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Hertfordshire Constabulary Headquarters Redevelopment

Travel Plan

Travel Plan

Quality information

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Table of Contents

Figures

Tables

1. Introduction

Overview

1.1   AECOM has been commissioned by Hertfordshire Constabulary to update the existing Travel Plan to accompany the planning application for redevelopment of their headquarters located at Stanborough in Welwyn Garden City, Hertfordshire.

1.2   The redevelopment of the Site essentially represents a like-for-like replacement of existing facilities, although will combine the Constabulary headquarters with Herts Fire and Rescue services which will relocate to the Site.

1.3   The client's requirements for the new Hertfordshire Constabulary Headquarters (HCHQ) Building are summarised as follows: design an overall building of 9,000msq gross internal floor area and office accommodation for 623 operational staff. As well as office space, the building will accommodate a new restaurant with dining facilities, conference space and communal space for community and partnership engagement. The Decant Building will provide 3,300msq gross internal floor area, office accommodation for 300 operational staff. The Decant Building will provide space for occupational health, gymnasium and fitness facilities, locker space and two floors of office accommodation. Both buildings are seeking to respond to new Policing working methods, providing agile working spaces, addressing staff wellbeing, smarter working considerations and provide designs that are responsive to individual environmental and comfort controls. The design of the HQ Building will have to accommodate considered spaces that carefully bring together the public, Police and community partnership groups in a safe environment that satisfies the secure- by-design team. The building will require communal spaces, meet and greet areas, exhibition spaces, conference facilities and restaurant areas to accommodate these activities

1.4   In addition to the HQ and Decant buildings, there were several ancillary buildings that have been identified to support the primary development. The brief included the requirement for a new Estates and Facilities (E&F) building to accommodate security/post building. This E&F requirement will need to be located away from the main buildings, so that deliveries can be scanned and security checked prior to transferring them to the secure site. The security/post building has been included as the result of detailed discussions with the Counter Terrorism team. The objective is to keep potential suspect packages away from the main buildings and avoid the need for mass evacuation. In the short term, the security/post building will be used as temporary reception accommodation whilst the demolition and construction programmes are implemented.

1.5   The relocation of the dog kennels and dog handler's welfare facilities has also been identified as part of these redevelopment proposals. The Police are keen to move the dog kennels and ancillary buildings away from their current central site location, closer to the dog training areas on the eastern side of the site and away from primary Police activity.

1.6   There is a need for ongoing provision of catering and canteen facilities during the construction programme for operational Police staff. Ultimately, this facility will be provided in the new HQ building, therefore will need to be by temporary accommodation. Modular canteen and kitchen facilities have been identified as an appropriate short-term solution.

What is a Travel Plan?

1.7   A Travel Plan is a package of measures designed to encourage a more sustainable approach to transport behaviour. These measures may be designed to reduce the overall need to travel, reducing the number and duration of trips, or by encouraging people to use public transport, walking or cycling as alternatives to car use. The Travel Plan also identifies how this sustainable approach will be implemented, managed, monitored and reviewed to maximise its success. It will typically identify a range of potential initiatives, either "hard" measures which focus on infrastructural improvements or "soft" initiatives which include marketing and the provision of information in addition to incentives to travel by non-car modes.

1.8   In addition to identifying measures and initiatives that can be used to encourage employees and visitors to make smarter travel choices, a Travel Plan also sets out achievable targets against which its success can be measured and the process by which it will be implemented, managed, monitored and reviewed.

1.9   The implementation of a successful Travel Plan can have the following benefits:

- Minimising unnecessary journeys and the costs associated with them;

- Identifying sustainable travel options to staff and visitors such as walking, cycling, bus and rail.

- Improving the number and quality of the transport options available to staff and visitors;

- Reducing the likelihood of congestion around the site and the associated noise and air pollution;

- Contributes to a BREEAM rating which demonstrates a positive, environmentally friendly image of the development with the associated public relations value;

- A reduction in the need to provide developable land for car parking; and

- Compliance with National and Local Policy.

1.10   The Building Research Establishment Environmental Assessment Method (BREEAM) is a credit-based scoring system, which is an internationally recognised environmental assessment method used for buildings. It '*sets the standard for best practice in sustainable design and has become the de facto measure used to describe a building's environmental performance*'.

1.11   This Travel Plan is designed to be BREEAM compliant and is intended to help the HCHQ achieve high environmental and sustainability standards.

1.12   The aims and objectives of this Travel Plan are contained within section 6 along with measures and initiatives.

The Site

1.13   The Site is located off Stanborough Road on the south of Welwyn Garden City. It is approximately 2km south of Welwyn Garden City train station as well as Welwyn Garden City bus station which is located at The Howard Shopping Centre.

1.14   The Site provides key facilities associated with policing in Hertfordshire, including a main office building, fleet services, scientific research, emergency call centre and a series of support buildings required to facilitate a headquarters complex. The existing floor area of all buildings within the Site is approximately 19,241 sqm. Of this, approximately 8,955 sqm will be retained. The new buildings will provide 12,853 sqm floor area, which with the retained buildings will provide a total floor area of 21,808 sqm. The existing site also provides 769 marked car parking spaces for operational policing, office workers and visitors

1.15   Directly to the north of the Site is the Gosling Ski & Board Centre and Sports Park (hereafter known as Gosling Sports Park) which also includes a golf driving range and tennis academy. Directly to the east of the Site is open playing fields and to the south is Stanborough Park and Lakes. The Site is bounded to the west by a bank of mature trees that provides separation with Stanborough Road, which runs in a north-south direction. On the opposite side of Stanborough Road is further open amenity land associated with Stanborough Park, adjoining to Stanborough Secondary School.

1.16   The main vehicle access is off Stanborough Road, leading to a public parking area which is located outside the main headquarters building. Police car parking is located to the south of the site beyond a security fence and access control gates. Approximately 110m to the south of the main entrance/egress there is an additional gated egress from the Site.

1.17   The current Site has 769 marked parking spaces, including 39 visitor spaces. Three of the visitor spaces are reserved for blue badge holders. In addition to the marked bays, some parking occurs adjacent to the support buildings in unmarked areas. There is also parking for 16 motorcycles on the Site.

1.18   The HCHQ location is outlined in red in Figure 1-1 below.

Figure 1-1: HCHQ Location
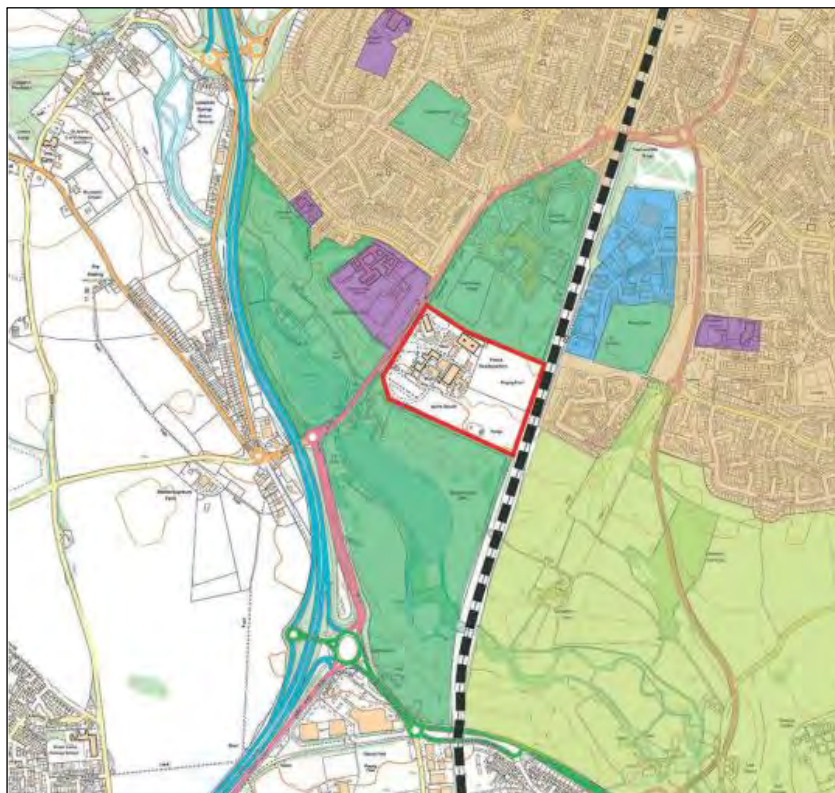
Report Structure

1.19   Following this introduction, the remainder of this report is structured as follows:

- **Section 2 Policy:** sets out the relevant national, regional and local policies and guidance related to transport and the Proposed Development;

- **Section 3 Site and Surroundings:** outlines the local existing walking, cycling, public transport and highway routes surrounding the Site;

- **Section 4 Proposed Development:** identifies the proposals for the Proposed Development;

- **Section 5 Travel Survey Summary:** provides a summary of the travel survey undertaken for the existing Travel Plan;

- **Section 6 Measures and Initiatives:** identifies the aims and objectives of this travel plan as well as the measures and initiatives that could be implemented to support the aims and objectives of the Travel Plan. This section also identifies the measures and initiatives provided in the existing Travel Plan;

- **Section 7 Targets:** sets out initial targets of the Travel Plan for reducing car driver and single occupancy mode shares while increasing walking, cycling and public transport use; and

- **Section 8 Implementation, Management, Monitoring and Review:** discusses the process for implementing, managing, monitoring and reviewing this Travel Plan.

2. Policy Context

Overview

2.1 The requirement, role and benefits of a Travel Plan are set out in national, regional and local planning policy. It is a key aspect in increasing individuals' awareness of their sustainable travel behaviour and options whilst looking to reduce their dependence on private car journeys.

2.2 This section of the report reviews the national, regional and local policy relating to transport in the context of the Proposed Development and the relevant existing and guidance on the preparation of Travel Plans.

2.3 Policy and guidance documents include are:

- **National Policy and Guidance**
  - National Planning Policy Framework (Published 2012, Updated 2019)
  - Planning Practice Guidance (2014)
- **Regional Policy and Guidance**
  - Hertfordshire Local Transport Plan 4: 2018-2031 (2018)
    - Active Travel Strategy (2013)
    - Rail Strategy (2016)
    - Bus Strategy (2020)
  - Hertfordshire County Council Travel Plan Guidance (Adopted 2014, Updated 2020)
- **Local Policy and Guidance**
  - Welwyn Hatfield Draft Local Plan (2016)
  - Welwyn Hatfield 'Saved Policies' (2005)

National Policy and Guidance

National Planning Policy Framework (Published 2012, Updated 2019)

2.4 The National Planning Policy Framework (NPPF)[1] was published in March 2012 and last updated in June 2019. The NPPF sets out the Government's planning policies for England, providing a framework within which local people and councils can encourage development which reflects the needs and priorities of their communities.

2.5 The NPPF defines a Travel Plan as '*A long-term management strategy for an organisation or site that seeks to deliver sustainable transport objectives and is regularly reviewed*.'

2.6 A key principle of the NPPF is the presumption in favour of sustainable development which contributes to the economic, social, and environmental aspects of a community. The use of sustainable transport modes for the movement of goods and people is widely encouraged.

2.7 Chapter 9 within the NPPF deals with Promoting Sustainable Transport (paragraph 102 to 107). This chapter explains the variety of ways in which transport should be considered as part of the planning process. This includes setting out that transport issues should be considered from the earliest stages of the plan-making and development proposals.

2.8 Paragraph 104 states that planning policies should '*be prepared with the active involvement of local highways authorities, other transport infrastructure providers and operators and neighbouring councils, so that strategies and investments for supporting sustainable transport and development patterns are aligned*'.

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[1] https://www.gov.uk/government/publications/national-planning-policy-framework--2

2.9   Policies on assessing the transport impact of development proposals are identified in paragraphs 108 to 110. These refer to highway safety as well as capacity and congestion to make clearer that pedestrian and cycle movements should be prioritised, followed by access to high quality public transport, to reflect the importance of creating well-designed places.

2.10   Paragraph 111 states that a development that generates a significant amount of movement should be supported by a Transport Statement or Transport Assessment and should be required to provide a Travel Plan.

