



ADL/AM/5446

16 June 2022

Alistair Grills
Alistair Grills Associates
4 Chisholm Road
Richmond
Surrey
TW10 6JH

[via email]

Dear Alistair,

Re: PLANNING APPLICATION 22/1411/FUL FOR THE HAM BREWERY TAP, 4-6 HAM STREET, HAM, RICHMOND

ADL Traffic and Highways Engineering Ltd have prepared this Transport Letter on behalf of Alistair Grills Associates (The Agent) in support of the planning application which is for the proposed change of use to a veterinary surgery at the subject address. This letter is provided in response to comments received pertaining to transport and highway matters as follows:

“...The major transport concerns predominantly relate to an objection to the under provision of parking, the assumption that most trips will be undertaken on foot (noted a lack of basis for this aspect in the supplied report), lack of design thought into expansion potential and that a construction management plan had not been provided (though this would be able to be delivered via a prestart condition).

Notably a lack of specific detail to the site’s operation as a veterinary clinic has been provided (staff numbers, staffing parking requirements, vet home visits, consults per hour, potential overlap ect) which when coupled with the disagreement of trips undertaken by foot means Council is unable to favourably consider the application in its current form.”

Further information in relation to the start, ongoing and future projected operation of the veterinary surgery is set out below.

Staffing Forecast

The Client has provided the below robust staffing forecast for the veterinary surgery:

Years 0 - 2: 3 staff members (vet, nurse, receptionist)
Years 2 - 4: 4-5 staff members (vet, part-time vet, nurse, veterinary care assistant, receptionist)
Years 5+: 6 staff members (2 x vet, 2 x nurse, veterinary care assistant, receptionist)

Staff Travel

All staff will be employed on the basis that no car parking is offered, and they must travel by non-car modes of transport. The Client has advised that they will recruit locally to support this.

In addition, the Client would be agreeable to a Travel Plan condition, which would require monitoring of staff travel as a Planning Obligation.

Number of Consult Rooms

The practice is set-up as three consult rooms – two consult rooms for consulting when at full operational capacity with up to two vets, the third consult room is for putting animals to sleep and minor procedures. There will only ever be two vets consulting at any one time.

Veterinary Operational Hours

Consult times: 9am - 11:40am and 16:00-18:10 (practice closes at 18:30)

Operation times: (no clients travelling to or from the practice) 12:00-16:00

Consultations: 20-minute consultations with 5 minute gaps, this means there will be a maximum of two clients in the building per vet.

Clientel Travel Information

With 20-years' experience of working in city vets, it is the experience of the Client that most clients walk with their animals to the vet due to typically providing a local facility to an immediate catchment area (as suggested within ADL's Supporting Letter).

“In consultation with Brian Faulkner BSc (Hons), BVM&S, CertGP(SAM), CertGP(BPS), MBA, MSc(Psych), FRCVS, who is the director of Colourful CPD and the British Veterinary Receptionist Association (BVRA) and is Honorary Associate Professor of Veterinary Business at Nottingham. Prof Faulkner is working with Douglas Dick and has stated that to his experience, for city and compact town practices, less than 30% of clients drive their animals to the vets. Clients walk to the vets as to minimise the stress on their animals.”

According to Royal Mail, the area of Ham has approximately 10,000 households within a half-mile area radius of the practice which makes it perfect for walking to and from. According to Statista and the PFMA, over 50% of UK households have a pet. The Practice will run at a capacity of 1600 active clients so there is more than sufficient local need for a vet practice and the proposal will likely discourage out-of-town trips by car to other veterinary practices, further afield.

TRICS Data

Whilst TRICS data does not exist for Greater London veterinary practices, it does exist for practices outside of Greater London which could be considered a robust assessment, as travel by car is likely to be more prevalent.

The TRICS data is included as an Attachment to this letter and summarised below in Table A with respect to the typical AM and PM network peak hours.

