cycling as part of healthy lifestyle practices where possible.

Modal Measures: Public Transport

- 6.12 The baseline modal splits indicate that 6% of future site users will travel via by bus and therefore it is considered that the development provides an opportunity to promote bus travel as an alternative mode.
- 6.13 The attractiveness of the bus services, particularly those from Asda bus stop would be supported and promoted through tailored promotions.
- 6.14 Maximising resident, staff and visitors use of public transport would also be supported through highlighting costs and benefits in comparison to single occupancy vehicle use through the use of the Welcome Pack and regular newsletters. Additionally, as the average age of entry for a McCarthy Stone resident is 78 years, it is anticipated that all residents would be eligible for an older person's bus pass, the local bus operators would be consulted to discuss the possibility of discounted fares/passes.

- 6.15 The TPC will promote rail services from Hitchin station as well as the potential link-trip afforded by the 37 or 635 bus service which operates between the station and Asda bus stop.

Modal Measures: Car Sharing

- 6.16 Car sharing is a simple yet effective way of quickly reducing the number of single occupancy car trips, whilst bringing reductions in transport costs, congestion and pollution as well as social benefits including increasing resident interaction and creating a sense of community.
- 6.17 Liftshare is a well-established scheme and would be promoted to residents and visitors to help them find potential lift sharing partners in the local area. The TPC will also look to promote the savings brought about through car sharing.

Modal Measures: Sustainable Private Vehicle Use

- 6.18 On occasions when single occupancy vehicle use is unavoidable or where alternative travel options are significantly limited in comparison, opportunities to promote sustainable driving practices would be promoted.
- 6.19 A wider network of electric charging points is being explored across the County, encouraging the greater uptake of electric and hybrid vehicles. Altering the perceptions on hybrid vehicles, and in particular electric vehicles, is fundamental for creating a more sustainable development.
- 6.20 Electric vehicles now have significant ranges, with some vehicles achieving at least 300 miles before needing to be recharged. In addition, manufacturers are confident in the batteries that they are now offering 8 year warranties on some models.
- 6.21 Hybrid vehicles combine both electric motors with a standard combustion engine providing a normal driving scenario with the addition of an electric provision. Promotion of both electric and hybrid vehicles is becoming a key aspect of sustainable travel, and with Government grants available, this would be promoted as part of the TPC.

Personalised Travel Planning

- 6.22 Upon moving into their new home, households will be offered free personalised Travel Planning advice as part of their Welcome Pack. This will be provided by the TPC and will inform residents on how they can travel to destinations more sustainably in support of achieving the longer-term targets for the site. The literature provided will contain up to date information regarding public transport facilities, walking and cycling routes within the local area.

Marketing and Communication

- 6.23 To ensure the ongoing promotion of the Travel Plan to residents and visitors over its lifespan, a dedicated noticeboard will be established prior to occupation, which provides residents and future site users in general with up-to-date information and latest changes to travel services, news and events. This would be reviewed biannually and updated as required, to ensure the latest travel information is suitably reflected.

Local Area and Other Site Users

- 6.24 The TP will promote the local area's facilities whilst actively engaging with local resident and community groups, the schools' TPC, as well as local events and businesses. Engagement with any other local active residential Travel Plans would provide an opportunity for a 'joined up working' approach to maximise resources and share best practice.

Visitors and Deliveries

- 6.25 As well as co-ordinating the promotion and practice of sustainable travel with the wider local community, the TP should be encouraging and extending sustainable travel opportunities to any visitors travelling to and from the site. Residents' positive sustainable travel experiences should have a knock-on effect to visitors.

7. IMPLEMENTATION AND MONITORING

Implementation

- 7.1 The Travel Plan would be secured through a planning condition, which would confirm the proposed measures as well as any monitoring costs, required by HCC.

Travel Plan Coordinator

- 7.2 This section covers the implementation and monitoring of the development. The TPC position would be part-time over the life of the TP which at this stage is anticipated to be the Preliminary period followed by five years of full implementation, beginning on occupation of 50 % of dwellings.
- 7.3 The TPC role and contact details will be finalised with HCC prior to occupation and following their appointment by the developer. The TPC would be responsible for the day-to-day implementation and monitoring of the TP to ensure targets are met. The early stages of the TP are relatively time intensive, and the budget should be 'front-loaded' to consider the work that is required to establish the TP.
- 7.4 More specifically, the role of the TPC requires:
- Overseeing the development and implementation of the TP and maintaining support:
 - Liaising with public transport operators, local interest groups, HCC:
 - Designing and implementing an effective marketing strategy and raising awareness:
 - Attending relevant networking events:
 - Organising travel-based events:
 - Acting as the point of call for all TP enquiries: and
 - Co-ordinating the monitoring and evaluation programme for the TP including organisation of surveys.
- 7.5 In the absence of an appointed TPC Co-ordinator at the time of writing contact details for McCarthy Stone have been provided below as the point of contact until the TPC Co-ordinator is appointed

McCarthy Stone
Prospect Place
85 Great North Road
Hatfield
AL9 5DA

Action Plan

- 7.6 An indicative Action Plan for the application of the Travel Plan has been prepared. As measures are reviewed this Action Plan will be updated through the development of the Travel Plan.

	Action	Responsibility	Timescale
Preliminary	Travel Plan Co-ordinator (TPC) to be appointed.	Developer	Prior to occupation
	TPC to confirm Action Plan with HCC	TPC	Prior to occupation
	TPC to establish point of contact with HCC's TPO	TPC	100% occupation
	TPC to prepare a Travel Welcome Pack as part of resident induction pack to include: Travel Plan Leaflet; Information on local area; details of on-site cycle storage; pedestrian/cycle routes; bus/rail information.	TPC	
	TPC to decide on communication strategy for use with staff/residents/visitors (expected to be via noticeboards within the communal area and office) and potentially a webpage	TPC	
	TPC to prepare TP action database for logging/recording the following details: Actions; staff/resident details; queries and advice	TPC	Prior to occupation
Walking/Cycling	Maintenance of local area walking/cycling route/duration map with residents, focusing on journey times/routes to the local area	TPC	Ongoing
	Promote use of local walking facilities and on-site cycle storage, HCC cycle training, Bike Doctor events and incentives such as discounts at local shops.		
	Co-operation and co-ordination with local, regional or national campaigns and events such as - Bike Week (www.bikeweek.org.uk) - Sustrans Big Cycle and Walk Challenge (www.getmeactive.org.uk) - Cycle to work day		
	Co-operate with local Walking Group for local events/groups such as North Hertfordshire Ramblers and Hertfordshire Health Walks.		
Public Transport	Maintenance of maps/journey times/routes of public transport	TPC	Ongoing
	Maintain dialogue with local public transport service operators for service changes and promotions		
	Promotion of public transport services and use of bus passes to residents		
Sustainable Vehicle Use	Provide information on sustainable travel practices		
	Provision of information on the road network and fastest routes		
Communication and Marketing	Inform residents of EVC charging points	TPC	Ongoing
	Prepare leaflet highlighting sustainable modes of travel (to be included as part of the resident welcome pack and staff induction pack)		
	Provide social media updates on a regular basis		
	Promotional material to be provided on noticeboards within communal areas and within the office as well as a dedicated Travel Plan webpage and newsletters.		

Table 6: Action Plan

Surveys and Feedback

7.7 It is important that a consistent approach to data collection and feedback is implemented in order to ensure that the following outcomes are delivered:

- Collect a representative and informative data account in accordance with the development timescales:
- Develop an accurate understanding of local travel modal shares, perceptions and influencing factors:
- Adoption of the TP by local residents beyond the TP's active period: and
- The successful delivery of the TP in co-ordination with other local developments and communities.

Monitoring

7.8 This TP's approach to monitoring acknowledges the above requirements and the strategy set out within the TP and is based on our experience of being TPC's on a number of sites within Hertfordshire.

7.9 The resultant monitoring structure for the TP is therefore set out within **Table 7** and summarised in the subsequent paragraphs.

Preliminary Period	End of Year 1	End of Year 2	End of Year 3	End of Year 4	End of Year 5
Resident Questionnaire (occupation of 50% of dwelling)	Resident Questionnaire Newsletter	Resident Questionnaire Newsletter	Resident Questionnaire Newsletter	Resident Questionnaire Newsletter	Resident Questionnaire Newsletter

Table 7: Monitoring Strategy

7.10 A resident questionnaire is proposed to be undertaken within 3 months of the occupation of 50% occupation and at the end of each travel plan year thereafter. It is proposed that the survey will be completed electronically, although postal surveys may also be used. An example resident survey is included in **Appendix D**.

7.11 An annual monitoring/progress report will be produced and submitted to HCC within 3 months of surveys taking place. This report will outline how the TP has been implemented for the year, along with a presentation of any survey results, analysis of the responses and information of measures implemented. The report will then conclude with an outline of the future monitoring strategy and a confirmation of targets and revisions where applicable.

- 7.12 To ensure the ongoing promotion of the Travel Plan to residents and visitors over its lifespan, a dedicated noticeboard will be established prior to occupation, which provides residents with up-to-date information and latest changes to travel services, news and events. This would be reviewed biannually and updated as required, to ensure the latest travel information is suitably reflected.