Planning Policy Guidance (2014)

2.11   In March 2014 the Department for Communities and Local Government (DCLG) launched a website containing national planning practice guidance. The website contains guidance on a range of planning topics such as design, Local Plans, Neighbourhood Plans and Travel Plans / Transport Assessments.

2.12   The section on 'Travel plans, Transport Assessments and Statements in decision-taking[2] provides advice on when Travel Plans, Transport Assessments and Transport Statements are required and what they should contain. Travel Plans are expected to identify specific required outcomes, targets and initiatives. They need to set out clear future monitoring, review and management arrangements and consider what additional measures may be required to mitigate impacts if targets are not met.

Regional Policy and Guidance

Hertfordshire Local Transport Plan 4 - 2018-2031 (2018)

2.13   Hertfordshire Local Transport Plan 4 (LTP4)[3] was adopted in May 2018 and covers the period 2018-2031. The LTP4 aims to build on previous LTP's and aims to change travel behaviour so people choose to travel by other modes for journeys that don't need to be made by car and evolve the transport system to be less dependent on the car.

2.14   The LTP4 seeks to encourage a mode shift from the private car to sustainable transport such as walking cycling and passenger transport.

2.15   In addition to the LTP4, a number of supporting documents have been created to identify a strategy for each specific area of transport planning. The relevant documents such as the Active Travel Strategy, Intalink Bus Strategy and Rail Strategy are discussed below.

2.16   The LTP4 identifies three themes, nine objectives and four principles which are outlined in Figure 2-1.

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[2] https://www.gov.uk/guidance/travel-plans-transport-assessments-and-statements#travel-plans
[3] https://www.hertfordshire.gov.uk/services/recycling-waste-and-environment/planning-in-hertfordshire/transport-planning/local-transport-plan.aspx

Figure 2-1: Hertfordshire LTP4: Themes, Objectives and Principles[4]
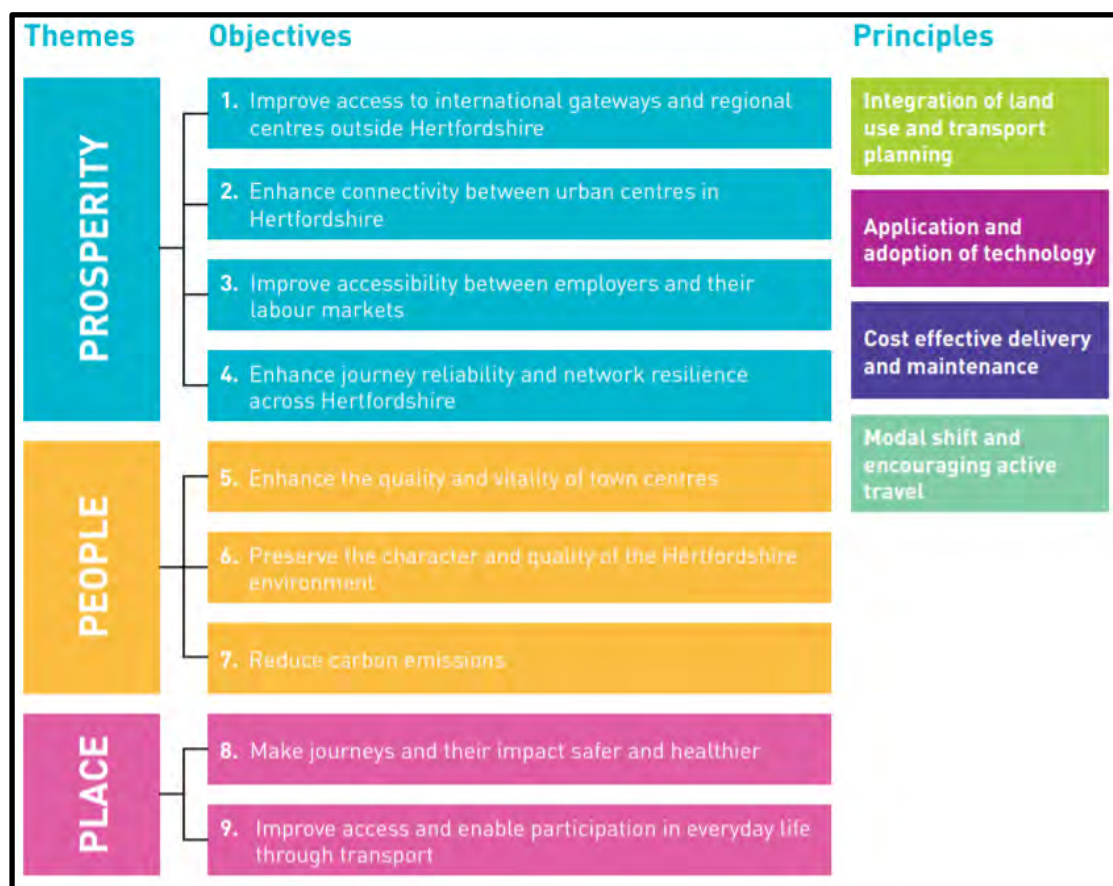
2.17 The relevant policies in the LTP4 are discussed below:

- **Policy 3: Travel Plans and Behaviour Change** – seeks to encourage the widespread adoption of travel plans through working with partnership of large employers, businesses and other organisations to develop travel plans and implement Smarter Choices measures.

- **Policy 4: Demand Management** – considers greater traffic demand management to achieve modal shift and improve sustainable travel provision. This could be achieved through parking restrictions and charging applied to on-street, off-street and potentially at workplace parking.

- **Policy 5: Development Management** –
  - Aims to work with development promoters to ensure location and design of proposals reflect the LTP Transport User Hierarchy and encourage a shift towards sustainable transport modes.
  - Seeks to ensure '*access arrangements are safe, suitable for all people, built to an adequate standard and adhere to the country council's Highway Design Standards*'.
  - Will consider the adoption of access roads and internal road layouts and where internal roads are not adopted the county council will expect suitable private management arrangements to be in place.
  - Seeks to secure developer mitigation measures to limit the impacts of development on the transport network.
  - Requires a Travel Plan for development in accordance to the 'Hertfordshire's Travel Plan Guidance'.
  - Ensures new parking provision in new developments provides facilities for electric vehicle charging and shared mobility solutions such as car clubs.

- **Policy 6: Accessibility** –
  - States that the county council seeks to increase the ease with which people can access key services through working with stakeholders such as bus and rail operators and community transport operators.

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[4] www.hertfordshire.gov.uk/media-library/documents/about-the-council/consultations/ltp4-local-transport-plan-4-complete.pdf

- Outlines that it will address the barriers to accessibility regarding active modes and for people with impaired mobility. *Improving travel choices and options, including support for the provision of shared mobility initiatives.'*

- **Policy 7: Active Travel Walking** –

  - Seeks to encourage walking through implementing measures to increase priority of pedestrians relative to motor vehicles.
  - Provide pedestrian facilities to enable and encourage walking.
  - Promote networks of pedestrian priority routes.
  - Promotes walking as a mode of travel.

- **Policy 8: Active Travel Cycling** –

  - Aims to deliver a change in cycling through infrastructure improvements, especially within major urban areas to enable and encourage more cycling.
  - Implement measures to increase the priority of cyclists relative to motor vehicles.
  - Improve safety for cyclists including delivery of formal and informal cycle training schemes.
  - Support the promotion of campaigns to inform, educate, reassure and encourage cycling provision and education.
  - Facilitate the provision of secure cycle parking.

- **Policy 9: Buses** – Seeks to promote and support bus services to encourage the reduction in car use by supporting the delivery of infrastructure and provide and maintain all bus stops and bus related highway infrastructure.

- **Policy 19: Emissions Reduction –** Promotes a change in people travel behaviour to encourage a modal shift from cars to walking, cycling and passenger transport.

Active Travel Strategy (2013)

2.18   Hertfordshire's Active Travel Strategy[5] is currently under development. Until further updates are available the Active Travel Strategy produced in April 2013 sets out how the County Council and its partners will identify, deliver and promote interventions to increase walking and cycling in Hertfordshire.

2.19   The Active Travel Strategy merges and updates the existing Walking Strategy (2011) and the Cycling Strategy (2007) to provide a joined-up approach to ensuring that active travel modes are planned together to help reduce congestion, improve health and reduce pollutant emissions.

2.20   The overarching aim of the Active Travel Strategy is: '*to increase the proportion of journeys made by walking or cycling to improve individual health, quality of life, the environment and the economy'.*

2.21   The Active Travel Strategy identifies '*over 56%[6] of all trips in Hertfordshire are five miles or less, there is a significant amount of journeys in Hertfordshire that currently take place by private car which could be undertaken by cycling or walking'*. The Active Travel Strategy also identifies that 43% of adults own a bike but only around 2% of trips were made by bicycle.

2.22   A number of interventions/deliverable schemes/measures are identified to help deliver the achieve and maintain the necessary behavioural change, encouraging and empowering more residents to walk and cycle for shorter journeys, instead of driving, Some of the measures identified include: '*traffic calming; speed limits; reallocation of road space; implementation of road user hierarchies; use of Intelligent Transport Systems; pedestrian crossings; footway maintenance; designing out crime; improved signage; urban realm improvements; cycle/hire/purchase schemes and personalised travel planning and promotion'.*

2.23   The Strategy has four over-arching policy objectives in order to address the challenges and issues identified which are discussed below.

2.24   **Policy Objective 1** is to ensure Active Travel contributes fully to addressing environmental challenges in Hertfordshire. Specific challenges that need to be addressed include improving air quality and reducing the growth in carbon emissions from the transport sector by increasing the proportion of trips made by walking and cycling.

2.25   **Policy Objective 2** is to ensure Active Travel contributes fully to enhancing economic growth in Hertfordshire. Specific challenges include:

- Reducing economic costs associated with transport, reducing congestion and increasing productivity;
- Reducing economic costs associated with lack of exercise, employee absenteeism and NHS costs;
- Improving accessibility to the labour market and reducing unemployment through increased availability of alternative transport options; and
- Improving the desirability of facilities and services through enhanced transport facilities and pedestrian environments.

2.26   **Policy Objective 3** is to ensure Active Travel contributes fully to improving public health in Hertfordshire, including increasing physical activity levels to help prevent and manage various health conditions.

2.27   **Policy Objective 4** is to ensure Active Travel contributes fully to improving quality of life for Hertfordshire communities. Specific challenges include improving community safety and improving the quality of opportunity for residents.

2.28   The Active Travel Strategy identifies a delivery toolkit which is a list of potential schemes for active travel. It identifies barriers individuals may face to walking and cycling and presents schemes that could be implemented to support people overcoming the barriers. Table 2-1 provides a summary of the key barriers to people participating in active travel in Hertfordshire.