Table A TRICS data

| Hour | | Trip Rate (per employee) | | 3 Employees | | 4 Employees | | 5 Employees | | 6 Employees | |
|--------------------|---------------|--------------------------|--------------|-------------|-----|-------------|-----|-------------|-----|-------------|-----|
| | | In | Out | In | Out | In | Out | In | Out | In | Out |
| AM Peak | 08:00 - 09:00 | 0.416 | 0.208 | 1 | 1 | 2 | 1 | 2 | 1 | 2 | 1 |
| PM Peak | 17:00- 18:00 | 0.406 | 0.347 | 1 | 1 | 2 | 1 | 2 | 2 | 2 | 2 |
| Total Daily | | 4.362 | 4.467 | 13 | 13 | 17 | 18 | 22 | 22 | 26 | 27 |

As noted previously, this assessment is likely to be robust with the proposal site conducive to travel to the site on foot, but notwithstanding this, in a typical peak hour the proposal would attract only between 3 – 4 two-way trips assuming the maximum forecast number of employees.

The Client has advised that each veterinary consultations is 20-minute duration, with 5-minute gaps between appointments. It is reasonable to assume therefore that each customer car parking space can accommodate 2 customers in a peak hour allowing for 10-minutes to walk to / from their car with their pet. On this basis, the two car parking spaces would be adequate to accommodate up to 4 customers in a peak hour and therefore satisfy the demand of the proposal site at full capacity (year 5+).

As noted previously, this assessment is robust as the proposal site within Greater London and providing a local facility to the immediate catchment will likely be more conducive to travel on foot than the site surveys contained within the TRICS database.

Conclusion

It is concluded that the proposed development therefore provides sufficient car parking to serve the operational requirements of the proposed veterinary practice and the proposed development is therefore in line with National Planning Policy Framework 2021 and there are no reasons to restrict permission on transport or highway-related grounds.

Please do not hesitate to contact me if you wish to discuss this further. Thank you.

for **ADL TRAFFIC AND HIGHWAYS ENGINEERING LIMITED**



**ANDY MILES,
PRINCIPAL TRANSPORT PLANNER**

Calculation Reference: AUDIT-733701-220616-0641

TRIP RATE CALCULATION SELECTION PARAMETERS:

Land Use : 05 - HEALTH
 Category : M - VETERINARY SURGERY
 TOTAL VEHICLES

Selected regions and areas:

| | | |
|----|-----------------|--------|
| 03 | SOUTH WEST | |
| | WL WILTSHIRE | 1 days |
| 06 | WEST MIDLANDS | |
| | WK WARWICKSHIRE | 1 days |
| 11 | SCOTLAND | |
| | LO WEST LOTHIAN | 1 days |
| 15 | GREATER DUBLIN | |
| | DL DUBLIN | 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 Employees
 Actual Range: 13 to 38 (units:)
 Range Selected by User: 6 to 38 (units:)

Parking Spaces Range: All Surveys Included

Public Transport Provision:

Selection by: Include all surveys

Date Range: 01/01/14 to 19/11/21

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:

| | |
|-----------|--------|
| Tuesday | 1 days |
| Wednesday | 2 days |
| Friday | 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 undertaken using machines.

Selected Locations:

| | |
|--|---|
| Edge of Town Centre | 1 |
| Edge of Town | 2 |
| Neighbourhood Centre (PPS6 Local Centre) | 1 |

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 |
| No Sub Category | 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.

Secondary Filtering selection:

Use Class:

E(e) 4 days

This data displays the number of surveys per Use Class classification within the selected set. The Use Classes Order 2005 has been used for this purpose, which can be found within the Library module of TRICS®.

Population within 500m Range:

All Surveys Included

Population within 1 mile:

5,001 to 10,000 2 days

20,001 to 25,000 2 days

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

Population within 5 miles:

50,001 to 75,000 2 days

125,001 to 250,000 1 days

500,001 or More 1 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 1 days

1.1 to 1.5 3 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.

Covid-19 Restrictions Yes At least one survey within the selected data set was undertaken at a time of Covid-19 restrictions