Overcoming Barriers to Success

- 7.13 Mismanagement can become a potential barrier to the successful implementation of TP's. Whilst the TPC is responsible for the overarching management of the TP, ongoing co-ordination with HCC TPO will ensure that mismanagement does not occur.
- 7.14 Whilst specific remedial measures have not been identified within the Travel Plan, such remedial measures would be identified through discussions with HCC Travel Plan Officers. The 5-year budget for implementing the Travel Plan would be sufficient to ensure that remedial measures could be implemented. Such as if one measure is not working in year 1, there would be budget in year 2 to rectify this and change to new measures if needed.
- 7.15 If the five-year target is not achieved, the requirement for remedial measures would be explored with HCC and would reflect the level of work already undertaken on the site.

Community Embedding and Handover

- 7.16 Following the successful completion of the TP's 5-year strategy, the site should be operating more sustainably than if a TP were not implemented. Through liaison with residents over the course of the TP it is hoped that champions would stand out and be able to continue promoting the ideals of the TP/ maintain the website etc.
- 7.17 Local engagement and a gradual handover is embedded within the proposed TP strategy and should form a key subject in annual liaison with HCC TPO as the TP draws to an end.

Appendix A

Old Charlton Road, Hitchin
Travel Plan

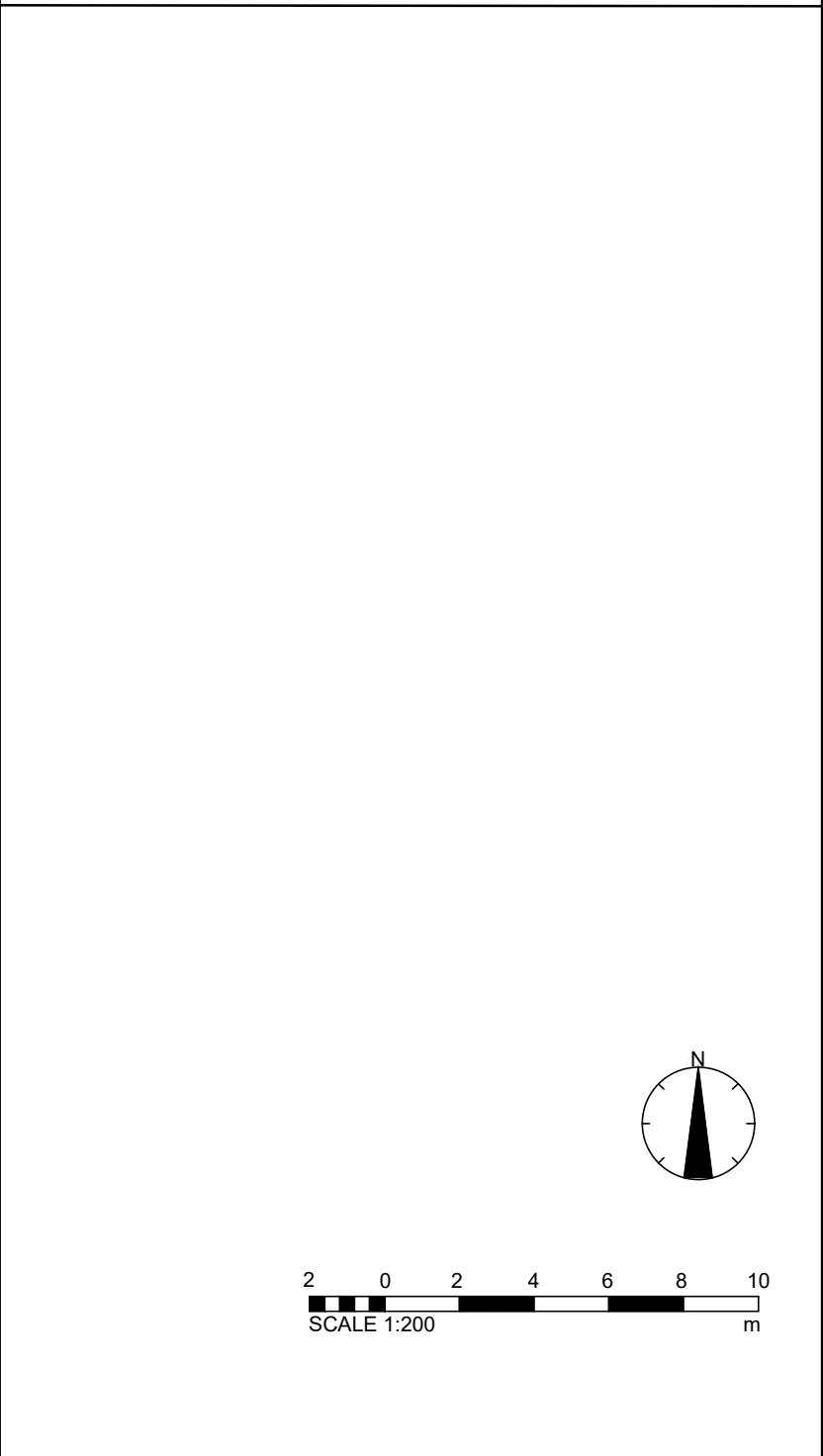
Paul Basham Associates Ltd
Report No: 504.0052/TP/3



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DRAWING NOTES:



P5	Landscape updates	12/03/2025	AM	MSK
P4	Ground floorplan and landscape updates	11/03/2025	AM	MSK
P3	Site plan coloured	13/02/2025	AM	MSK
P2	Ground floor plan and landscape updates	11/02/2025	AM	MSK
P1	First Issue	24/01/2025	AM	MSK
REV	DESCRIPTION	DATE	BY	CHKD

ORIGINATOR:

RIDGE
PROPERTY & CONSTRUCTION CONSULTANTS

PARTNERSHIP HOUSE
MOORSIDE ROAD
WINCHESTER
SO23 7RX
TEL: 01962 834400
WWW.RIDGE.CO.UK

CLIENT:
McCARTHY STONE
Life, well lived

IN ASSOCIATION WITH:

PROJECT:
Old Charlton Road,
Hitchin

TITLE:
Proposed Site Plan

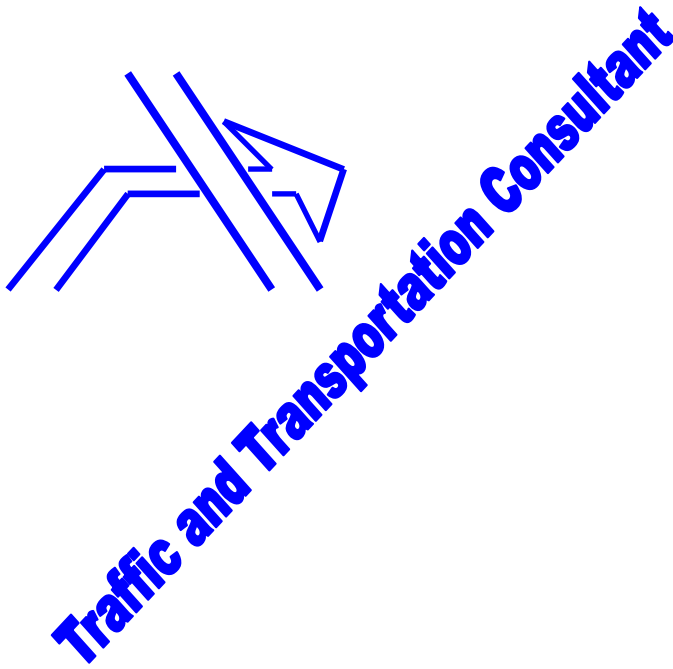
DRAWN BY: AM
CHECKED BY: MSK
SCALE: 1:200 @ A1
DATE: 24/01/2024
STATUS:

PRELIMINARY

DRAWING No:	REGION:	PROJECT NUMBER:	STAGE NUMBER:	DISCIPLINE:	DRAWING NUMBER:	REV:
	LSE	2983	02	AC	001	P5

Appendix B

Dr Allan J Burns



MCCARTHY STONE RETIREMENT LIFESTYLES LTD

RETIREMENT LIVING DEVELOPMENTS

REPORT ON TRANSPORT CHARACTERISTICS

FEBRUARY 2024

A. Introduction

A.1 This report is divided into 5 sections, as indicated below. This will allow the report to be used as a whole or in parts, as appropriate.

1. Residents' car, cycle and buggy ownership levels,
 2. Cars owned by residents,
 3. Car parking demand,
 4. Traffic generation
- and
5. Travel plan guidance.

SECTION 1.

RETIREMENT LIVING DEVELOPMENTS

CAR OWNERSHIP OF RESIDENTS

1.1 INTRODUCTION

1.1.1 The data contained in this report has been obtained by sending questionnaires to the house managers of a number of relatively recent McCarthy and Stone Retirement Living developments.