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[5] https://www.hertfordshire.gov.uk/services/recycling-waste-and-environment/planning-in-hertfordshire/transport-planning/transport-policy-and-supporting-strategies.aspx
[6] Hertfordshire County Traffic and Transport and Data Report (TTDR) 2011

Table 2-1: Summary of Key Barriers to Active Travel in Hertfordshire

Overarching Barriers *Travel not perceived to be viable due to ….*	Examples of Preventative Perceptions	Potential Measures that could be Considered to Overcome the Barrier
Safety and security	• Traffic is too dangerous/busy/fast/noisy e.g. presence of HGVs • Personal security would be poor on walking / cycling routes • Vandalism / theft of cycle equipment • Air quality is poor to walk / cycle	• Traffic calming • Speed limits and enforcement • Bikeability cycle training programme • Develop cycle network • Provision of improved crossing facilities e.g. traffic island, zebra, pelican, puffin or Toucan • Maintain footways to acceptable standards to ensure the routes are generally free from vegetation
Lack of physical infrastructure	• No facilities to park cycle / shower / store gear • Don't own a cycle / suitable equipment • Mobility impairment prevents active travel • Unpleasant walking or cycling environment • Physical barriers including guard rails, street clutter, parked cars etc • Lack of direct walking / cycling routes	• Develop a cycle network that directly links key destinations in urban areas • Provide easily accessible information to the public on walking and cycling infrastructure and alternatives routes • Provide cycle hire facilities where they are likely to be used • Remove street clutter to improve public realm • Designs to address the needs of less mobile and visually impaired including the provision of dropped kerbs and tactile paving • Clear and accurate route signage for walking and cycling routes (singings with timings to access by walking/cycling maps) • Secure and accessible public cycle parking • Installation of facilities for cycle storage, including showers, lockers and secure covered storage areas at employer destinations • Work with rail operators to permit bicycles on trains where appropriate or ensure appropriate provision for secure cycle parking
Lack of knowledge, awareness, training or education	• Lack of information • Don't know how to cycle or lack of confidence • Too expensive to buy bicycles and equipment	• Produce up-to-date route and network maps of cycling and walking networks • Promote travel planning to businesses and employment areas • Agreement with outdoor and cycling retailers for discount on goods and maintenance that will encourage more walking and cycling • Bicycle loans, purchase, maintenance and recycling schemes • Improve signing • Independent travel training including support for learners e.g. travel buddy scheme • Support national publicity events such as 'Bike Week' and 'Bike 2 Work'
Social and cultural attitudes	• Can't walk or cycle that far / too hilly • People get sweaty before work • Can't cycle to work in work clothes/shoes • Too much equipment to carry • Have to transport other people as well • Need to drive children to school • Too inconvenient / time consuming	• Community / guided cycle rides and walks. • Publication of local positive experiences including the social benefits to be gained from walking and cycling with others. • Cycling and walking promotional events including events for mobility impaired. • Advertise the availability of electric bicycles. • Provision of incentives for walking and cycling. • Provide benches where appropriate to enable those who are less mobile to rest.

Rail Strategy (2016)

2.29   Hertfordshire's Rail Strategy[7] is currently under development and until further updates are available the Rail Strategy produced in June 2016 sets out the County Council's aspirations for the development of the rail network in Hertfordshire.   The overall vision for rail is an integrated network of affordable, efficient, comfortable and safe services that provide a real alternative to car travel.

2.30   The rail strategy identifies after the introduction of High Speed Rail Phase 2 (HS2), the county council will lobby for increased long distance stops at Stevenage and increased frequency and capacity at other key stations such as Welwyn Garden City and Hatfield.

Bus Strategy

2.31   HCC has partnered with Intalink to form the Intalink Bus Strategy[8] which sets out the framework of strategic and detailed policies for passenger transport to address the current situation and the challenges faced.

2.32   The Strategy includes the following five objectives:

    1.   Prioritising bus services in traffic;
    2.   Improving the image of bus travel;
    3.   Upgrading bus infrastructure;
    4.   Closer integration of the bus network; and
    5.   Smarter use of data and information.

2.33   The Bus Strategy identifies consideration has been given to the future of public transport and it should extend to new and emerging technologies such as an Uber style Demand Responsive Transport such as 'ArrivaClick' and Oxford Bus Company's 'PickMeUp' services.

2.34   The Bus Strategy also discusses Mobility as a Service (MaaS) which '*combines multiple transport modes with technology and data to facilitate integrated journey planning, booking and payment'*. This technology is currently at an early stage however is expected to have a major implication on the way people consume travel, '*particularly in the context of decreasing take up of private car amongst younger people'.*

Hertfordshire County Council Travel Plan Guidance for Business and Residential Development (Adopted 2014, Updated 2020)

2.35   HCC adopted the Travel Plan Guidance[9] in May 2014 with the latest update in March 2020. The guidance reiterates the importance of Travel Plans and the policy framework in relation to the NPPF paragraph 111, PPG paragraphs 003 and 006 and HCC LTP4 Policy 3 and Policy 5.

2.36   The Guidance states that evidence of the Site's likely impact should be provided in a Transport Assessment or Transport Statement which should be used to inform the objectives, targets and measures in the Travel Plan. Also outlined is '*Travel Plans for existing sites can also provide evidence to inform Transport Assessments and Travel Statements for new developments*.'

2.37   The Travel Plan Guidance is intended to ensure and enable sustainable transport access for developments and sets out the thresholds for the requirement of different types of travel plans as set out in 'Appendix A: Development thresholds requiring Travel Plan'. Six specific types of Travel Plans are identified: Draft, Full, Statement, Framework, Area Wide and 'Modeshift STARTS – National Accreditation Scheme[10]'.

2.38   The Guidance notes that plans need to be site-specific with a package of measures which are integrated into the site design and occupation. It identifies the need for clear roles and responsibilities, objectives and implementation, monitoring and evaluation strategy. Key aspects include identifying a Travel Plan Co-ordinator, setting targets, responsibilities and dates and the need for regular monitoring to gauge the progress of the Travel Plan.

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[7] https://www.hertfordshire.gov.uk/services/recycling-waste-and-environment/planning-in-hertfordshire/transport-planning/transport-policy-and-supporting-strategies.aspx
[8] https://www.hertfordshire.gov.uk/services/recycling-waste-and-environment/planning-in-hertfordshire/transport-planning/transport-policy-and-supporting-strategies.aspx
[9] https://www.hertfordshire.gov.uk/services/highways-roads-and-pavements/business-and-developer-information/development-management/highways-development-management.aspx#travelplans
[10] https://www.modeshiftstars.org/

Local Policy and Guidance

Welwyn Hatfield Draft Local Plan (August 2016)

2.39   The Draft Welwyn Hatfield Local Plan covers the period 2013-2032 and was submitted for examination on 15th May 2017. The examination is ongoing, and some hearing sessions have been rescheduled due to the Covid-19 Pandemic.

2.40   *'The Local Plan sets out the Council's vision, objectives, policies and delivery strategy for new development in the borough to at least 2031 and will eventually replace the saved policies in the Welwyn Hatfield District Plan 2005[11]'.*

2.41   The Draft Local Plan sets out the Council's planning framework for '*identifying how much and what type of development is needed and where it should or should not accommodated*'.

2.42   The Draft Local Plan sets out a spatial vision which includes '*addressing climate change by improving opportunities for travelling by public transport, walking and cycling, using natural resources more efficiently, securing high quality sustainable design*'.

2.43   The borough wide strategic objectives include '*to maximise the opportunity to travel by sustainable modes and manage parking demand*'.

2.44   The relevant policies related to the Proposed Development and transport are identified below. Strategic policies are indicated by the prefix 'SP' and Site Allocation or Development Management Policies by the prefix 'SADM'.

2.45   **Policy SP 4 Transport and Travel** – identifies that the '*Council will seek to support both planned growth and existing development with appropriate transport infrastructure, with the emphasis on promoting the use of sustainable modes of travel and on improving safety for all highway users.*'

2.46   **Policy SADM 2 Highway Network and Safety** – states that '*development proposals will be permitted provided:*

   I.   *There would be no unacceptable impacts on the local and /or strategic transport network. Development proposals which generate a significant amount of traffic movements must be accompanied by either a Transport Assessment or Transport Statement as appropriate in accordance with the criteria in the Hertfordshire County Council Highway Design Guidance;*
   II.   *There would be no negative impacts on highway safety;*
   III. *They are designed to allow safe and suitable means of access and site operation; and*
   IV.   *They provide satisfactory and suitable levels of parking.*'

2.47   **Policy SADM 3 Sustainable Travel for All** – states that developments above the thresholds set out in the Hertfordshire County Councils Hertfordshire Travel Plan Guidance will be required to submit a Travel Plan as part of the planning application. Policy SADM states development proposals should make provision where appropriate for:

- **Cyclists** including secure cycle parking and where appropriate changing facilities;
- **Pedestrians**, including disabled persons and those with impaired mobility, through safe, accessible, direct and convenient design and layout of routes;
- **Public transport** through measures to improve and support public transport;
- **Community transport** including measures that will promote car pools, car sharing and voluntary community buses, community services and cycle schemes through the implementation of Travel Plans;
- **Servicing and emergency vehicles**; and
- **Facilities for charging plug**-in and other ultra-low emission vehicles.

2.48   **Policy SADM 12 Parking, Servicing and Refuse** – identifies the type and quantum of vehicle and cycle parking will be informed by the standards set out in the Council's parking standards taking into consideration the site's location and accessibility to public transport, services and facilities. Consideration of the nature and degree of parking demand likely to be associated with the development and opportunities for shared parking and the need to promote more sustainable forms of travel.

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[11] https://www.welhat.gov.uk/planningframework

2.49   **Policy SADM 12** also identifies that appropriate provision of servicing areas and refuse storage and collection areas should be made in accordance with the nature of the development. This includes the areas and access to them should be appropriate and designed to ensure they can perform their role effectively without prejudicing or prejudiced by other functions and users and avoid creating risk to human health or environmental nuisance.

Welwyn Hatfield District Plan 'Saved Policies' (2005)

2.50   The Welwyn Hatfield District Plan was adopted in 2005 and covered the period up to 2011. The District Plan was automatically saved for three years after its adoption with a number of 'saved policies' continue to be part of the development plan.

2.51   The aim of the District Plan was to '*secure sustainable development in the district, in order to improve quality of life'*. A number of policies have been 'saved' until it is replaced by a Local Development Framework. The 'saved policies[12]' relevant to transport and the Proposed Development are identified below.

2.52   **M1 Integrating Transport and Land Use** – identifies the Council will look to integrate different modes of travel with development proposals to be accessible to pedestrian and cycle routes and passenger transport services. Also identified is internal layouts must demonstrate priority to no-car users including safe and effective routes for pedestrian and cyclists, with appropriate facilities and should cater for people with mobility difficulties.

2.53   **M2 Transport Assessments** – states that '*developers of major new traffic generating developments will be required to submit a transport assessment'* to demonstrate the measures that have been taken to minimise vehicular movements through improvements to pedestrian and cycle facilities and passenger transport.

2.54   **M3 Green Travel Plans** – identifies that '*all new development at or above the thresholds set out in Hertfordshire Technical Chief Officers Association (HTCOA) guidance on 'Developing a Green travel Plan'* should be supported by a Green Travel Plan. The measures and the implementation of the Green Travel Plan will be secured through planning conditions or a Section 106 Agreement.

2.55   **M5 Pedestrian Facilities** – states the Council will seek, where possible and practical, improvements in facilities for the safe and convenient movements of pedestrians. It states that developers may be required to provide or contribute towards off-site pedestrian facilities where it would be necessary to integrate it with surrounding areas.

2.56   **M6 Cycling Routes and Facilities** – identifies the Council requires proposals for new developments to encourage cycling through the inclusion of safe cycle routes and cycle parking with appropriate waterproof storage and changing and showering facilities for cyclists are provided. New cycle routes should link with existing or proposed cycle paths.

2.57   **M8 Powered Two-Wheelers** – states the Council supports the use of powered two-wheeled vehicles and requires the internal layouts for development schemes are designed to include provision for powered two-wheeled vehicles and their users.

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[12] https://www.welhat.gov.uk/districtplan

3. Site and Surroundings

Overview

3.1   This section sets out how people of all abilities will be able to move around the Site and its immediate surroundings. The following elements have been assessed. Section 4 sets out the situation when the Proposed Development is complete.

- **Site Location and Context**
- **Site Access and Local Surroundings**
    - Walking and Cycling;
    - Public Transport; and
    - Local Highway Network.
- **On-Site Parking**
    - Car parking for staff and visitors;
    - Cycle parking; and
    - On-Site Servicing and Deliveries

Site Location and Context

3.2   The Site is located in Welwyn Garden City, Hertfordshire, approximately 2km to the south of the Welwyn Garden City railway station and City Centre. The main Site access is on the A6129 Stanborough Road, which runs along the western boundary. To the north of the Site Gosling Sports Park offers a range of facilities including a golf driving range, ski and board centre, tennis academy and sports park. To the east of the Site is open green space and the railway line which runs in a north-south direction. To the south of the Site is open green space and Stanborough Park and lake.