LIST OF SITES relevant to selection parameters

| | | | |
|---|--|---------------------|---------------------|
| 1 | DL-05-M-02 | VETERINARY HOSPITAL | DUBLIN |
| | NUTGROVE AVENUE | | |
| | DUBLIN | | |
| | RATHFARNHAM | | |
| | Neighbourhood Centre (PPS6 Local Centre) | | |
| | No Sub Category | | |
| | Total No of Employees: | 13 | |
| | Survey date: WEDNESDAY | 19/05/21 | Survey Type: MANUAL |
| 2 | LO-05-M-01 | VETERINARY SURGERY | WEST LoTHIAN |
| | BANKTON SQUARE | | |
| | LIVINGSTON | | |
| | Edge of Town | | |
| | Residential Zone | | |
| | Total No of Employees: | 25 | |
| | Survey date: TUESDAY | 08/06/21 | Survey Type: MANUAL |
| 3 | WK-05-M-01 | VETERINARY SURGERY | WARWICKSHIRE |
| | EDWARD STREET | | |
| | NUNEATON | | |
| | Edge of Town Centre | | |
| | Residential Zone | | |
| | Total No of Employees: | 38 | |
| | Survey date: FRIDAY | 19/11/21 | Survey Type: MANUAL |
| 4 | WL-05-M-01 | VETERINARY SURGERY | WILTSHIRE |
| | STRATFORD ROAD | | |
| | SALISBURY | | |
| | Edge of Town | | |
| | Residential Zone | | |
| | Total No of Employees: | 25 | |
| | Survey date: WEDNESDAY | 17/11/21 | 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 05 - HEALTH/M - VETERINARY SURGERY

TOTAL VEHICLES

Calculation factor: 1 EMPLOY

BOLD print indicates peak (busiest) period

| Time Range | ARRIVALS | | | DEPARTURES | | | TOTALS | | |
|---------------|----------|-------------|-----------|------------|-------------|-----------|----------|-------------|-----------|
| | No. Days | Ave. EMPLOY | Trip Rate | No. Days | Ave. EMPLOY | Trip Rate | No. Days | Ave. EMPLOY | 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 | 1 | 25 | 0.040 | 1 | 25 | 0.000 | 1 | 25 | 0.040 |
| 07:00 - 08:00 | 4 | 25 | 0.218 | 4 | 25 | 0.069 | 4 | 25 | 0.287 |
| 08:00 - 09:00 | 4 | 25 | 0.416 | 4 | 25 | 0.208 | 4 | 25 | 0.624 |
| 09:00 - 10:00 | 4 | 25 | 0.287 | 4 | 25 | 0.337 | 4 | 25 | 0.624 |
| 10:00 - 11:00 | 4 | 25 | 0.366 | 4 | 25 | 0.307 | 4 | 25 | 0.673 |
| 11:00 - 12:00 | 4 | 25 | 0.347 | 4 | 25 | 0.267 | 4 | 25 | 0.614 |
| 12:00 - 13:00 | 4 | 25 | 0.347 | 4 | 25 | 0.426 | 4 | 25 | 0.773 |
| 13:00 - 14:00 | 4 | 25 | 0.446 | 4 | 25 | 0.465 | 4 | 25 | 0.911 |
| 14:00 - 15:00 | 4 | 25 | 0.515 | 4 | 25 | 0.495 | 4 | 25 | 1.010 |
| 15:00 - 16:00 | 4 | 25 | 0.446 | 4 | 25 | 0.554 | 4 | 25 | 1.000 |
| 16:00 - 17:00 | 4 | 25 | 0.297 | 4 | 25 | 0.376 | 4 | 25 | 0.673 |
| 17:00 - 18:00 | 4 | 25 | 0.406 | 4 | 25 | 0.347 | 4 | 25 | 0.753 |
| 18:00 - 19:00 | 4 | 25 | 0.178 | 4 | 25 | 0.327 | 4 | 25 | 0.505 |
| 19:00 - 20:00 | 2 | 19 | 0.053 | 2 | 19 | 0.289 | 2 | 19 | 0.342 |
| 20:00 - 21:00 | | | | | | | | | |
| 21:00 - 22:00 | | | | | | | | | |
| 22:00 - 23:00 | | | | | | | | | |
| 23:00 - 24:00 | | | | | | | | | |
| Total Rates: | | | 4.362 | | | 4.467 | | | 8.829 |

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: 13 - 38 (units:)
 Survey date range: 01/01/14 - 19/11/21
 Number of weekdays (Monday-Friday): 4
 Number of Saturdays: 0
 Number of Sundays: 0
 Surveys automatically removed from selection: 0
 Surveys manually removed from selection: 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 shown. Finally, the number of survey days that have been manually removed from the selected set outside of the standard filtering procedure are displayed.