1.1.2 The questionnaires were sent to the following developments:-

Table 1.1.1 Surveyed Developments

Development	Location	Date of first occupation
Henshaw Court	Castle Bromwich, Birmingham	August 2013
Anstie Court	Devizes, Wiltshire	December 2013
Haven Court	Hythe, Hampshire	December 2013
Cornmantle Court	Ringwood, Hampshire	Jan 2015
Norton Court	Leighton Buzzard, Bedfordshire	July 2015
Waverley Court	Carlisle, Cumbria	August 2015
Hamon Court	Hunstanton, Norfolk	February 2017
The Laureates	Cottingham, Yorkshire	February 2017
Riverside Court	Abergavenny, Monmouthshire	May 2017
Swinden Court	Darlington, County Durham	April 2019
Tumbling Weir Court	Ottery St Mary, Devon	August 2019
Beck House,	Isleworth, London	September 2019
Greenhaven	Poole, Dorset	March 2021

1.1.3 In the following tables of data, the developments will be listed in the above order, i.e. from the most established to the most recent development. In this way it may be possible to detect any trends related to the age of the development. However, the confidence that can be given to any such perceived trends may be limited, due to the limited sample size, but may support trends detected in previous studies or be supported by logic.

1.1.4 A copy of the survey questionnaire is included as Appendix 1.A to this section of the report.

1.2. OCCUPANCY LEVELS

- 1.2.1 The questionnaire data gives the occupancy levels of the apartments. It has been shown, from past surveys that the occupancy level is higher in the larger apartments, sold as providing two bedrooms. As the proportion of these larger apartments varies from development to development, it is prudent to look at these types of apartments independently.

Table 1.2.1 Apartment Occupancy

Development	Occupied One Bed Apps	Total Residents (One bed)	Residents per One Bed App	Occupied Two Bed Apps	Total Residents (Two bed)	Residents per two Bed App	Tot Residents Per App
Henshaw Court	23	29	1.261	13	15	1.154	1.222
Anstie Court	10	13	1.300	20	21	1.05	1.133
Haven Court	14	20	1.429	16	17	1.063	1.233
Cornmantle Court	18	23	1.278	13	20	1.538	1.387
Norton Court	15	16	1.067	12	18	1.50	1.259
Waverley Court	24	24	1.00	18	25	1.389	1.167
Hamon Court	14	17	1.214	13	14	1.077	1.148
The Laureates	20	23	1.150	12	18	1.50	1.281
Riverside Court	19	26	1.368	17	24	1.412	1.389
Swinden Court	11	11	1.00	11	18	1.636	1.318
Tumbling Weir Court	13	15	1.154	11	15	1.364	1.25
Beck House,	8	10	1.25	6	7	1.167	1.214
Greenhaven	9	14	1.556	19	26	1.368	1.429
Totals	198	241	1.217	181	238	1.315	1.264

- 1.2.2 Although the most recent development has the highest occupancy rate, there does not appear to be any significant trend in the occupancy rate between the oldest and most recent developments.

1. 3. SEX OF RESIDENTS

1.3.1 The survey also established the sex of residents.

Table 1.3.1 Sex of Residents

Development	Occupied Aps 1 bed	One Bed Aps Females	One Bed Aps Males	Occupied Aps 2 bed	Two Bed Aps Females	Two Bed Aps Males
Henshaw Court	23	22	7	13	11	4
Anstie Court	10	10	3	20	16	5
Haven Court	14	15	5	16	10	7
Cornmantle Court	18	16	7	13	12	8
Norton Court	15	10	6	12	10	8
Waverley Court	24	17	7	18	17	8
Hamon Court	14	13	4	13	9	5
The Laureates	20	16	7	12	10	8
Riverside Court	19	16	10	17	15	9
Swinden Court	11	6	5	11	10	8
Tumbling Weir Court	13	12	3	11	10	5
Beck House,	8	5	5	6	7	0
Greenhaven	9	7	7	19	16	10
Totals	198	165	76	181	153	85

1.3.2 In total there were 318 female residents and 161 male residents. Therefore 66.4% of the residents were female and 33.6% male.

1.3.3 The residents in the occupied one bedroom apartments were 68.5% female and 31.5% male, a little higher proportion of females than in the larger two bedroom apartments, where the split was 64.3% females and 35.7% male.

1.4. VEHICLE OWNERSHIP

- 1.4.1 Based on the evidence from previous surveys, the vehicle ownership of residents of one bedroom apartments is generally lower than that of the residents of two bedroom units. The data given in Table 1.4.1 below confirms that this remains valid.

Table 1.4.1 Vehicle Ownership – one and two bedroom apartments.

Development	Occupied Aps 1 bed	Vehs - one bed aps	Vehs per 1 bed ap	Occupied Aps 2 bed	Vehs – two bed aps	Vehs per 2 bed ap	Total Vehs	Vehs per total ap
Henshaw Court	23	12	0.522	13	7	0.538	19	0.528
Anstie Court	10	4	0.400	20	6	0.300	10	0.333
Haven Court	14	4	0.286	16	5	0.313	9	0.300
Cornmantle Court	18	6	0.333	13	7	0.538	13	0.419
Norton Court	15	7	0.467	12	8	0.667	15	0.556
Waverley Court	24	7	0.292	18	10	0.556	17	0.405
Hamon Court	14	3	0.214	13	7	0.538	10	0.370
The Laureates	20	4	0.200	12	8	0.667	12	0.375
Riverside Court	19	2	0.105	17	9	0.529	11	0.306
Swinden Court	11	4	0.364	11	8	0.727	12	0.545
Tumbling Weir Court	13	7	0.538	11	7	0.636	14	0.583
Beck House,	8	3	0.375	6	5	0.833	8	0.571
Greenhaven	9	5	0.556	19	15	0.795	20	0.714
Totals	198	68	0.343	181	102	0.564	170	0.449

- 1.4.2 As can be seen, the average vehicle ownership of the residents of one bedroom apartments is 0.343 vehicles per apartment and that of the residents of the larger apartments is 0.564 vehicles per apartment. Therefore, the ownership for the larger apartments is 1.64 times that for the smaller apartments.
- 1.4.3 Although the overall vehicle ownership level is at its highest for the most recent development, there does not appear to be a significant vehicle ownership trend. It may well be that the particular characteristics of Greenhaven, a small scheme in a relatively high value area, would explain the high level of vehicle ownership.
- 1.4.4 Experience suggests that the presence of a male resident increases the likelihood of a vehicle being owned by the residents of an apartment. In the following table (1.4.2) the ownership of a vehicle is shown in relation to the occupants of the apartment. It shows that the highest level of vehicle ownership is where there is more than one residents of an apartment, at 0.745 vehicles per apartment. Given the higher occupancy levels of the larger apartments, this supports the finding that vehicle ownership is higher in the larger apartment.

- 1.4.5 In the vast majority of apartments, the two residents include at least one male resident. This, and also the level of vehicle ownership in male only residents, supports the finding that the presence of a male resident increases the likelihood of vehicle ownership.

Table 1.4.2 The Sex of Residents owning a Vehicle

Development	Single female occupants	Vehs	Single male occupants	Vehs	Two occupants	Vehs
Henshaw Court	25	10	3	0	9	8
Anstie Court	27	7	4	0	4	3
Haven Court	18	2	5	1	7	6
Cornmantle Court	16	3	3	3	12	8
Norton Court	13	6	7	3	7	6
Waverley Court	26	5	7	5	8	7
Hamon Court	18	4	5	4	4	2
The Laureates	17	3	6	3	9	6
Riverside Court	17	3	5	1	14	7
Swinden Court	9	3	6	4	7	5
Tumbling Weir Court	16	7	2	1	6	6
Beck House,	8	4	3	3	3	1
Greenhaven	12	8	4	1	12	11
Totals	222	65	60	29	102	76
Averages		0.293		0.483		0.745

- 1.4.6 The vehicle ownership of single male residents is 0.483 vehicles per apartment, which is some 1.64 times the level of ownership amongst single female residents, where the ownership rate is 0.293 vehicles per apartment.
- 1.4.7 The data in Table 1.4.3, below, indicates that the parking provision for residents generally exceeds the level of vehicle ownership. There is only one development (Henshaw Court) out of the thirteen where the resident vehicle ownership exceeds the provision. The combined data would suggest an over-provision of some 42%. However there are a number of vacant apartments in the developments and future residents could include a number of vehicle owners. The surveyed showed 379 occupied apartments and 69 vacant apartments. If the level of vehicle parking remains the same amongst future residents, it would suggest an overall demand for 201 parking spaces, which is still less than the 242 provided, suggesting an “over-provision” of some 20%.