3.3   The Site location is shown in **Figure 3-1**.

Figure 3-1: Site Location
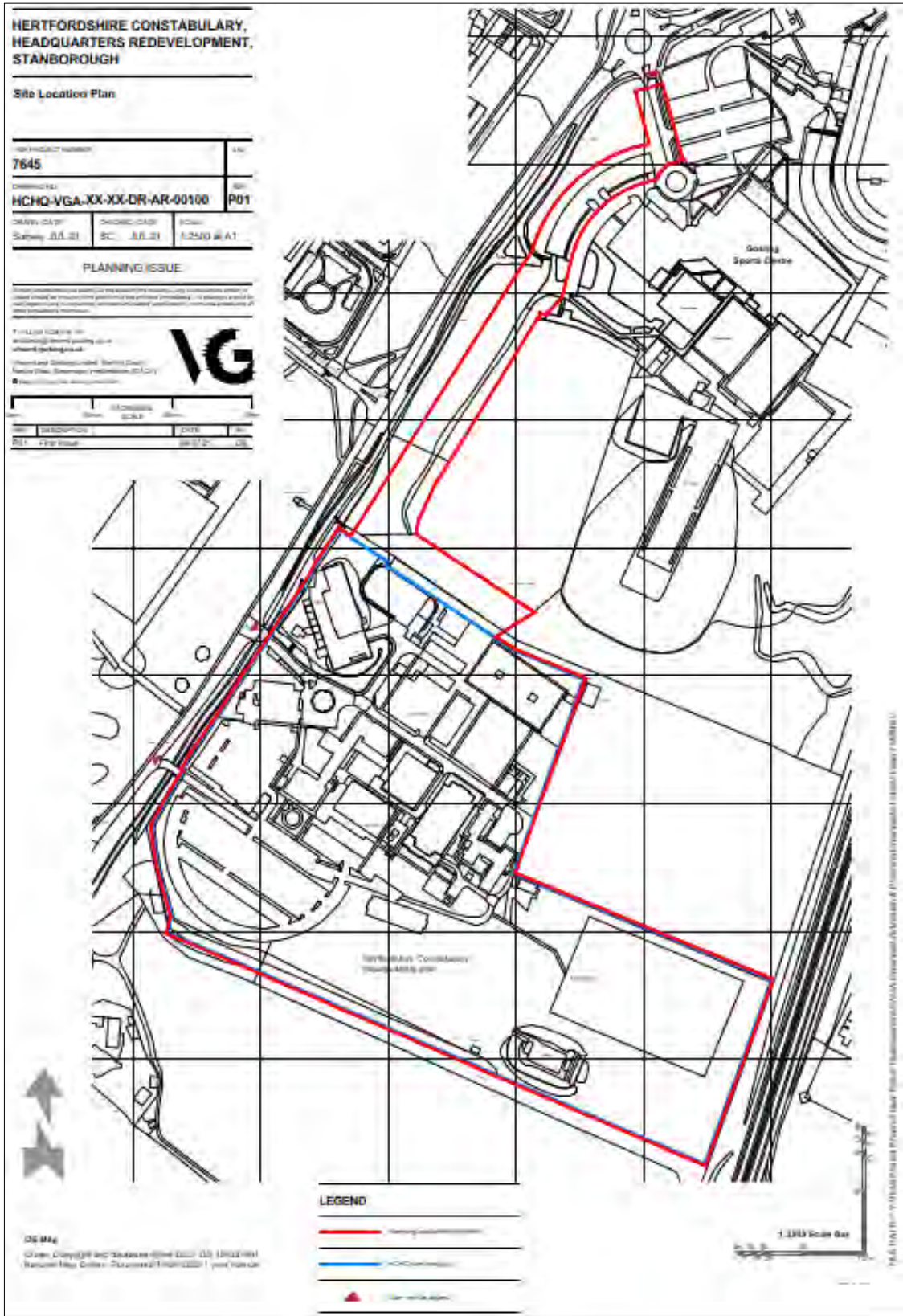
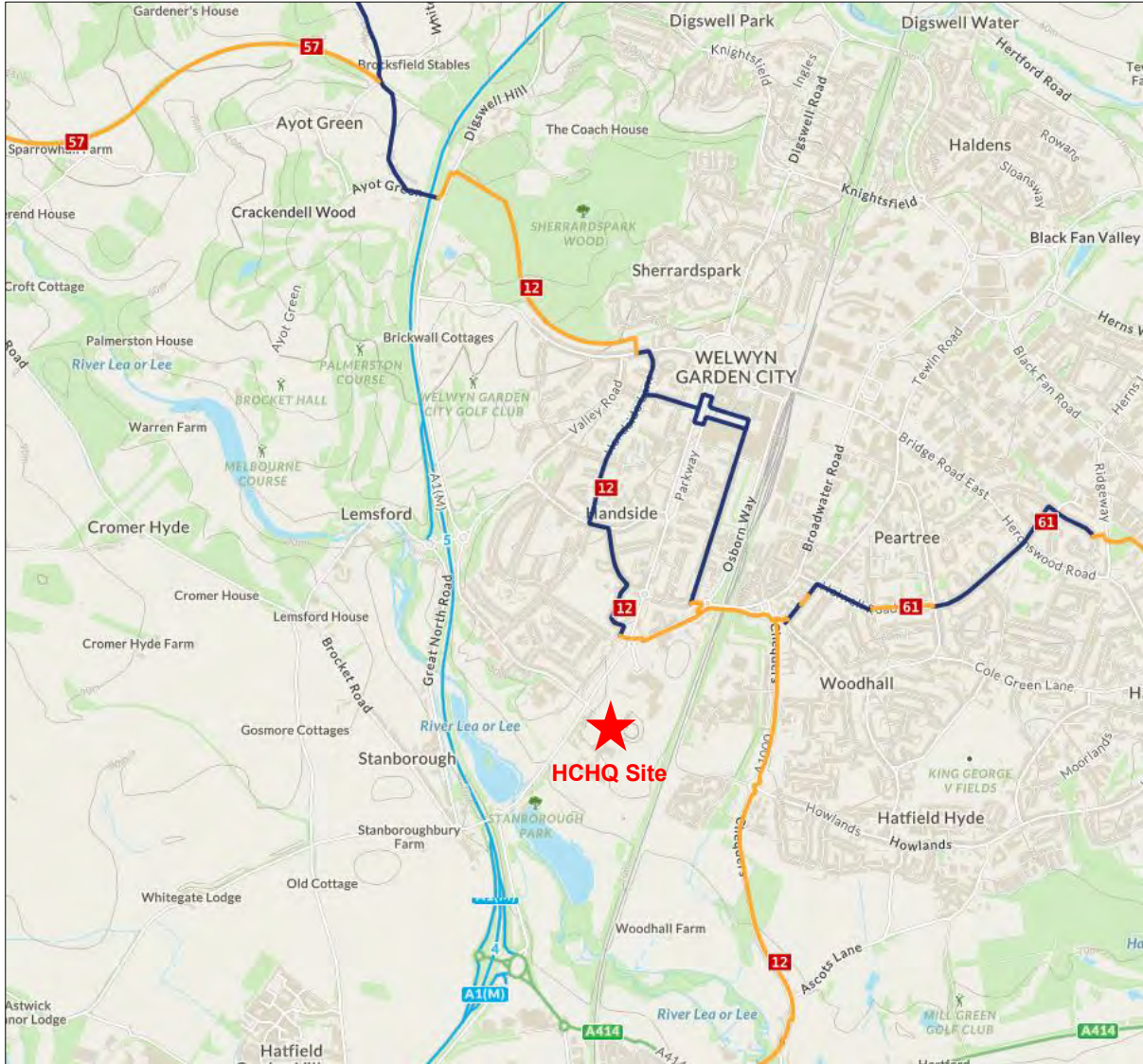# Walking and Cycling

3.4   The HCHQ entrance road includes a footway along the northern carriageway which leads into the Site. The internal footway network provides walking routes between the existing buildings and car parking areas.

3.5   At the Site access road junction with Stanborough Road, tactile paving and dropped kerbs are provided. Approximately 120m south of the main HCHQ entrance road there is a gated emergency egress from the Site, where tactile paving and dropped kerbs are provided but there is no pedestrian exit from the Site.

3.6   The A6129 Stanborough Road has a shared footway/cycleway along the western carriageway and a footway along the eastern carriageway between the Stanborough Road/B197 roundabout to the south and the Stanborough Road/Parkway/Gosling Sports Centre roundabout to the north. On the Lemsford Lane approach to the A6129 Stanborough Road junction, tactile pacing, dropped kerbs and a pedestrian refuge island are provided.

3.7   To the south of the Site, the shared footway/cycleway along Stanborough Road connects to a shared footway/cycleway along Stanborough Lake. This route is accessible via the route into the Stanborough Park South Side Car Park and runs in an east-west direction. This route continues underneath the railway line and connects to Mill Green Lane and the A1000 Chequers. This route provides a generally off-road pedestrian and cycle route between the Site and Hatfield, approximately 3.6km (12 minutes' cycle) to the south of the Site.

3.8   On Stanborough Road, approximately 140m north of the Site entrance, there is a signalised pedestrian crossing which connects to a footway towards two bus stops on Lemsford Lane.

3.9   To the north of the Site, at the Stanborough Road/Parkway/Gosling Sports Centre roundabout, there are dropped kerbs, tactile paving and refuge islands on the Parkway and Gosling Sports Centre arms of the roundabout. In addition, there is a signalised pedestrian crossing on the Stanborough Road north-eastern arm. No pedestrian crossing is provided on the Stanborough Road south-western arm of the roundabout.

3.10   To the north of the Site, the shared footway/cycleway along the eastern side of Stanborough Road connects to National Cycle Route 12 from the Stanborough Road/Parkway/Gosling Sport Centre roundabout. National Cycle Route 12 provides a route to Hatfield to the south along the A1000 Chequers to the south of the Site, via a 'traffic free route on the National Cycle Network'. In addition, to the north of the Stanborough Road/Parkway/Gosling Sports Centre roundabout, National Cycle Route 12 continues through a residential area along Turmore Dale along an on-road route.

3.11   Adjacent to the Stanborough Road/Osborn Way roundabout, National Cycle Route 12 connects to National Cycle Route 57, which provides an on-road route along Longcroft Lane to Welwyn Garden City Railway Station, Bus Station and Howard Shopping Centre.

3.12   South of the A1000 Chequers/Woodhall Lane junction, National Cycle Route 12 connects to National Cycle Route 61 on Woodhall Lane. National Cycle Route 61 runs through a residential area along Holwell Road and is a mixture of traffic free routes and on-road routes.

3.13   Further information regarding the National Cycle Routes can be found on the Sustrans website: www.sustrans.org.uk/find-a-route-on-the-national-cycle-network.

3.14   The existing Site currently provides 44 cycle parking spaces (12 short-term and 32 long-term).

3.15   **Figure 3-2** provides an extract showing National Cycle Routes 12, 57 and 61.

Figure 3-2: Local Cycling Routes

Key

Source: Ordnance Survey[13]

[13] https://osmaps.ordnancesurvey.co.uk/51.78752,-0.23291,13

Public Transport

Bus

3.16   Two bus routes, services 302 and 601, run along Stanborough Road in close proximity to the HCHQ Site. Bus route 302 is operated by ARRIVA and runs between Hemel Hempstead and Welwyn Garden City via St Albans and Hatfield. Bus route 602 is operated by UNO and runs between Borehamwood and Welwyn Garden City via St Albans and Hatfield.

3.17   The full timetable for bus route 601 is provided in Appendix A. It should be noted that bus route 302 is currently running a special Covid-19 timetable and the frequencies were taken from the latest departure times on 19/10/2020 from the Interlink website.

3.18   **Figure 3-3** identifies the 302 and 601 bus routes.

Figure 3-3: Bus Routes
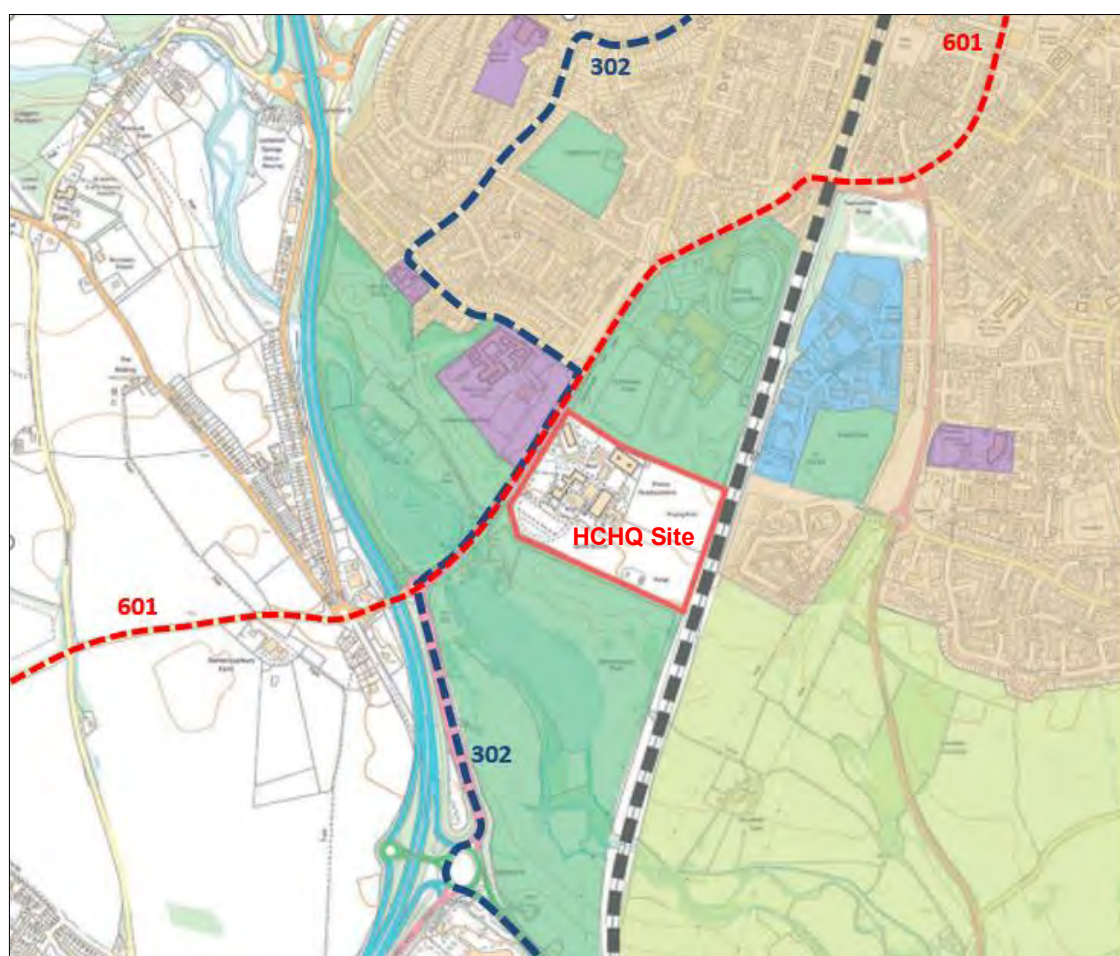
3.19   The closest southbound bus stop (name: Park) to the Site on Stanborough Road is served by bus routes 302 and 601. This bus stop has a shelter and seating and is located adjacent to Stanborough Lakes. This bus stop is approximately 160m (2 minutes' walk) from the main HCHQ entrance. A footway is provided on the eastern side of Stanborough Road between the bus stop and the HCHQ Site. Bus passengers accessing the Site are not required to cross Stanborough Road.

3.20   The closest northbound bus stop (name: Police Headquarters) is located approximately 50m to the north of the HCHQ Site access, and is served by bus route 601. This bus stop provides shelter, seating and a bus timetable. There is a signal controlled pedestrian crossing on Stanborough Road approximately 50m to the north, providing a safe crossing point between the HCHQ Site and the bus stop. Via this route the walking distance from this bus stop to the Site is approximately 160m (2 minutes' walk).

3.21   There are two bus stops on Lemsford Lane, to the north of the Site. Both bus stops include a shelter and seating, and are served by bus route 302. The northbound bus stop is approximately 240m (3 minutes' walk) and the southbound bus stop is approximately 280m (3½ minutes' walk) from the Site access.

3.22   Additional information regarding bus timetables, maps and live departures is provided on HCC's[14] and Intalink[15] websites.

3.23   **Figure 3-4** identifies formal pedestrian crossing facilities local to the Site and the walking routes between the bus stops and the Site using these formal pedestrian crossing facilities.

Figure 3-4: Local Bus Stops and Walking Routes to/from the Site
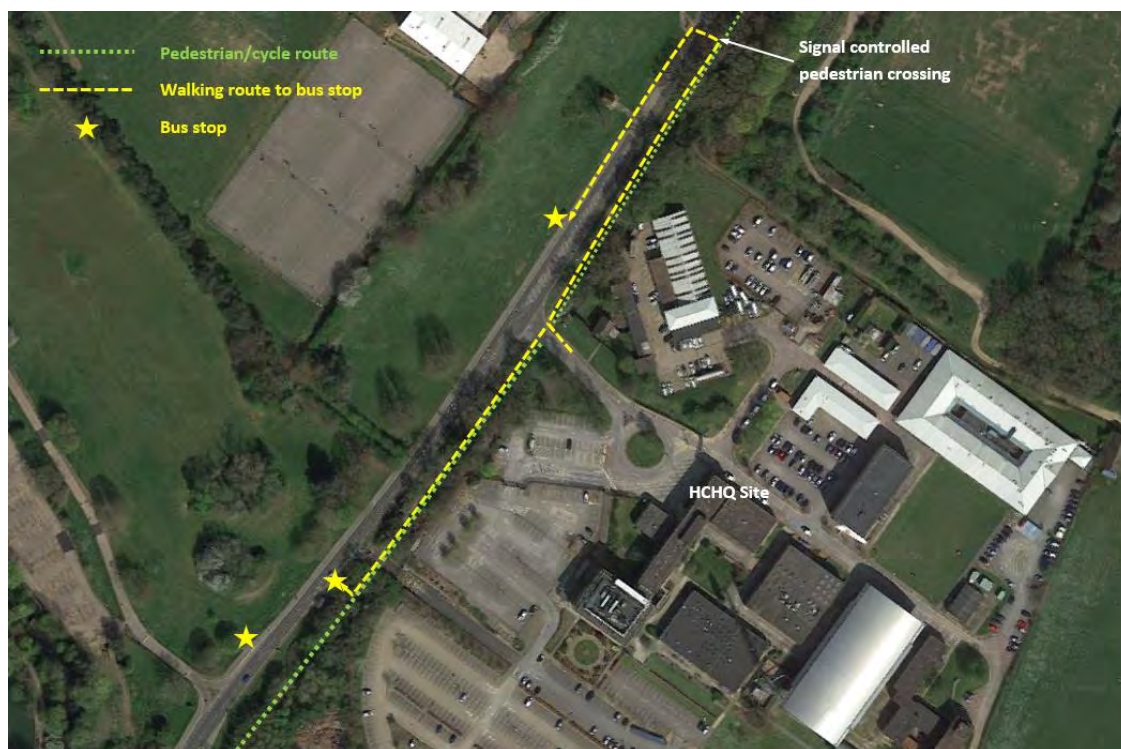
3.24   **Table 3-1** provides a summary of the weekday bus frequencies of bus routes 302 and 601, not including school services, available from the bus stops discussed above. The table sets out the number of buses in each period.

Table 3-1: Local Bus Route Frequencies

Service Number	Route	Bus Stop Name	Pre 0800	0800-0900	100-1600	1700-1800	After 1800
302	Hemel Hempstead – Welwyn Garden City	Stanborough Road (northbound)	3	2		1	4
		Lemsford Road	3	2		1	4
	Welwyn Garden City – Hemel Hempstead	Stanborough Road (southbound)	3	2	Circa every 30 minutes	2	2
		Lemsford Lane	3	2		2	2
601	Borehamwood/St Albans/Hatfield - Welwyn Garden City	Stanborough Road (northbound)	2	4		2	2
	Welwyn Garden City - St Albans/Borehamwood	Stanborough Road (southbound)	2	2		1	3

[14] www.hertfordshire.gov.uk/services/highways-roads-and-pavements/public-transport/public-transport-in-hertfordshire.aspx
[15] www.intalink.org.uk/services

3.25   Bus services 302 and 601 are accessible from Welwyn Garden City train station. This provides regular bus services between the Site and the station with the bus journey taking approximately eight minutes.

Rail

3.26   Welwyn Garden City train station is located approximately 2km to the north of the Site. The station is served by Thameslink[16] and Great Northern[17]. Destinations include London Kings Cross, Cambridge, Hatfield, Potters Bar and Finsbury Park.

3.27   **Table 3-2** identifies the weekday frequencies from Welwyn Garden City train station. Appendix B provides the full timetable for Welwyn Garden City train station and additional onward travel information by bus and taxi. The table shows the number of trains in the period.

Table 3-2: Welwyn Garden City Train Station Weekday Frequencies

Service Number	Route	Pre 0800	0800-0900	1000-1600	1700-1800	After 1800
13	Cambridge, Royston, Letchwork Garden City and Welwyn Garden City to London	6	2	Every 30 minutes	2	9
	London to Cambridge, Royston, Letchwork Garden City and Welwyn Garden City	5	2		2	7
14	Hitchin, Stevenage and Welwyn Garden City to London	7	2		2	13
	London to Hitchin, Stevenage and Welwyn Garden City	5	2		2	16
15	Stevenage and Welwyn Garden City to London	7	2	16	2	7
	Welwyn Garden City and Potters Bar to London[18]	17	6	34	6	15
	London to Welwyn Garden City and Stevenage	4	2	16	2	11
	London to Potters Bar and Welwyn Garden City[19]	7	6	34	6	29

Highway

3.28   The site is accessed from the A6129 Stanborough Road, which leads to a public parking area outside the main headquarters building. Police car parking is located to the south of the site beyond a security fence and access control gates. There is a further emergency exit onto Stanborough Road to the south of the site.

3.29   The A6129 Stanborough Road is a single carriageway road which runs in a north-south direction to the west of the Site. To the north Lemsford Lane forms a priority junction with the A6129 Stanborough Road, providing access to Stanborough School. Further to the north the A6129 provides access towards Welwyn Garden City town centre.

3.30   To the south of the Site, Stanborough Road forms a left in and left out junction with the car park entrance to Stanborough Lake North side Car Park. Opposite this junction is a left in only access to Stanborough Park South Side Car Park, with the egress further to the south on Stanborough Road.

3.31   To the south of the Site, the A6129 Stanborough Road leads to a three-arm roundabout with Coopers Green Lane where the A6129 Stanborough Road continues south. This leads to an interchange which provides access to A414 Great North Road, the A1(M) Junction 4 and the A1001 Comet Way.

3.32   The A414 Great North Road provides a highway link from the A1(M) interchange to the west and Hertford to the east. The A1(M) provides a strategic highway link and runs in a north-south direction connecting to Stevenage to the north and the M25 to the south.

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[16] www.thameslinkrailway.com/timetables?stationid=26ebd2204a814a0dbeeca708d4702390
[17] /www.greatnorthernrail.com/travel-information/plan-your-journey/station-information/stations/welwyn-garden-city
[18] Services start at Welwyn Garden City
[19] Services terminate at Welwyn Garden City

Accessibility Level

3.33 The measures in this Travel Plan aim to encourage the use of energy efficient modes of transport e.g. cycling, walking and buses. Through the promotion of the services outlined in the public transport, walking and cycling sections above, this Travel Plan will improve or enable convenient access for staff to and from the Proposed Development and to other local facilities including shops and recreation facilities. This Travel Plan ultimately promotes the use of sustainable modes of travel over private transport modes.

3.34 The Proposed Development will be designed in such a way as to maximise access for pedestrians and cyclists to and within the development provides segregated access for pedestrians and cyclists. The Proposed Development will provide excellent facilities for cyclists (further detail is provided in Section 4), with safe, secure and covered cycle storage.