Table 1.4.3 Vehicle ownership and Parking Provision

Development	Total Vehs	Total Parking	Total Resident Parking	Visitor Parking	Staff Parking
Henshaw Court	19	17	17	0	0
Anstie Court	10	16	16	0	0
Haven Court	9	17	17	0	0
Cornmantle Court	13	19	14	5	0
Norton Court	15	17	17	0	0
Waverley Court	17	30	22	7	0
Hamon Court	10	18	18	0	0
The Laureates	12	25	22	3	0
Riverside Court	11	19	19	0	0
Swinden Court	12	28	24	3	1
Tumbling Weir Court	14	16	16	0	0
Beck House,	8	15	15	0	0
Greenhaven	20	30	24	4	2
Totals	170	267	242	22	3

1.5. CYCLE OWNERSHIP

- 1.5.1 The cycle ownership amongst residents is extremely low, as would be expected, given the age profile of residents and the fact that residents generally move into this form of accommodation when they need an element of support and, for example, where the upkeep of the former houses and gardens becomes too difficult for them. This is demonstrated in the following table (1.5.1):-

Table 1.5.1 Cycle Ownership

Development	Number of Occupied Apartments	Number of cycles owned
Henshaw Court	36	1
Anstie Court	30	2
Haven Court	30	1
Cornmantle Court	31	0
Norton Court	27	0
Waverley Court	42	2
Hamon Court	27	1
The Laureates	32	0
Riverside Court	36	0
Swinden Court	22	0
Tumbling Weir Court	24	0
Beck House,	14	0
Greenhaven	28	
Totals	379	7
Average Cycle per occupied apartment	0.018	

- 1.5.2 As can be seen, the level of cycle ownership is very low, at approximately 1 cycle per 54 apartments.
- 1.5.3 In general, this would suggest that approximately half of the developments would have no cycle owners and the peak ownership is two cycles per development. Consideration should be given to catering for this peak demand for undercover cycle parking. It may well be that the most cost effective provision is within the mobility scooter store.

1.6. MOBILITY SCOOTER OWNERSHIP AND STORAGE

1.6.1 The number of mobility scooters (buggies) owned by residents of all the apartments is shown in Table 1.6.1, below. This also shows the storage arrangements.

Table 1.6.1, Mobility Scooter Ownership

Development	Number of Occupied Apartments	Number of mobility scooters owned	Storage location:- S = store provided A= apartment
Henshaw Court	36	1	1S
Anstie Court	30	5	5S
Haven Court	30	5	5S
Cornmantle Court	31	1	1S
Norton Court	27	7	7S
Waverley Court	42	4	4S
Hamon Court	27	2	2S
The Laureates	32	2	2S
Riverside Court	36	5	5S
Swinden Court	22	5	3S
Tumbling Weir Court	24	1	1S
Beck House,	14	1	1S
Greenhaven	28	0	-
Totals	379	39	37S – 2 Other
Average Mobility Scooters per occupied apartment	0.103		

1.6.2 The survey shows that, on average, some 10% of apartments own a mobility scooter, although the peak ownership is some 26%. In all but one development, all scooters were kept in the store provided.

APPENDIX 1. A

Development

House Manager

Total number of parking spaces Number of spaces reserved for :- 1. visitors

2. staff

Apartment number	One or Two Bedrooms	Number of Female occupants	Number of Male occupants	Number of motor vehicles owned	Number of cycles owned	Number of mobility scooters owned/ where stored
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13, if included						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						
26						
27						
28						
29						
30						
31						
32						
33						
34						
35						
36						
37						
38, if included						

SECTION 2.

RETIREMENT LIVING DEVELOPMENTS

VEHICLES OWNED BY RESIDENTS

2.1 INTRODUCTION

- 2.1.1 The make, model and year of manufacture of vehicles owned by the residents of 7 retirement living developments were recorded as part of the overall survey. The developments surveyed are listed in Table 2.1.1, below.

Table 2.1.1

Development	Location	Date of opening
Olivier Place	Wilton, nr Salisbury	Feb 2017
Queen's Gate	Wokingham, Berkshire	Feb 2017
The Laureates	Cottingham, Yorkshire	Feb 2017
Poets Place	Loughton, Essex	Aug 2017
Lido Grange	Prestatyn, N Wales	Nov 2017
The Boathouse	Southampton	Jan 2019
Juniper House	Milton Keynes, Buckinghamshire	May 2021

- 2.1.2 Appendix 2 A, provides a complete list of the survey results. The surveys included 107 residents' vehicles.
- 2.1.3 Where possible, the lengths and widths of all of these vehicles has been ascertained, using the internet, are noted.

2.2 VEHICLE DIMENSIONS

2.2.1 In previous surveys, the most popular vehicle amongst residents was the Nissan Micra. In the current survey, the most popular vehicle was the Honda Jazz. This was owned by 12.1% of residents. The next most popular was the Toyota Yaris, owned by 5.6% of residents, closely followed by the Ford Fiesta at 4.6%. These relatively small vehicles account for over 22% of vehicles owned.

2.2.2 Table 2.2.1 below shows the distribution of vehicle widths.

Table 2.2.1 Vehicle widths

Width in metres	Number of Vehicles	Percentage of vehicles
Less than 1.60	3	2.80
< 1.62	8	7.48
<1.64	9	8.41
<1.66	16	14.95
<1.68	18	16.82
<1.70	43	40.19
<1.72	44	41.12
<1.74	52	48.60
<1.76	58	54.21
<1.78	70	65.42
<1.80	74	69.16
<1.82	83	77.57
<1.84	90	84.11
<1.86	96	89.72
<1.88	97	90.65
<1.90	100	93.46
<1.92	100	93.46
<1.94	103	96.26
<1.96	103	96.26
<1.98	105	98.13
<2.00	106	99.07
<2.20	106	99.07
<2.40	107	100

2.2.3 It can be seen that almost 70% of these vehicles are less than 1.8 metres wide, which is typically 0.6 metres narrower than a standard car parking space.

2.2.4 There were a small number of very large vehicles in the sample. The largest being one Range Rover. In total, only 5 vehicles (4.6%) were longer than the standard car parking space (4.8 metres). These were the Range Rover, a Lexus, a Mercedes and 2 Mazda 6 vehicles.

2.2.5 Table 2.2.2 below shows the distribution of vehicle widths.

Table 2.2.2 Vehicle lengths

Length in metres	Number of Vehicles	Percentage of vehicles
Less than 3.4	1	0.93
<3.6	13	12.15
<3.8	14	13.08
<4.0	41	38.32
<4.2	67	62.62
<4.4	91	85.05
<4.6	96	89.72
<4.8	102	95.33
<5.0	106	99.07
<5.2	106	99.07
<5.4	107	100

- 2.2.6 It can be seen that over 95% of these vehicles are less than 4.8 metres in length, which is typically the standard length of a car parking space. Some 85% are shorter than 4.4 metres.
- 2.2.7 The mean width of the surveyed vehicles was 1.75 metres and the mean length was 4.11 metres.
- 2.2.8 The vast majority of vehicles owned by residents are of modest size and will be readily accommodated in most conventional car park layouts.
- 2.2.9 Electric Vehicles:- The survey staff were instructed to identify any electric vehicles owned by residents. Only two hybrid vehicles were identified along with one electric vehicle. This is an insignificant number, Of the 91 vehicles observed by the survey staff, only 2.2% were hybrid vehicles and 1.1 were fully electric vehicles. However, the proportions are likely to be higher in the future, as such vehicles become more common and the time of the restriction on the sale of petrol/diesel

APPENDIX 2. A

Vehicles Owned by Residents RL Developments

Manufacturer	Model	Year	Width (metres)	Length (metres)	Notes
BMW	118D	2016	1.765	4.324	
	330i	2022	1.827	4.709	
Citreon	C1	2017	1.615	3.466	
	C3	2013	1.766	4.101	
	Picasso	2010	1.829	4.585	
	Picasso	2016	1.826	4.438	
Dacia	Sondero	2017	1.733	4.056	
Fiat	Panda	2010	1.643	3.653	
Ford	Fiesta	2014	1.722	3.969	
	Fiesta	2015	1.722	3.969	
	Fiesta	2015	1.722	3.969	
	Fiesta	2016	1.722	3.969	
	Fiesta	2018	1.756	4.068	
	Focus	2005	1.823	4.360	
	Focus	2005	1.823	4.360	
	Focus	2017	1.823	4.360	
	Puma	2020	1.805	4.186	
Honda	Jazz	2005	1.694	3.995	
	Jazz	2007	1.675	3.830	
	Jazz	2007	1.675	3.830	
	Jazz	2009	1.695	3.900	
	Jazz	2010	1.695	3.900	
	Jazz	2015	1.694	3.995	
	Jazz	2015	1.694	3.995	
	Jazz	2017	1.694	3.995	
	Jazz	2020	1.694	4.028	
	Jazz	2020	1.694	4.028	
	Jazz	2020	1.694	4.028	
	Jazz	2022	1.694	4.044	
	Jazz	2022	1.694	4.044	
	Civic	2014	1.770	4.300	
Hyundai	i20	2022	1.775	4.040	
	iX20	2015	1.765	4.120	
	Kona	2019	1.800	4.165	
	Santa Fe	2020	1.890	4.770	
Jaguar	F Pace	2017	1.936	4.731	
	F P300	2019	1.923	4.470	

Manufacturer	Model	Year	Width (metres)	Length (metres)	Notes
Kia	Picanto	2008	1.595	3.595	
	Picanto	2008	1.595	3.595	
	Picanto	2020	1.595	3.595	
	Venga	2012	1.865	4.075	
	Venga	2015	1.765	4.075	
Lexus	RX400H	2007	1.845	4.760	
	RX500H	2023	1.920	4.890	
Mazda	2	2012	1.695	3.885	
	2	2021	1.695	4.070	
	2	2016	1.695	4.060	
	CX3	2019	1.765	4.270	
	3	2016	1.795	4.465	
	6	2016	1.840	4.805	
	6	2021	1.840	4.870	
Mercedes	A180	2005	1.975	3.838	
	A180	2009	1.975	3.838	
	B180	2012	1.786	4.359	
	GL350D	2016	1.982	5.240	
	GLC300D	2019	1.890	4.642	
	EQC400	2021	1.884	4.762	
Mini	Countryman	2020	1.822	4.299	
	Cooper	2022	1.727	4.036	
Nissan	Micra	2020	1.743	3.999	
	Note	2008	1.691	4.083	
	Note	2015	1.695	4.100	
	Note	2015	1.695	4.100	
	Juke	2013	1.795	4.135	
	Juke	2021	1.800	4.210	
	Quashqai	2015	1.806	4.377	
	Quashqai	2016	1.806	4.377	
Peugeot	107	2011	1.855	3.430	
	107	2004	1.855	3.430	
	108	2015	1.615	3.475	
	206	2004	1.632	3.822	
	207	2013	1.750	4.044	
	208	2016	1.739	3.973	
	308	2019	1.804	4.253	
	308	2021	1.804	4.253	

Manufacturer	Model	Year	Width (metres)	Length (metres)	Notes
Range Rover	HSE SDV6	2015	2.220	4.850	
Renault	Modus	2008	1.695	3.874	
	Megane	2015	1.848	4.312	
	Megane	2018	1.814	4.359	
Skoda	Citigo	2015	1.645	3.563	
	Citigo	2018	1.645	3.397	
	Rapid	2018	1.706	4.483	
	Fabia	2004	1.646	4.222	
	Fabia	2014	1.642	4.000	
	Yeti	2017	1.763	4.223	
Suzuki	Swift	2022	1.735	3.845	
	Vitara	2022	1.775	4.175	
Toyota	Auris	2017	1.760	4.330	
	Aygo	2011	1.615	3.415	
	Aygo	2021	1.615	3.430	
	Aygo X	2022	1.615	3.455	
	Yaris	2002	1.694	3.950	
	Yaris	2010	1.695	3.950	
	Yaris	2013	1.695	3.950	
	Yaris	2015	1.695	3.950	
	Yaris	2018	1.695	3.950	
	Yaris	2023	1.765	4.172	
	Corolla	2003	1.695	4.385	
Vauxhall	Corsa	2017	1.746	4.036	
	Corsa	2019	1.746	4.036	
	Astra	2013	1.753	4.249	
	Meriva	2013	1.812	4.288	
	Mokka	2015	1.777	4.278	
VW	UPi	2013	1.645	3.540	
	Polo	2004	1.650	3.897	
	Polo	2017	1.682	3.972	
	Golf	2014	1.790	4.255	

SECTION 3.

RETIREMENT LIVING DEVELOPMENTS

OVERALL PARKING SPACE DEMAND

3.1 INTRODUCTION

- 3.1.1 Detailed traffic surveys were undertaken at 6 retirement living developments in England and Wales. Six is the number of sets of data that the TRICS database providers adopted as the minimum number of sites needed for inclusion on their data card.
- 3.1.2 The sites were selected to meet the following criteria:-
1. Relatively recent developments
 2. Feasible to survey - suitable parking for surveys staff to see all necessary activity
 3. An ungated development (or gated with gates normally left open) to ensure available access for residents, visitors, servicing and staff.
- 3.1.3 The same survey staff were used for each of the surveys, to ensure consistency.
- 3.1.4 The staff entered the site car park shortly before 7 a.m. and noted part of the registration numbers of all vehicles present. The full registration plate information was not noted, for confidentiality reasons. Unless there was information to the contrary, these have been assumed to be vehicles owned by residents.
- 3.1.5 From 7 a.m. to 7 p.m., the time and partial registration number details were noted for all vehicle movements into and out of the car park. Where appropriate, this was extended to any vehicle observed to park outside the development, where an occupier of the vehicle was seen to enter or leave the development, for example where a resident was picked up from the roadside dropped off there.
- 3.1.6 This data allows the number of vehicles within the car park (or parking offsite) to be calculated throughout the day.
- 3.1.7 The developments surveyed are listed in Table 3.1.1 below.

Table 3.1.1. Surveys developments

Development	Location	Opening date	Survey date
Haven Court	Hythe, nr Southampton	Dec 2013	Tuesday 4 July 2023
Olivier Place	Wilton, nr Salisbury	Feb 2017	Thursday 3 August 2023
Queen's Gate	Wokingham, Berkshire	Feb 2017	Thursday 10 August 2023
The Laureates	Cottingham, Yorkshire	Feb 2017	Thursday 18 January 2024
Lido Grange	Prestatyn, N Wales	Nov 2017	Thursday 1 February 2024
Juniper House	Milton Keynes, Buckinghamshire	May 2021	Thursday 12 October 2023

- 3.1.8 The survey at Haven Court was extended to 10 p.m., as a guide to how parking demand and traffic generation might vary during the evening period.

3.2 CAR PARKING DEMAND

3.2.1. Table 3.2.1 below shows the peak parking demand during each hour of the survey.

Table 3.2.1 Peak Parking Demand

Time Period	Peak Parking Demand						
	Haven Court	Olivier Place	Queens Gate	The Laureates	Lido Grange	Juniper House	Totals
Parking spaces	24	29	28	25	27	38	171
0700-0800	12	21	14	11	17	19	94
0800-0900	12	20	14	13	17	22	98
0900-1000	14	20	15	14	20	20	103
1000-1100	15	22	14	13	20	23	107
1100-1200	14	21	13	14	15	22	99
1200-1300	17	22	13	12	16	25	105
1300-1400	16	21	12	13	17	25	104
1400-1500	14	17	13	12	16	23	95
1500-1600	14	19	12	14	15	21	95
1600-1700	15	19	13	13	19	21	100
1700-1800	12	22	13	10	18	25	100
1800-1900	13	23	12	11	17	21	97
1900-2000	14						
2000-2100	14						
2100-2200	14						
Peak demand per parking space	0.708	0.793	0.536	0.560	0.741	0.658	0.626
Occupied apartments	30	34	27	32	38	46	207
Peak demand per occupied apartment	0.567	0.676	0.556	0.438	0.526	0.543	0.517

3.2.2 The table shows that, in every case, the peak parking demand was significantly below the provision of parking spaces. The greatest uptake of the available spaces was at Olivier Place, where some 79% of the spaces were utilised during one hour of the day. On average over the 6 developments, the peak take up was 62.6%.

3.2.3 The data also shows that, on average, the peak demand for parking was some 0.517 spaces per occupied apartment. The peak demand was at the Olivier Place development, where the demand was 0.676 spaces per apartment.

SECTION 4.

RETIREMENT LIVING DEVELOPMENTS

VEHICLE AND OTHER MOVEMENTS

4.1 INTRODUCTION

- 4.1.1 The following introduction is, in part, a repetition of that of Section 3 of this report. This will allow this section of the report to be used independently, as appropriate.
- 4.1.2 Detailed traffic surveys were undertaken at 6 retirement living developments in England and Wales. Six is the number of sets of data that the TRICS database providers adopted as the minimum number of sites needed for inclusion on their data card.
- 4.1.3 The sites were selected to meet the following criteria:-
1. Relatively recent developments
 2. Feasible to survey - suitable parking for surveys staff to see all necessary activity
 3. An ungated development (or gated with gates normally left open) to ensure available access for residents, visitors, servicing and staff.
- 4.1.4 The same survey staff were used for each of the surveys, to ensure consistency.
- 4.1.5 The staff entered the site car park shortly before 7 a.m. and noted part of the registration numbers of all vehicles present. The full registration plate information was not noted, for confidentiality reasons. Unless there was information to the contrary, these have been assumed to be vehicles owned by residents.
- 4.1.6 From 7 a.m. to 7 p.m., the time and partial registration number details were noted for all vehicle movements into and out of the car park. Where appropriate, this was extended to any vehicle observed to park outside the development, where an occupier of the vehicle was seen to enter or leave the development, for example where a resident was picked up from the roadside dropped off there.
- 4.1.7 This data allows the hourly traffic generation of the developments to be calculated.
- 4.1.8 The survey staff also noted the number of other movements into and out of the development, such as these by pedestrians and mobility scooters.
- 4.1.9 The developments surveyed are listed in Table 3.1.1 below.

Table 4.1.1. Surveys developments

Development	Location	Opening date	Survey date
Haven Court	Hythe, nr Southampton	Dec 2013	Tuesday 4 July 2023
Olivier Place	Wilton, nr Salisbury	Feb 2017	Thursday 3 August 2023
Queen's Gate	Wokingham, Berkshire	Feb 2017	Thursday 10 August 2023
The Laureates	Cottingham, Yorkshire	Feb 2017	Thursday 18 January 2024
Lido Grange	Prestatyn, N Wales	Nov 2017	Thursday 1 February 2024
Juniper House	Milton Keynes, Buckinghamshire	May 2021	Thursday 12 October 2023

- 4.1.10 The survey at Haven Court was extended to 10 p.m., as a guide to how parking demand and traffic generation might vary during the evening period.