3.35 Vehicular access to the site has carefully been considered for both public and the Police parking. The public parking area has been placed adjacent to the site entrance and the HQ building. There will be 6 disabled car parking spaces within the public area and a total of 17 spaces within the Police area. From the public and Police parking space, wheel-chair users will have level access to reception within the HQ building, and the level access routes will be clearly defined footpaths leading to the main entrance. Any road crossing points will be defined by blister block paving to distinguish the potential hazard. The need for disabled ramps has been designed out with slopes no greater than 1 in 21.

3.36 Within the buildings accessible WCs and showers will be provided in key locations, ambulant persons and accessible WCs at each floor level, wheelchair accessible lifts, staircases designed for use by ambulant persons and wheelchair refuges on staircase landings.

3.37 The kitchenette spaces throughout the proposed buildings have been designed to have low level work tops to accommodate disabled people in wheelchairs. Provision has also been allowed for all designated reception desks throughout the development to have lowered areas for wheel-chair access. Hearing loops will also be provided within the reception desk area.

3.38 Disabled access is afforded to all floors of the HQ building and Decant building. Adequate provision has been made for a turning space in front of the passenger lifts within both buildings. Disabled refuge spaces have also been allocated on the landings of each ambulant stair throughout the development.

3.39 The BREEAM 2018 Tra01/02 Accessibility Index Calculator has been used in order to produce an Accessibility Index (AI) for the site. This tool aims to recognise and encourage development in proximity of good public transport networks, thereby helping to reduce transport-related pollution and congestion.

3.40 The AI is a measure that provides an indicator of the accessibility and density of the public transport network at a point of interest (in the case of BREEAM, a building). The AI is influenced by the proximity and diversity of the public transport network and the level or frequency of service at the accessible node.

3.41 The AI for this Proposed Development has been calculated as 9.27. The AI calculation is included in Appendix C.

4. Proposed Development

Overview

4.1   The new HQ Building will provide 9,000msq gross internal floor area comprising office space, a new restaurant with dining facilities, conference space and communal space for community and partnership engagement. The Decant Building will provide 3,300msq gross internal floor area, comprising two floors of office accommodation for 300 operational staff, space for occupational health, gymnasium and fitness facilities, and locker space.

4.2   Both buildings are seeking to respond to new Policing working methods, providing agile working spaces, addressing staff wellbeing, smarter working considerations and provide designs that are responsive to individual environmental and comfort controls.

4.3   In addition to the HQ and Decant buildings, there are several ancillary buildings that have been identified to support the primary development. This includes a new Estates and Facilities (E&F) building to accommodate security/post building, located away from the main buildings. In the short term, the security/post building will be used as temporary reception accommodation whilst the demolition and construction programmes are implemented.

4.4   The existing dog kennels and dog handler's welfare facilities will also be relocated from their current central site location closer to the dog training areas on the eastern side of the site and away from primary Police activity.

4.5   During the construction programme, there will be a need over a two-to-three-year period to provide catering and canteen facilities for the operational Police staff. Ultimately, this facility will be provided in the new HQ building, therefore will need to be by temporary accommodation. Modular canteen and kitchen facilities were identified as an appropriate short-term solution.

4.6   The existing floor area of all buildings within the Site is approximately 19,241 sqm. Of this, approximately 8,955 sqm will be retained. The proposed new buildings will provide 12,853 sqm floor area, which with the retained buildings will provide a total floor area of 21,808 sqm.

4.7   The application will include reconfiguration of external spaces, including reconfiguration of parking areas, and opportunities for new and improved amenity spaces and landscaping.

4.8   The proposed Site Layout is shown in the following Figure. A higher resolution version is provided in Appendix D.

Figure 4-1: Proposed Site Layout

Car Parking

4.9 The reconfiguration of the site car parking will provide a total of 760 spaces, including 40 for visitors. The breakdown including blue badge bays and Electric Vehicle Charging (EVC) points is shown in the table below.

Table 4-1: Proposed Car Parking

Location	Standard	Blue Badge	EVC	Total
Visitors	34	6	0	40
Staff	695	17	8	720
Total	**729**	**23**	**8**	**760**

4.10 The visitor car park will remain where it is currently, although there will be some reconfiguration of the entrance area to the car park. The main site access junction with Stanborough Road will remain unchanged. There will be a clear segregation between areas accessible to visitors and areas accessible only by staff.

Cycle Parking

4.11 A total of 22 Sheffield stands (or equivalent) will be provided across the site, providing short-stay cycle parking for 44 bicycles, in accordance with HCC's cycle parking standard. The cycle parking will be located in areas that are well overlooked for security.

4.12 A total of 120 long-stay cycle parking spaces will be provided, in accordance with HCC's standards. The long-stay cycle parking spaces within the HCHQ building. In addition to the cycle parking, changing rooms, lockers and showers will be provided to ensure staff who travel to/from the Site by active travel modes have somewhere to shower and change if required.

Servicing

4.13   An 18m long servicing lay-by close to the bin storage will be provided to the south of the new HCHQ building, outside the restaurant/canteen. Refuse collection and other servicing vehicles will circulate around the internal road network to access the service area, as shown below.

Figure 4-2: Servicing Access
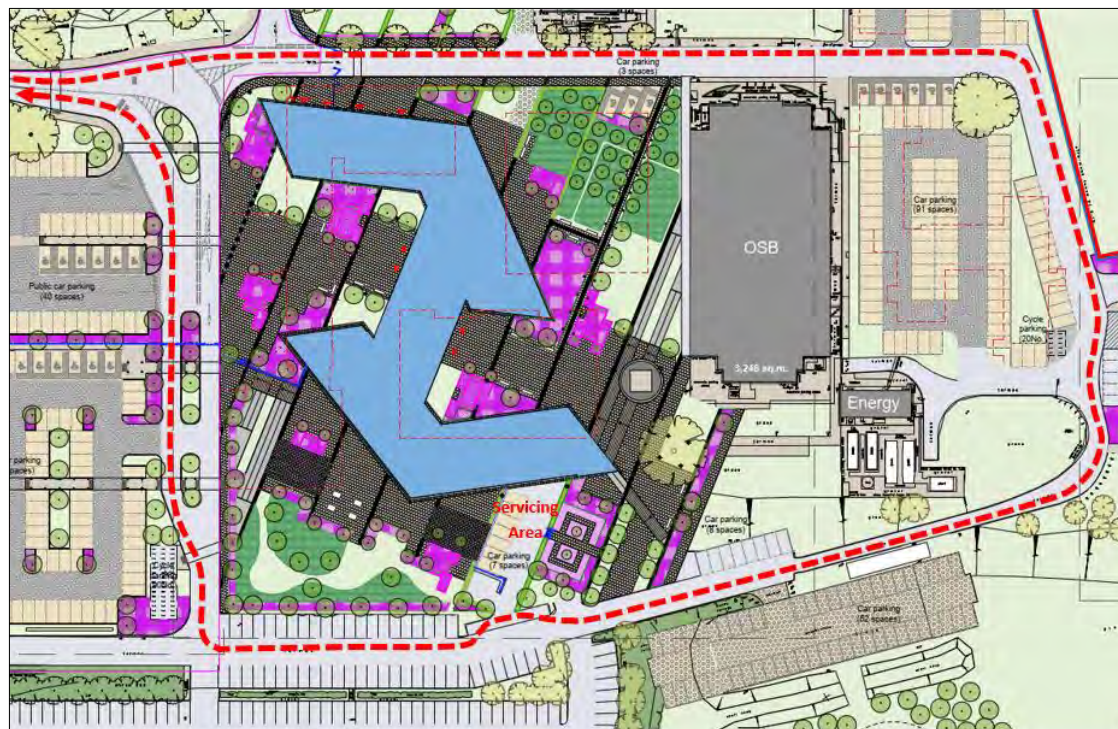
4.14   Approximately once a month a car transporter delivers or collects cars from the site. The visitor car park has been designed to accommodate the car transporter, as shown in the Figure below. The car transporter will circulate clockwise around the car park, stopping adjacent to the southern row of spaces to load/unload vehicles. Car parking spaces that are not accessible during the loading/unloading process will be coned off at the start of the day to ensure no visitor vehicles are blocked in whilst the cars are being loaded/unloaded.

Figure 4-3: Car Transporter Swept Path
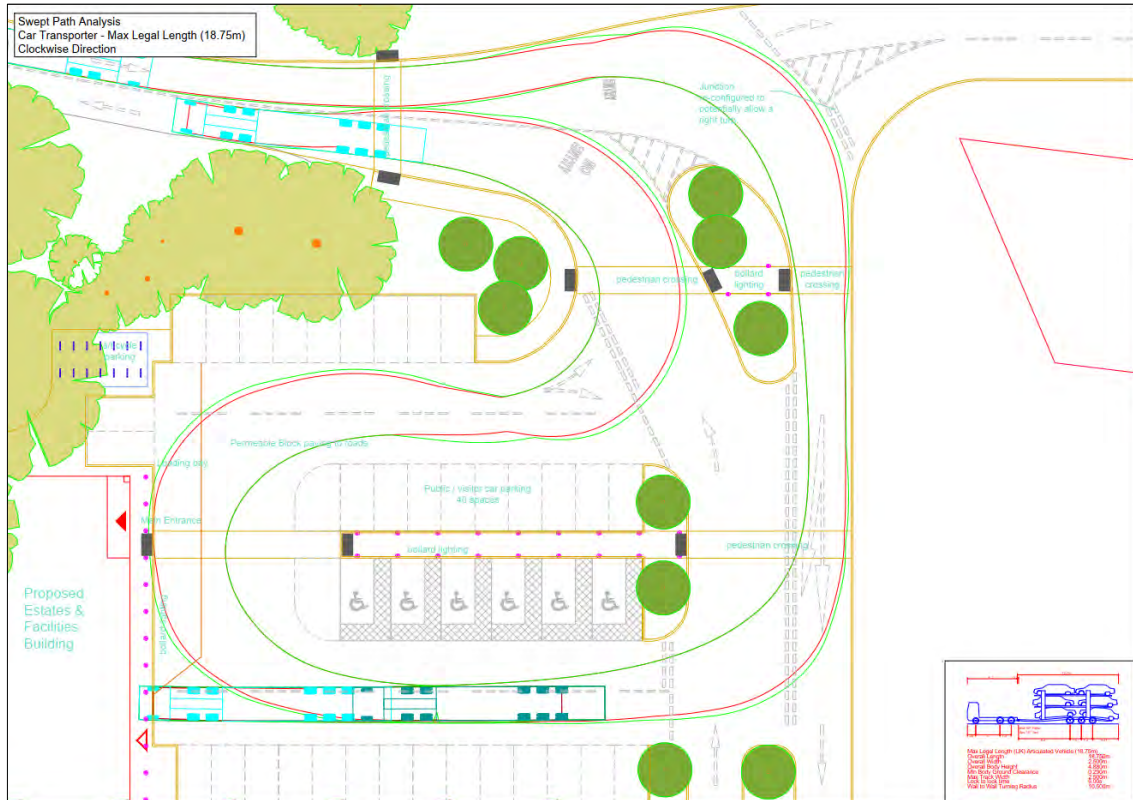
5. Summary of Travel Surveys

Overview

5.1   A summary of the travel surveys undertaken as part of the earlier version of the Travel Plan is provided below and is fully provided in Appendix E. The surveys included a traffic survey of the main entrance to gather the total number of vehicles entering the site and a visitor travel survey to identify how and when non-employees travelled to and arrived at the Site.

Main Entrance Traffic Survey

5.2   A traffic survey was undertaken at the main entrance entering the site using an Automatic Traffic Counter (ATC) between 19th September and Friday 26th September 2003. Whilst it is recognised that the data from the survey is now of limited validity given its age, new baseline surveys are proposed within six weeks of occupation of the new HQ building and the results of these surveys will be used as the basis for setting targets (refer to Section 8 of this report). A summary of the original survey results is provided below for reference.

5.3   Table 5-1 identifies the total number of vehicles recorded entering the site each day.

Table 5-1: Vehicle Count at Site Access

Day	Total Vehicles
Monday	1516
Tuesday	1494
Wednesday	1552
Thursday	1490
Friday	1335
Saturday	491
Sunday	358

5.4   The peak periods were identified as 0700-1000 in the morning and 1300-1400 in the afternoon.

Visitor Travel Survey

5.5   A visitor survey was undertaken between Thursday 25th and Thursday 2nd October 2003. The information collected included date, arrival time, purpose of visit (e.g. delivery or visitor) and mode of transport used.