4.2 TRAFFIC GENERATION

4.2.1 Table 4.2.1 shows the hourly traffic generation for each of the 6 developments.

Table 4.2.1 Traffic Generation

Time Period	Haven Crt		Olivier Place		Queen's Gate		The Laureates		Lido Grange		Juniper House		Totals	
	In	Out	In	Out	In	Out	In	Out	In	Out	In	Out	In	Out
0700-0800	2	2	2	3	1	1	0	0	0	1	0	0	5	7
0800-0900	2	2	4	4	1	1	2	0	2	0	3	1	14	8
0900-1000	6	6	6	7	2	1	1	2	2	1	2	4	19	21
1000-1100	6	7	7	5	4	3	4	3	4	9	6	3	31	30
1100-1200	6	5	4	7	2	3	3	6	2	1	7	7	24	29
1200-1300	7	7	9	5	4	4	3	3	3	3	5	5	31	27
1300-1400	5	3	2	7	3	2	4	2	2	1	6	6	22	21
1400-1500	2	2	4	4	2	2	1	1	4	6	5	7	18	22
1500-1600	2	3	5	6	3	4	4	4	2	1	3	3	19	21
1600-1700	4	4	7	3	4	3	3	4	6	2	3	2	27	18
1700-1800	1	1	4	2	0	1	0	1	0	1	4	4	9	10
1800-1900	4	3	4	3	2	2	2	1	0	1	0	0	12	10
Totals	47	45	58	56	28	27	27	27	27	27	44	42	231	224

4.2.2 The surveys were undertaken when there were a total of 207 occupied apartments. The total two-way traffic movements were 455. Therefore the overall average traffic generation rate is 2.20 vehicle movements per occupied apartment per 12 hour day (0700-1900).

4.2.3 Table 4.2.2 shows the 12 hour traffic generate rates for each of the 6 development,

Table 4.2.2 Traffic Generation Rates of Surveyed Developments

. Development	Total Vehicle Movements per 12 hour day	Occupied apartments	Generation per Occupied Apartment
Haven Court (2013)	92	30	3.07
Olivier Place (2017)	114	34	3.35
Queen's Gate (2017)	55	27	2.04
The Laureates (2017)	54	32	1.69
Lido Grange (2017)	54	38	1.42
Juniper House (2021)	86	46	1.87

4.2.4 There was a comparable survey undertaken at Haven Court, by the same survey staff, back in 2015. At that time the overall generation was 68 vehicle movements per 12 hour day. The current generation was found to be 92, i.e. a 35% increase. This might suggest that the traffic generation increases as the development matures. From Table 4.2.2, above, it can be seen that the development opened in 2013 has a current generation of 3.07 vehicle movements per apartment. The average for the 2017 developments is 2.11 and the generation of the 2021 development is 1.87. Whilst this is clearly a very limited sample, there does appear to be a trend.

- 4.2.5 This increase is logical and can be explained as follows. As residents get older, they are likely to give up car ownership, or use their cars less frequently. This would tend to suggest that the overall traffic generation might be reduced. However, the residents will still have a need to travel, for shopping, medical appointments, family visits etc. When using their own vehicle, these would involve one vehicle leaving the development and one vehicle returning. If these trips are undertaken using taxis, or lifts from friends or relatives, there would be one movement to the development to pick up the resident, one movement away to the shops or appointment, one movement back to the development to drop off the resident, followed by one movement away. Hence two movements are replaced by four.
- 4.2.6 In addition, as residents get older, their need for visits by carers and medical professionals are likely to increase.
- 4.2.7 Whilst the generation is likely to increase as the development becomes more established, it is likely that the generation will reach a peak when all the residents' needs are being met and also when some of the residents are being replaced by younger, fitter, ones.
- 4.2.8 The following table, Table 4.2.3, shows the hourly split of the traffic generated.

Table 4.2.3 Hourly Split of Generated Traffic

Time	Traffic Generation		Percentage of 12 Hour Generation	
	In	Out	In	Out
0700-0800	5	7	2.16	3.13
0800-0900	14	8	6.06	3.57
0900-1000	19	21	8.23	9.38
1000-1100	31	30	13.42	13.39
1100-1200	24	29	10.39	12.95
1200-1300	31	27	13.42	12.05
1300-1400	22	21	9.52	9.38
1400-1500	18	22	7.79	9.82
1500-1600	19	21	8.23	9.38
1600-1700	27	18	11.69	8.04
1700-1800	9	10	3.90	4.46
1800-1900	12	10	5.19	4.46
Totals	231	224	100	100.01

- 4.2.9 The survey at Haven Court was extended by 3 hours to finish at 10 p.m. This showed only 2 vehicles entering the development and 3 leaving between 7 p.m. and 8 p.m., with no movements in the following 2 hours. This suggests that traffic movements are insignificant later in the day. This is in line with previous survey data.

4.2.10 Vehicle Types

Haven Court:- None of the vehicle movements were by large commercial vehicles. There were two visits by a gas engineer in a Ford Transit van, 2 visits by supermarket delivery vehicles and 3 other visits in small vans.

Olivier Place:- There were no vehicle movements by large commercial vehicles. There were 18 movements by light goods vehicles and 0 by a motor cycle.

Queen's Gate:- There were no vehicle movements were a large commercial vehicles. There were 2 movements by light goods vehicles and 4 by a bus.

The Laureates:- There were 2 vehicle movements by large commercial vehicles. This was the refuse collection vehicle that entered the development at 11.11, departing 3 minutes later.

There were 6 movements by light goods vehicles, 3 in and 3 out.

Lido Grange:- There were no vehicle movements by large commercial vehicles. There were 2 movements by light goods vehicles.

Juniper Court:- There were no vehicle movements were a large commercial vehicles. There were 6 movements by light goods vehicles.

4.2.11 Table 4.2.4 shows the percentage of vehicles movements by vehicles other than the private car.

Table 4.2.4 Other Vehicle Movements

Total Traffic Generation	455	Percentage
Motor Cycles	0	0
Light Goods Vehicles	44	9.67
Heavy Goods Vehicles	2	0.44
Buses	4	8.79

4.3 RESIDENTS TRAFFIC GENERATION

- 4.3.1 Using the noted registration numbers of the car present at 7 a.m. , which are assumed to belong to residents, it is possible to determine how many of the vehicle movements were undertaken by residents' vehicles.

Table 4.3.1 Traffic Generation by Residents

Development	Total Vehicle Movements per 12 hour day	Residents' Movements	Percentage of Movements made by Residents
Haven Court (2013)	92	4	4.3
Olivier Place (2017)	114	34	29.8
Queen's Gate (2017)	55	12	21.8
The Laureates (2017)	54	10	18.5
Lido Grange (2017)	54	19	35.2
Juniper House (2021)	86	18	20.9

- 4.3.2 The very low level of movements by residents at Haven Court, the oldest of the surveyed developments, tends to support the hypothesis that visitors undertake a significantly greater proportion of movements as a development ages. This is described in paragraph 4.2.5 above.

4.4 PEDESTRIAN MOVEMENTS

4.4.1 Table 4.3.1 shows the 12 hour pedestrian movements for the 6 developments.

Table 4.2.1 Pedestrian Movements

Development	Occupied Apartments	Pedestrian Movements	Pedestrian Movements per Occupied Apartment
Haven Court	30	17	0.567
Olivier Place	34	45	1.324
Queen's Gate	27	27	1.000
The Laureates	32	40	1,250
Lido Grange	38	68	1.789
Juniper House	46	32	0.696

4.5 OTHER MOVEMENTS

- 4.5.1 The survey showed no movements by cycle, mobility scooter etc. at any of the developments.
- 4.5.2 Clearly this does not indicate that such movements never take place. But that they are very infrequent.

SECTION 5.

RETIREMENT LIVING DEVELOPMENTS

TRAVEL PLANS

5.1 INTRODUCTION

5.1.1 The government website describes travel plans as follows:-

Travel Plans are long-term management strategies for integrating proposals for sustainable travel into the planning process. They are based on evidence of the anticipated transport impacts of development and set measures to promote and encourage sustainable travel (such as promoting walking and cycling). They should not, however, be used as an excuse for unfairly penalising drivers and cutting provision for cars in a way that is unsustainable and could have negative impacts on the surrounding streets.

Travel Plans should where possible, be considered in parallel to development proposals and readily integrated into the design and occupation of the new site rather than retrofitted after occupation.

Where there may be more effective or sustainable outcomes, and in order to mitigate the impact of the proposed development, consideration may be given to travel planning over a wider area.

5.1.2 Local Authorities often impose a planning condition, when approving a development proposal, requiring the submission of a Travel Plan for approval prior to the commencement of the development. It is frequently a requirement that the submitted plan should include targets for the reduction in vehicle movements generated by the development and means by which these targets will be achieved and measured.