5.6   The results of the survey are presented in Table 5-2.

Table 5-2: Total Deliveries and Visitors

Day	Deliveries	Visitors	Total
Monday	20	79	99
Tuesday	29	70	99
Wednesday	20	31	51
Thursday	31	38	69
Friday	24	47	71
Total	**124**	**265**	**389**

5.7   The results of the survey identified the majority of visitors travelled to the Site via car.

5.8   Visitor numbers were lowest on Wednesday, however the ATC identified the highest number of vehicles arrived on Site on Wednesday. It was noted that this could be accounted for Wednesdays being the main training day for officers and as a result staff may limit appointments on that day.

5.9   Table 5-3 identifies the mode of transport used to travel to the Site during the visitor survey period.

Table 5-3: Mode of Transport for Deliveries and Visitors

Day	Car	Lorry	Motorcycle	Taxi	Van	Walking	Other	N/K	Total
Delivery	16	25	1	0	50	0	27	5	124
Visitor	220	3	9	3	10	3	10	7	265
Total	**236**	**28**	**10**	**3**	**60**	**3**	**37**	**12**	**389**

5.10   The results identify that 92% of visitors travelled to the Site by vehicle with 1% walking and 6% either other/unknown.

Staff Travel Survey

5.11   A staff survey was undertaken during September 2003. Information gathered included method of travel to and from the Site and was obtained electronically via the Force intranet.
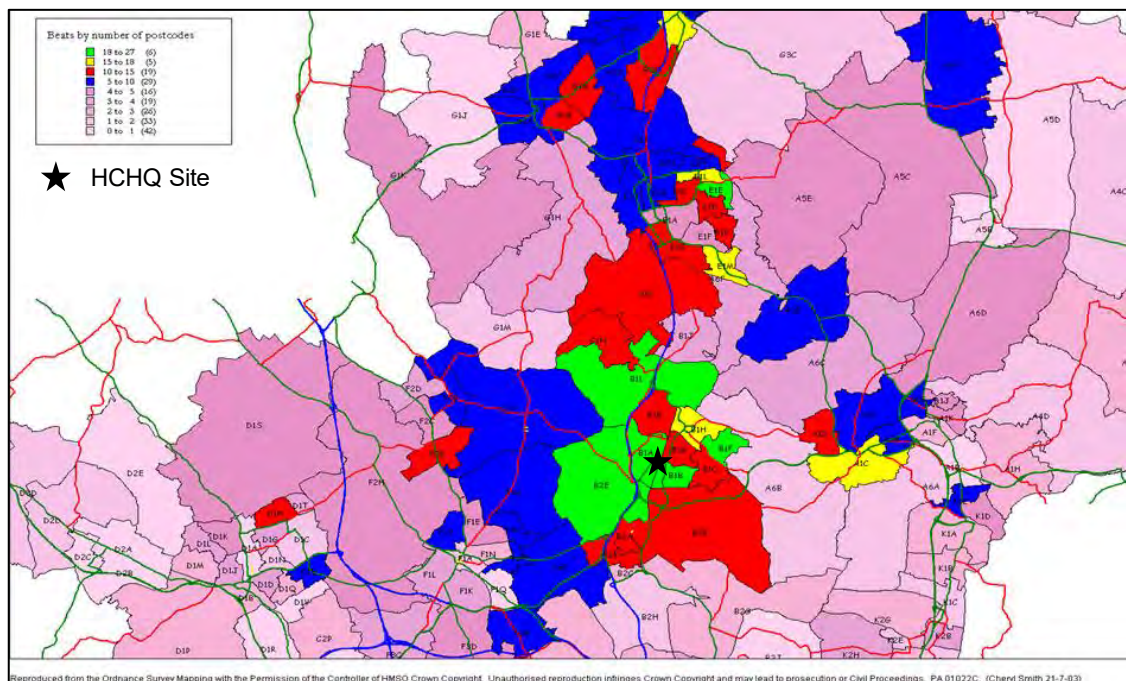
5.12   The staff travel questionnaire resulted in a 47% return of staff (583 out of 1246).

5.13   A summary of the staff travel survey is provided below with the full results shown in Appendix E of this report.

Staff Locations

5.14   Figure 5-1 identifies the staff locations by postcode.

Figure 5-1: Staff Locations

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Working Hours and Days

5.15   71% of the staff who completed the survey worked office hours with the remaining 29% of the staff working shift work/hours.

5.16   Of the staff who worked office hours, 9% started at 07:00, 43% started at 08:00 and 30% started at 08:30. Finishing times varied from 15:00 to 18:00. Figure 5-2 identifies the staff finishing times.

Figure 5-2: Staff Departing Times
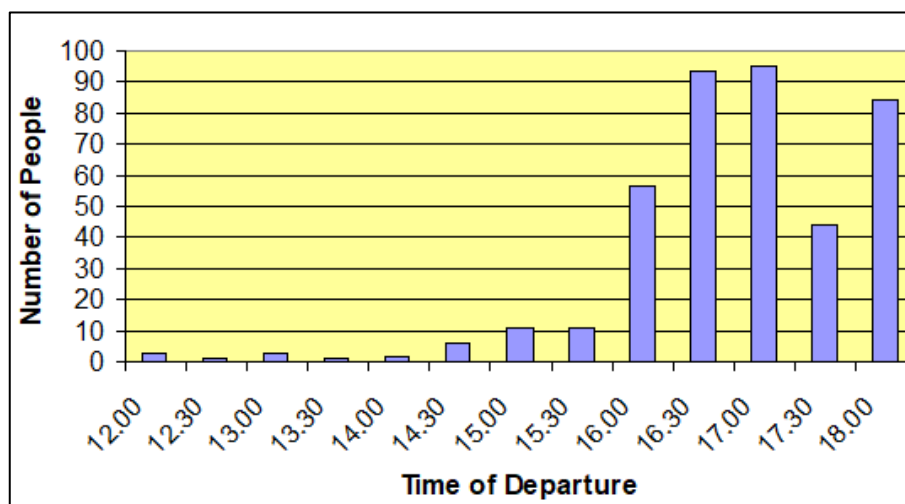
5.17 Staff were asked to state the days of the week they are on Site, with Tuesday and Wednesday identified as the busiest days. However, there was only a 5% difference between the busiest day and the quietest. A small percentage of staff who answered the questionnaire were on site during the weekend.

Method of Travel to Work

5.18 The staff travel survey provided two options in relation to mode of travel used to the Site; either 'car' or 'other'. 94% of staff surveyed used a car to travel to the site with 6% either walking, cycling, using public transport or another mode of transport.

5.19 Of the staff arriving by car, 9% were identified as car sharing, 3% had a lift and were dropped off outside the Site, while 88% were single occupancy cars.

5.20 In addition, below provides a summary of the answers to the reasons why staff travel to the site via car:

- 32% - convenience;
- 28% - distance;
- 21% - no public transport option;
- 16% - need to use car during the day; and
- 3% - car share.

5.21 Additional comments were made in the free text box in reference to the reasons why the method of travel was chosen. The most common answer to the reason why people used a car was 'poor weather', 'work arrangements' (e.g. meetings), 'family' (e.g. drop-off pick-up from school), and 'other commitments' (e.g. shopping).

5.22 When staff were asked if they needed their car during the day 64% said 'no' and 34% said 'yes'.

5.23 Figure 5-3 identifies the distance travelled by staff, with a summary provided below:

- 22% travelling less than 5 miles;
- 21% travelling between 5 and 10 miles;
- 22% travelling between 10 and 15 miles;
- 17% travelling between 15 and 20 miles; and
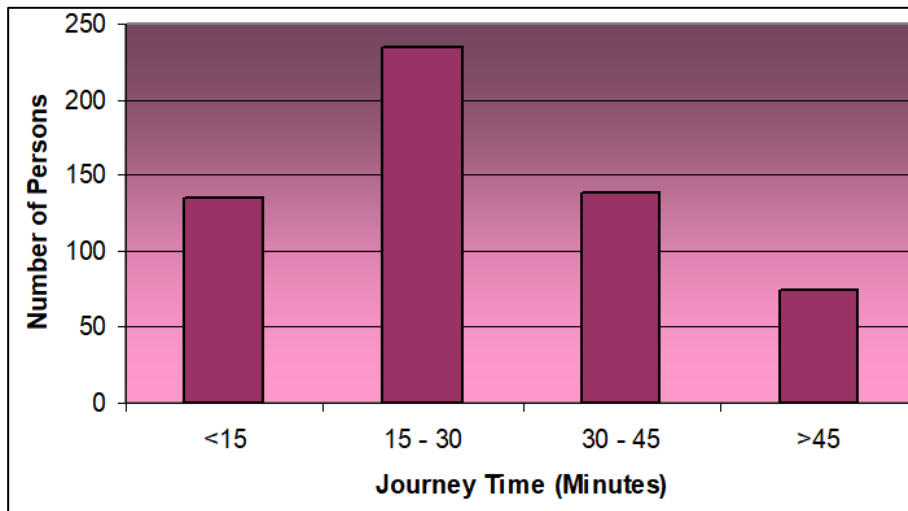- 18% travelling over 20 miles.

Figure 5-3: Staff Commuting Distance
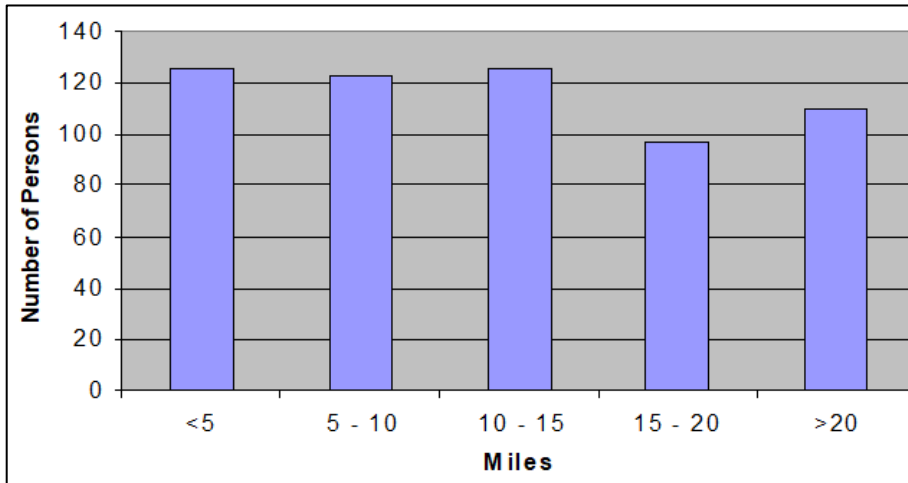
5.24   Figure 5-4 identifies the usual journey time to the site, with a summary provided below:

- 23% of journeys take less than 15 minutes;

- 40% of journeys take between 15 and 30 minutes;

- 24% of journeys take between 30 to 45 minutes; and

- 13% of journeys take over 45 minutes.

Figure 5-4: Staff Travel Time

6. Measures and Initiatives

Aims & Objectives

6.1   This section identifies the measures and initiatives to promote walking, cycling and public transport use to/from the Site. This Travel Plan provides a strategy to effectively manage the way employees and visitors travel to and from the HCHQ Site, encouraging travel by sustainable modes of transport: walking, cycling, bus and rail as well as electric vehicles and car sharing.

6.2   The aim of this Travel Plan is *'to encourage all employees and visitors to use the most sustainable forms of transport available to them'.*

6.3   The principal objectives of the Travel Plan are to:

- Improve awareness of the transport options available to staff and visitors;

- Promote the health benefits of walking and cycling;

- Minimise unnecessary journeys, especially single occupancy vehicle use; and

- Reduce the impact of the development on the local road network, particularly at peak time.

Measures and Initiatives

6.4   A key element of a successful Travel Plan is making sure staff and visitors understand the aims and objectives as well as getting them involved in the process. The following proposed measures aim to raise awareness of and encourage engagement with the Travel Plan process.

Appoint Travel Plan Co-ordinator

6.5   A named Travel Plan Co-ordinator (TPC) will be responsible for the day to day running of the Travel Plan and will form a point of contact for all employees and visitors. Further details about this role are provided in Section 8.

Launch Travel Plan

6.6   The applicant will hold a specific re-launch event or issuing an e-newsletter to all staff to provide details of the Travel Plan to coincide with the opening of the new HQ building. The applicant will also update its website/intranet and make it easier to find travel information to help make staff and visitors aware of the travel options that are available to them.

Promote Sustainable Travel

6.7   For the Travel Plan to be effectively implemented, it is important that it is promoted to all employees and visitors. To fully promote the Travel Plan and encourage greater use of alternative modes of transport, a travel information leaflet will be produced and distributed to employees and visitors. This information is to be provided electronically and kept up to date by the TPC, which could include the following:

- Details of the Travel Plan including its aim, objectives, benefits and sustainable transport advice;

- High quality walking and cycling maps showing safe routes to local facilities and approximate walking and cycling times;

- Information about local public transport services including route maps and timetables;

- Information relating to discounts with local transport operators and retailers;

- Details of local car sharing schemes;

- Details of local taxi services;

- Contact details for the TPC; and

- Advice on how to become a member of the Travel Plan Working Group.

Promotion of Health Benefits of Walking and Cycling

6.8   The TPC will promote the health and cost benefits of walking and cycling to the Site as part of improving people's general wellbeing as well as helping to reduce the demand on the local public transport networks.

6.9   The NHS website[20] notes the role of fast walking and cycling in achieving the recommended weekly levels of physical activity.

6.10   Schemes could include step challenges using fitness trackers to encourage staff to increase their walking activity with the setting of step challenges / targets. This could also include the 'Couch to 5k' challenge identified on the NHS website.

Participate in Travel Awareness Days
6.11   The TPC will consider ways to participate in a range of travel awareness days and promotional campaigns with a view to raising the profile of sustainable modes of transport and highlighting the social, environmental and health benefits of sustainable travel. This may include participation in national events such as annual 'Walk to Work' and 'Bike to Work' days.

Personalised Travel Planning
6.12   The TPC will offer staff a personalised travel planning service which would inform employees of their travel choices and promote the use of sustainable forms of transport. This may prove particularly useful to new and prospective staff.

Cycle Facilities
6.13   As identified previously in this report, 120 long stay and 44 short stay cycle parking spaces are proposed. In addition, changing facilities including changing rooms, lockers and showers are to be provided. This will provide a space for people walking, running or cycling to the Site to change into work clothing.

Cycle Scheme
6.14   The applicant will investigate participating in the Cycle Scheme (https://www.cyclescheme.co.uk), a discounted cycle purchase scheme which gives staff the opportunity to purchase cycles, safety equipment and accessories, including helmets, locks and lights, at a significantly reduced cost.

6.15   Cycle Scheme is the UK's number one provider of tax-free bicycles for the Government's Cycle to Work initiative. The employee's bicycle of choice & equipment is purchased in full, with the employee then contracted to pay back the total cost minus tax and National Insurance contributions via salary sacrifice, in 12 monthly instalments over the course of one year.

Discounts at Cycle Shops
6.16   The TPC will approach local sports and cycle shops with a view to agreeing a discount for staff to encourage the take up of cycling, such as through cheaper equipment.

Cycle Club/Bicycle User Group (BUG)
6.17   The applicant will establish a cycle club or a Bicycle User Group (BUG) for employees and will promote cycling and provide support to new cyclists. BUG's provide a forum for raising issues facing cyclists and will enable the coordinated development of measures and initiatives to promote cycle use. This is also another method for cyclists to share routes and find others to cycle with to the Site. This can encourage regular cyclists to help less confident cyclists who may need accompanying on initial journeys.

Pool Bicycles
6.18   The applicant will investigate the potential to provide pool bicycles to employees for use on short work-related journeys. Folding bicycles make excellent pool bicycles as they can be used easily on journeys combined with public transport and can be stored away easily as they take up less room than a normal bicycle.

Liaison with Local Authority
6.19   The applicant will liaise with HCC to identify potential future measures and initiatives being promoted by the Council.

Mobile Ticketing for Local Bus Services
6.20   Intalink[21], the local bus service provider, offer mobile ticketing to provide an easy way to travel by bus. The mobile application will be promoted to staff and visitors to assist in providing a fast and simple way to purchase and access bus tickets. HCC is currently rolling out a system that provides real time bus

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[20] https://www.nhs.uk/live-well/exercise/walking-for-health/
[21] https://www.intalink.org.uk/mobile-ticketing

information which can be accessed by mobile phone or the internet. The mobile application is free to download and provides real time information regarding live departures from bus stops.

Public Transport Season Ticket Loans

6.21   The applicant will investigate the potential to provide interest free season ticket loans to staff to assist with the purchase of annual bus/rail passes.

Car Parking

6.22   As identified previously in this report, there are 8 electric charging bays provided to encourage staff to use an electric vehicle on their journey to and from the Site.

6.23   The applicant will investigate providing a journey matching service to assist people with finding car sharers and dedicated/priority staff car sharing bays located close to the building entrances to provide convenient and guaranteed parking.

6.24   The applicant will also investigate providing dedicated/priority staff car parking spaces for low emission vehicles.

Emergency Ride Home for Car Sharers

6.25   The applicant will provide an emergency ride home in the form of a free taxi for car sharers who have to leave the Site in an emergency.

Video Conferencing

6.26   The applicant will encourage video conferencing, where feasible, to further reduce the number of work-related trips generated in the peak hours and to reduce business travel.

Pool Cars / Minibus Transport

6.27   The Constabulary provides pool hire cars when required for police business reducing the need for staff to drive to work only because of the need to use a car during the day.

6.28   Transport is available between some police stations and the headquarters using police personnel carriers. Marked police vehicles are used for operational police purposes and many have business at the headquarters complex.

On Site Facilities

6.29   The applicant will consider assisting employees with shopping and banking by providing on site facilities, access to internet shopping or bus services at lunch time to local centres.

Local Partnerships

6.30   The applicant will investigate development of local partnerships and participation in commuter groups.

Flexible Working

6.31   The applicant will provide further job share, part-time or flexible working arrangements to provide staff with opportunities to travel off-peak or at times that suit their particular circumstances.

7. Targets

Overview

7.1 Targets are the means of measuring the success of the Travel Plan against its stated objectives. Guidance produced by HCC notes that in selecting targets, *'they need to be clear, directly linked to the objectives and monitored and reviewed regularly. Targets need to be based on sound, up to date data from sources such as the most recent census, TRICS and the baseline surveys'*.

7.2 The main target in the Travel Plan will normally be a measure of the proportion of employees driving to work. Other indicators include the proportion of employee trips made by walking, cycling and using public transport.

Mode Share Targets

7.3 Hertfordshire Constabulary offers a range of measures and initiatives which are designed to encourage the use of sustainable modes of transport. The implementation of the measures in this Travel Plan will further encourage a shift away from private car travel to public transport, cycling and walking.

7.4 The staff travel survey undertaken for the original Travel Plan identified 88% of staff travelling by car were single occupancy drivers, with 9% identified as car sharing and 3% had a lift and were dropped off outside the Site.

7.5 A provisional target of reducing the number of single occupancy car journeys by 10% will be set, to be achieved within three years from occupation of the new buildings.

8. Implementation, Management, Monitoring and Review

Overview

8.1   Appropriate co-ordination, management, monitoring and review procedures are key to the ongoing success of Travel Plans. This section of the Travel Plan sets out the processes by which the applicant will seek to deliver and manage their Travel Plan.

Implementation

8.2   This Travel Plan update has been prepared for the redevelopment of the HCHQ building and is aimed at employees and visitors to the Site who will be the principal users of the building.

8.3   A Travel Plan is a living document that needs to be updated and amended regularly. The responsibility for doing this will lie with the TPC. To ensure the Travel Plan remains up-to-date and relevant, the following will be undertaken:

- *Collect appropriate information and distribute it to employees.*
- *Conduct travel surveys and publish regular reports detailing the progress towards the targets set out.*
- *Make reports and make data available for Hertfordshire County Council business travel wise officer if necessary.*

Management

8.4   A key element in the continuous management of the Travel Plan is the appointment of a TPC, who takes ownership of the Travel Plan and is responsible for its implementation, management and promotion.

Travel Plan Coordinator (TPC)

8.5   The applicant will appoint a TPC to oversee the day-to-day operation of the Plan, as well as implementing and promoting measures and monitoring progress.

8.6   The TPC's roles and responsibilities will include the following:

- Responsibility for the delivery of the Travel Plan;
- Acting as the key point of contact for staff in order to provide information, advice and guidance;
- To establish and ensure the operation of the individual initiatives and schemes;
- Ensuring the information provided is relevant and current;
- Investigating the potential for additional schemes and incentives;
- Providing information and advice relating to the transport benefits of the site to staff;
- Liaising with the relevant service operators and providers as well as the local authorities for local events and initiatives;
- Overseeing the monitoring and reporting of the Travel Plan.

Working Group

8.7   The Travel Plan Working Group will be responsible for monitoring and reviewing the Travel Plan. The working group could include the following key members:

- A nominated Travel Plan Coordinator from Estates and Facilities.
- A nominated member of the Control Room.
- A nominated member of the Police Federation.
- A nominated member of the staff association UNISON.

- A nominated member of the Crime Management Department.

- A nominated member of the Superintendents Association.

- A nominated Environmental issues coordinator.

- A nominated member of the Traffic Management Unit

8.8   It is important to create a strong sense of involvement and ownership in the process. By encouraging feedback and discussions, HCHQ staff may feel more involved in the process. This may ultimately lead to people participating more enthusiastically and in greater numbers. This will also help the TPC to identify areas where the plan is working / can be improved and provides the opportunity for new ideas to be put forward.

Monitoring and Review

8.9   An effective monitoring and review process is important to establish how successful the Travel Plan is. The monitoring should consider the agreed outcomes of the Travel Plan and the implementation of specific measures. As part of this process it is important to establish the baseline conditions in relation to targets.

Existing & Proposed Travel Behaviour

8.10   Once travel behaviour is established it is often more difficult to change. It is anticipated that the Travel Plan will be implemented prior to the occupancy of the new HQ building, which would help to influence any new trips that may be generated by the new development. This includes ensuring a copy of the Travel Plan is available to all members of staff.

Travel Surveys

8.11   A travel survey was undertaken in September 2003 to establish the existing travel patterns of HCHQ staff. A range of baseline surveys should be undertaken within six weeks of occupation of the new HQ building and the results of these surveys should be used as the basis for revisiting the provisional target of the Travel Plan and to inform decisions about which measures and initiatives are taken forward.

8.12   Following the completion of the baseline surveys, monitoring should be repeated on an annual basis. In accordance with HCC guidance, formal monitoring surveys will be undertaken in Years 1 (Baseline), 3 and 5 in accordance with the 'standardised approach to monitoring' (SAM). SAM surveys collect multi-modal count data which is supplemented by detailed information on each development's local environment and surroundings and on its operations and parking facilities. It also includes a unique data section detailing the various elements of a site's travel plan, including dates of implementation, costs and travel plan targets.

8.13   The travel surveys will be carried out at the same time each year to ensure that the results are directly comparable and gives a true indication of the success of the Travel Plan.

8.14   Car parking and cycle parking arrangements will be monitored annually, as will participation in any future car sharing database and Bicycle User Group.

8.15   The TPC will be responsible for ensuring that the monitoring takes place and for analysing the survey data. They will be responsible for reporting the results to the Travel Plan Working Group where they will use the results to measure progress against the targets set out in the Travel Plan and thereby identify any further actions required. As part of this process the Travel Plan will be updated and reissued to ensure its relevance.

8.16   It is essential that employees see the results of the Travel Plan and that they review their own travel habits against the results of the survey. It is therefore expected that the results of the monitoring will be made available to the employees electronically.

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