5.1.3 This brief report explains how there are significant problems in applying such an approach to retirement housing for the older people. This type of housing is defined in the PPG “Housing for Older and Disabled People” as

Retirement living or sheltered housing: *This usually consists of purpose-built flats or bungalows with limited communal facilities such as a lounge, laundry room and guest room. It does not generally provide care services, but provides some support to enable residents to live independently. This can include 24 hour on-site assistance (alarm) and a warden or house manager.*

5.2. Traffic Generation Trends

- 5.2.1 In the early years of a development of retirement housing for the older people, the traffic generation is significantly lower than that of standard housing developments. The car ownership levels are relatively low and residents with vehicles are unlikely to use them frequently. There are generally no journeys to and from work, trips to the local schools to drop off children etc.
- 5.2.2 Whereas standard open market housing might be expected to generate some 6 or more vehicle movements per dwelling per day, recent survey work indicates an average trip rate of some 2.2 for this form of retirement housing. As a result, the scope to reduce vehicle movements is relatively limited
- 5.2.3 However, unlike most forms of development, the needs of residents of retirement housing for older people will change significantly over time. As residents get older, many are likely to give up driving. One might expect that this would result in a reduced traffic generation. Indeed for some travel purposes, this may be the case. However, there are many purposes for which trips will continue to be essential. This is likely to result in a different pattern of movements. Tab
- 5.2.4 For some trips, bus services could provide a suitable alternative to the car and so this would tend to reduce the traffic generation of the development. In some instances, residents might have goods delivered, rather than using the cars to collect them (e.g. supermarket deliveries). This would have a neutral effect on vehicle movements. In other instances, such as trips to medical services, residents may use taxi services or be transported by relatives or friends. Here there would be an increase in traffic generation i.e. one movement to collect the resident and one away to the destination. There would be two additional vehicle movements associated with returning the resident to their home.
- 5.2.5 Whilst a travel plan can encourage the use of bus services, by requiring residents to be provided with information about the available services, it is difficult to see how it can help to reduce vehicles movements in any other way.
- 5.2.6 As residents get older, their needs will change. The use of the health services is likely to be increased, even allowing for the fact that residents in this form of housing tend to stay healthier for longer, increasing the need to either travel to service providers or receive more visits from medical practitioners. This will tend to result in an increased traffic generation, as the development becomes more established.
- 5.2.7 The ability of the residents to undertake daily chores will also decline over the years. It is normally the case that older people will call on “carers” to assist them. Movements to and from the development, by “carers”, will be a wholly new and increasing requirement. Whilst efforts can be made to ensure that “carers” provide services to more than one resident during each visit, there is still likely to be an increase in the number of movements to and from the development.
- 5.2.8 From the above, it is clear that the traffic generation of this form of housing is highly unlikely to reduce over time and is very likely to increase, irrespective of any realistic policies adopted in a Travel Plan.

5.3. Practical Examples

5.3.1 The recent survey work illustrates the trend for there to be an increased traffic generation, as the development becomes more established.

5.3.2 *Haven Court – Hythe, Southampton*

Comparable surveys have been undertaken at the Haven Court retirement living development in both April 2015, soon after it was first occupied, and July 2023. The surveys were undertaken by the same survey staff. Over the 8 years, the peak parking demand fell from some 24 spaces to 17. This would suggest a fall in car ownership amongst residents.

5.3.3 The survey in 2015 showed the overall generation was 68 vehicle movements per 12 hour day. The current generation was found to be 92, i.e. a 35% increase. This would suggest that the traffic generation increases as the development matures

5.2.4 From Table 5.2.1 below, it can be seen that the development opened in 2013 has a current generation of 3.07 vehicle movements per apartment. The average for the 2017 developments is 2.11 and the generation of the 2021 development is 1.74. Whilst this is clearly a very limited sample, there does appear to be a trend.

Table 4.2.2 Traffic Generation Rates of Surveyed Developments

. Development	Total Vehicle Movements per 12 hour day	Occupied apartments	Generation per Occupied Apartment
Haven Court (2013)	92	30	3.07
Olivier Place (2017)	114	34	3.35
Queen's Gate (2017)	55	27	2.04
The Laureates (2017)	54	32	1.69
Lido Grange (2017)	54	38	1.42
Juniper House (2021)	86	46	1.74

5.2.5 Surveys have also been undertaken at Linters Court, Redhill, Surrey in both 2007 and 2015. Although this is a different form of retirement housing, providing increased facilities for the residents, it is a comparable for of housing for older people.

5.2.6 As with the Haven Court survey results, the Redhill surveys were some 8 years apart and showed that the peak parking demand fell from 22 spaces in 2007 to 17 in 2015. Again, this would suggest a fall in car ownership amongst residents. However, the 12 hour traffic generation increased from 99 to 139 vehicle movements.

5.4. Conclusions

- 5.4.1 Any requirement to reduce the traffic generation of sheltered housing for the elderly, as required in a Travel Plan, is unlikely to be realistic. **It would be unreasonable to deprive the residents of essential medical and caring services. Furthermore, any measures that would tend to reduce traffic generation, but would result in the increased isolation of residents should be resisted as being likely to have an adverse impact on the mental health of residents.**
- 5.4.2 Where the requirement for a Travel Plan is being imposed, it may be prudent to use this report to inform local authority officers of the problems of trying to reduce overall traffic generation in an acceptable manner for this form of housing.

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Appendix C

Calculation Reference: AUDIT-247601-250220-0201

TRIP RATE CALCULATION SELECTION PARAMETERS:

Land Use : 03 - RESIDENTIAL
Category : N - RETIREMENT FLATS
MULTI-MODAL TOTAL VEHICLES

Selected regions and areas:

02	SOUTH EAST	
	IW ISLE OF WIGHT	1 days
04	EAST ANGLIA	
	CA CAMBRIDGESHIRE	1 days
	NF NORFOLK	1 days
09	NORTH	
	TW TYNE & WEAR	1 days

This section displays the number of survey days per TRICS® sub-region in the selected set

Primary Filtering selection:

This data displays the chosen trip rate parameter and its selected range. Only sites that fall within the parameter range are included in the trip rate calculation.

Parameter: No of Dwellings
Actual Range: 27 to 48 (units:)
Range Selected by User: 17 to 76 (units:)

Parking Spaces Range: All Surveys Included

Parking Spaces per Dwelling Range: All Surveys Included

Bedrooms per Dwelling Range: All Surveys Included

Percentage of dwellings privately owned: All Surveys Included

Public Transport Provision:

Selection by: Include all surveys

Date Range: 01/01/16 to 24/06/24

This data displays the range of survey dates selected. Only surveys that were conducted within this date range are included in the trip rate calculation.

Selected survey days:

Monday 1 days
Tuesday 1 days
Wednesday 1 days
Thursday 1 days

This data displays the number of selected surveys by day of the week.

Selected survey types:

Manual count 4 days
Directional ATC Count 0 days

This data displays the number of manual classified surveys and the number of unclassified ATC surveys, the total adding up to the overall number of surveys in the selected set. Manual surveys are undertaken using staff, whilst ATC surveys are undertaking using machines.

Selected Locations:

Edge of Town 1
Neighbourhood Centre (PPS6 Local Centre) 3

This data displays the number of surveys per main location category within the selected set. The main location categories consist of Free Standing, Edge of Town, Suburban Area, Neighbourhood Centre, Edge of Town Centre, Town Centre and Not Known.

Selected Location Sub Categories:

Residential Zone 3
High Street 1

This data displays the number of surveys per location sub-category within the selected set. The location sub-categories consist of Commercial Zone, Industrial Zone, Development Zone, Residential Zone, Retail Zone, Built-Up Zone, Village, Out of Town, High Street and No Sub Category.

Inclusion of Servicing Vehicles Counts:

Servicing vehicles Included 4 days - Selected
Servicing vehicles Excluded X days - Selected

Secondary Filtering selection:

Use Class:

C3 4 days

This data displays the number of surveys per Use Class classification within the selected set. The Use Classes Order (England) 2020 has been used for this purpose, which can be found within the Library module of TRICS®.

Population within 500m Range:

All Surveys Included

Secondary Filtering selection (Cont.):

Population within 1 mile:

1,001 to 5,000	1 days
10,001 to 15,000	1 days
25,001 to 50,000	2 days

This data displays the number of selected surveys within stated 1-mile radii of population.

Population within 5 miles:

25,001 to 50,000	1 days
100,001 to 125,000	1 days
125,001 to 250,000	2 days

This data displays the number of selected surveys within stated 5-mile radii of population.

Car ownership within 5 miles:

0.6 to 1.0	2 days
1.1 to 1.5	2 days

This data displays the number of selected surveys within stated ranges of average cars owned per residential dwelling, within a radius of 5-miles of selected survey sites.

Travel Plan:

No	4 days
----	--------

This data displays the number of surveys within the selected set that were undertaken at sites with Travel Plans in place, and the number of surveys that were undertaken at sites without Travel Plans.

PTAL Rating:

No PTAL Present	4 days
-----------------	--------

This data displays the number of selected surveys with PTAL Ratings.

LIST OF SITES relevant to selection parameters

1	CA-03-N-01	RETIREMENT FLATS	CAMBRIDGESHIRE
	UNION LANE		
	CAMBRIDGE		
	CHESTERTON		
	Neighbourhood Centre (PPS6 Local Centre)		
	High Street		
	Total No of Dwellings:	30	
	Survey date: MONDAY	26/06/23	Survey Type: MANUAL
2	IW-03-N-01	RETIREMENT FLATS	ISLE OF WIGHT
	CHURCH ROAD		
	BEMBRIDGE		
	Edge of Town		
	Residential Zone		
	Total No of Dwellings:	40	
	Survey date: THURSDAY	27/06/19	Survey Type: MANUAL
3	NF-03-N-02	RETIREMENT FLATS	NORFOLK
	YARMOUTH ROAD		
	NORWICH		
	THORPE SAINT ANDREW		
	Neighbourhood Centre (PPS6 Local Centre)		
	Residential Zone		
	Total No of Dwellings:	48	
	Survey date: WEDNESDAY	20/11/19	Survey Type: MANUAL
4	TW-03-N-03	RETIREMENT FLATS	TYNE & WEAR
	CHAPEL LANE		
	WHITLEY BAY		
	MONKSEATON		
	Neighbourhood Centre (PPS6 Local Centre)		
	Residential Zone		
	Total No of Dwellings:	27	
	Survey date: TUESDAY	12/10/21	Survey Type: MANUAL

This section provides a list of all survey sites and days in the selected set. For each individual survey site, it displays a unique site reference code and site address, the selected trip rate calculation parameter and its value, the day of the week and date of each survey, and whether the survey was a manual classified count or an ATC count.

TRIP RATE for Land Use 03 - RESIDENTIAL/N - RETIREMENT FLATS
MULTI-MODAL TOTAL VEHICLES
 Calculation factor: 1 DWELLS
 BOLD print indicates peak (busiest) period
 Total People to Total Vehicles ratio (all time periods and directions): 1.83

Time Range	ARRIVALS			DEPARTURES			TOTALS		
	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate
00:00 - 01:00									
01:00 - 02:00									
02:00 - 03:00									
03:00 - 04:00									
04:00 - 05:00									
05:00 - 06:00									
06:00 - 07:00									
07:00 - 08:00	4	36	0.000	4	36	0.007	4	36	0.007
08:00 - 09:00	4	36	0.048	4	36	0.062	4	36	0.110
09:00 - 10:00	4	36	0.159	4	36	0.166	4	36	0.325
10:00 - 11:00	4	36	0.193	4	36	0.193	4	36	0.386
11:00 - 12:00	4	36	0.117	4	36	0.124	4	36	0.241
12:00 - 13:00	4	36	0.145	4	36	0.103	4	36	0.248
13:00 - 14:00	4	36	0.110	4	36	0.145	4	36	0.255
14:00 - 15:00	4	36	0.152	4	36	0.214	4	36	0.366
15:00 - 16:00	4	36	0.103	4	36	0.083	4	36	0.186
16:00 - 17:00	4	36	0.124	4	36	0.069	4	36	0.193
17:00 - 18:00	4	36	0.138	4	36	0.083	4	36	0.221
18:00 - 19:00	4	36	0.021	4	36	0.097	4	36	0.118
19:00 - 20:00									
20:00 - 21:00									
21:00 - 22:00									
22:00 - 23:00									
23:00 - 24:00									
Total Rates:			1.310			1.346			2.656

This section displays the trip rate results based on the selected set of surveys and the selected count type (shown just above the table). It is split by three main columns, representing arrivals trips, departures trips, and total trips (arrivals plus departures). Within each of these main columns are three sub-columns. These display the number of survey days where count data is included (per time period), the average value of the selected trip rate calculation parameter (per time period), and the trip rate result (per time period). Total trip rates (the sum of the column) are also displayed at the foot of the table.

*To obtain a trip rate, the average (mean) trip rate parameter value (TRP) is first calculated for all selected survey days that have count data available for the stated time period. The average (mean) number of arrivals, departures or totals (whichever applies) is also calculated (COUNT) for all selected survey days that have count data available for the stated time period. Then, the average count is divided by the average trip rate parameter value, and multiplied by the stated calculation factor (shown just above the table and abbreviated here as FACT). So, the method is: COUNT/TRP*FACT. Trip rates are then rounded to 3 decimal places.*

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Parameter summary

Trip rate parameter range selected:
 Survey date date range:
 Number of weekdays (Monday-Friday):
 Number of Saturdays:
 Number of Sundays:
 Surveys automatically removed from selection:
 Surveys manually removed from selection:

27 - 48 (units:)
 01/01/16 - 24/06/24
 4
 0
 0
 0
 0

This section displays a quick summary of some of the data filtering selections made by the TRICS® user. The trip rate calculation parameter range of all selected surveys is displayed first, followed by the range of minimum and maximum survey dates selected by the user. Then, the total number of selected weekdays and weekend days in the selected set of surveys are show. Finally, the number of survey days that have been manually removed from the selected set outside of the standard filtering procedure are displayed.

Appendix D

– Resident Travel Survey

Thank you for taking the time to complete our residents travel survey. This will help us (your Travel Plan Coordinators) understand your travel needs and should only take a few minutes.

If you have any questions regarding our work, the survey or relating to the travel voucher, please do not hesitate to get in touch! And, don't forget to fill out your details at the end to receive your travel voucher!

You can send your completed survey to us via:

☐ Post using the pre-paid envelope: Paul Basham Associates, ###

☐ Survey Monkey at ####

☐ QR code

QR Code



1. What is your main mode of travel? (Please choose one)

- ☐ Car Alone
- ☐ Car Share
- ☐ Walk
- ☐ Cycle
- ☐ Bus
- ☐ Rail
- ☐ Other (Please specify)

2. How often do you use another form of transport?

- ☐ Daily
- ☐ Couple times a week
- ☐ Once a week
- ☐ Once a fortnight
- ☐ Once a month
- ☐ Very rarely/sometimes
- ☐ Never

3. If you were to change your main mode of travel what mode would you most likely change to:

- ☐ Cycle
- ☐ Walk
- ☐ Train
- ☐ Bus
- ☐ Car Share
- ☐ Other (please specify)

4. What is your most frequent journey for? (please choose one)

- ☐ Work/Education
- ☐ Leisure/Retail
- ☐ Health (doctors/hospital)
- ☐ Visiting friends/family
- ☐ Other (please specify)

5. How far do you travel for your most frequent journey?

- ☐ 0-2 miles
- ☐ 3-5 miles
- ☐ 6-10 miles
- ☐ 11-20 miles
- ☐ 21-30 miles
- ☐ 31+ miles

6. To which location do you travel to most regularly? (tick one)

- ☐ ##
- ☐ ##
- ☐ ##
- ☐ ##
- ☐ Other (Please specify)

7. If you travel by car, why do you travel by car? (Please tick all that are relevant)

- ☐ 1. I don't own a car
- ☐ 2. Car essential to perform job
- ☐ 3. Reliability/ quicker than alternatives
- ☐ 4. Health reasons
- ☐ 5. Lack of alternatives
- ☐ 6. Cost
- ☐ 7. Comfort
- ☐ 8. Personal safety
- ☐ 9. Things to do on way home
- ☐ 10. Other (please specify)

8. Which of the above is the most important when travelling by car?

9. If you travel usually by car, how do you travel when your car is unavailable (i.e. is being serviced)

10. When not travelling by your main mode of travel, what other modes of travel do you use? (Select all that apply)

- ☐ Car Alone
- ☐ Car Share
- ☐ Walk
- ☐ Cycle
- ☐ Bus
- ☐ Rail
- ☐ I only use my main mode of travel
- ☐ Other (please specify) _____

Please Turn Over

11. Which of the following would most encourage you to use the listed travel modes (or use them more frequently if you do so already?)

	Discounts	More Information	Improved Reliability & Frequency	Increased Safety Measures	Cycle Storage/training	Better Facilities	Improved Routes	Knowledge of Local Clubs/Events	Nothing	Other (please specify)
Walking										
Cycling										
Bus										
Rail										

12. How many cars do you own?

- ☐ 1
☐ 2
☐ 3+
☐ N/A (do not own a car)

13. What type of cars do you own?

- ☐ Petrol
☐ Diesel
☐ Hybrid
☐ Electric
☐ N/A (do not own a car)

14. How many bicycles do you own?

- ☐ 1
☐ 2
☐ 3+
☐ N/A (do not own one)

15. Is there any information you would like to see in future newsletters?

16. Is there anything else you would like to tell us about travel in your local area?

17. I would like to request: (Select One)

- ☐ £## Halfords Voucher *
☐ £## Bus Pass **
☐ I have already claimed

Please note all voucher requests will be reviewed before we can confirm a claim. One voucher available for each address. If a claim has already been made for your address you will not be eligible to receive a voucher. See Terms and Conditions for further details.

What have/will you use your voucher for:

In order for us to process your voucher request, we require the following information. Please write in capitals.

Name: _____

House/Flat number: _____

Street Name: _____

Postcode: _____

Email Address: _____

Please note that this information is kept in accordance with Data Protection policy found at: <https://paulbashamassociates.com/privacy-cookie-policy/>. Email travelplan@paulbashamassociates.com for further details.

Terms & Conditions

One voucher available per address within ##. If a previous resident has claimed you will not be eligible. To confirm eligibility please provide us with your address information. Sustainable Travel Vouchers are a gift from the developer and the offer(s) may be amended or removed at any time. ###

The full list of Terms and Conditions can be found at: ###

Thank you