PICK EVERARD

Travel Plan

Thames Young Mariners, Surrey Outdoor Learning and Development, Richmond Surrey County Council

Issue Number 01 29 September 2022





















Document History

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1.0 Introduction

Pick Everard has been commissioned by Surrey County Council (SCC) to prepare a Travel Plan (TP) to be implemented for the proposed redevelopment of the Thames Young Mariners (TYM) site run by Surrey Outdoor Learning and Development (SOLD) in the London Borough of Richmond upon Thames (LBRuT).

The proposed site redevelopment includes replacement and improvement of the facilities on the site and so increase the days of operation to cater for the running of the site all year round. At present the site runs seasonally with limited overnight stays.

SOLD is registered with OFSTED for the provision of after school hours activities for young people ages above 5 years old. The TYM site is one of three sites running a number of outdoor learning programmes with SOLD for schools, colleges, SEN and disability groups, and voluntary youth groups. TYM offers outdoor land based and water-based activities as part of the programme on the site, as it borders the River Thames. This is the only SOLD site to offer water-based activities. The site also offers conference/meeting rooms and facilities for a number of large annual events.

The site is classed as Sui Generis site and does not fall within a standard planning use class.

2.0 Reasons for Producing a Travel Plan

Travel plans are the Government's recommended way forward to widen travel choice and to reduce reliance on the car. The proposed SOLD site is required to produce a travel plan in order to comply with planning conditions. This Travel Plan seeks to actively inform staff and visitors of the travel opportunities and safe management of the site. This will result in a better environment for pedestrians, cyclists and visitors to the SOLD site, and will result in cleaner air, less congestion and safer streets in the local area.

Many alternative forms of travel include an element of exercise that will lead to a healthier workforce, possibly leading to reduced rates of illness and a reduction in health-related absences.

2.1 Travel Plan Co-ordinator

The key to the successful implementation of this travel plan will be the allocation of the role of Travel Plan Co-ordinator (TPC) who will have the following responsibilities. This role will be assigned at least 3 months prior to the completion of the SOLD site redevelopment:

- Co-ordinate the travel plan with management support
- Provide up-to-date travel information to staff and visitors
- Be the point of contact for travel queries
- Co-ordinate the completion of annual travel surveys and develop new measures in response to the travel survey results
- Expand objectives, set targets and develop monitoring methods



- Enable staff and visitors to put forward their ideas and views about travelling to and from the site
- Update or rewrite the travel plan as it evolves as a result of consultation and monitoring
- Communicate information about developments within the travel plan

• Promote national travel campaigns as appropriate

Name of Travel Plan Co-ordinator: Louise Edwards

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3.0 Site Information

3.1 Site Location and Address

TYM is located in Richmond, west of the centre of London. Access to the site is from Riverside Drive with the River Thames bordering the site to the west. To the east is a residential zone within the area called Ham. The address of the site is Riverside Drive, Ham, Richmond, TW10 7RX. **Figure 3.1** illustrates the relative locations of the mentioned sites.



Ham Lands

Ham Lands

Ham Lands

Ham Lands

Figure 3.1 Site location

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KEY



TYM site



Site boundary



3.2 Site Use

TYM offers seasonal outdoor activities which either take place as day visits or as residential stays for various groups such as schools, professional training, facility hire and family visits. The majority of programmes and daily activities currently occur through late spring, summer and early autumn with fewer residential stays during the colder months, as all overnight accommodation is provided in the on-site Teepee village, or visitor's tents pitched for groups including Duke of Edinburgh. The majority visits are by school groups. Pupils travel to and from the site by coach or minibus during term time and are dropped off and picked up by parents/guardians in school holidays.

The teaching and learning programmes can be adapted to suit the visitor depending on the needs and requirements. Some of the programmes offered include Duke of Edinburgh, TAZ (The Adventure Zone), TAZ Family (The Adventure Zone for families), holiday activity days and also training courses.

3.2.1 Proposed Site Improvements

It is proposed to improve the site facilities to allow all year round activities and residential stays, compared to the current seasonal limitations. It is proposed to improve the parking facilities and access arrangements across the site.

As a result of the proposed changes on the site, the number of people who will be able to stay overnight at the site will increase from 120 to 204, but the maximum overall number of attendees on site during the day will remain at 240.

3.2.2 Proposed Site Access

It is proposed to widen the access road in two locations to allow for passing places on the existing access route. It is also planned to widen the vehicle entrance splay marginally to improve the visibility. It is proposed to incorporate formal drop-off zones along the access road on reinforced grass, so avoiding the need for those vehicles dropping site visitors off from having to drive up to the buildings and to protect the grass. Visitors will continue to park on the grass to drop off, as sign posted, and should not park on the access road. It is also proposed to provide a parking space suitable for a coach or minibuses to drop children off, and park if they need to stay for the duration of the day once they have dropped off the children. The proposed site layout is available in **Appendix A**.

3.2.3 Site Operation

The number of staff on site varies throughout the year depending on the level of business with full time, part time and seasonal staff. It can range between 6 to 20 members of staff on the site during peak times each day. Members of staff arrive at approximately 08:30am for the standard day shift and leave around 17:30. There are also some members of staff who start their shift at lunchtime and leave after evening sessions, from around 20:30 to 21:00. One member of staff also lives on the site all year round. Adult representatives of each overnight group oversee responsibility during the night for children night however the on-site staff operate on an on-call basis should they be needed during the night. There is provision for a



second member of staff to stay overnight should the other staff member be unavailable during times such as for leave or away.

TYM offer a wide range of courses and activities. The start and finish times of the programmes vary depending on the booking. The following are the main programmes offered at the site, but not limited to:

- Day visits and TAZ day visits at the site run from 09:30 to 16:15. There are a large number of TAZ day visits offered on the site catering for different ages, activities and abilities, and can take place over a number of days and are not residential. These are run during the warmer months.
- Residential visits, including TAZ residential run from Monday 12:00 to Wednesday 13:00, Wednesday 12:00 to Friday 13:00 and Friday 18:00 to Sunday 16:30. Up to 120 children stay in the on-site tents.
- Evening activities during the summer months run between 18:00 and 20:30.
- Morning open water swimming sessions run on 2 or 3 mornings per week between 07:00 and 09:00.
- Little Squirrels are activity based sessions run by Forest School leaders, which take place in a specifically designed private woodland area, for toddlers and young children with their parents. The sessions can be booked in blocks or individually, and run twice weekly from 09:45 and 11:30.

The vast majority of these timings avoid the need to arrive or depart the site in traditional commuter peak hours. It can also be seen that residential visits all include at least one middle day where no trips would be expected to be generated from residential stays.

3.2.4 On-site visitor vehicle movements

Vehicle movement information has been provided by SOLD for the site for the previous year (01 April 2021 to 29 March 2022) as existing. The following conclusions are drawn from this data:

- Coaches and some cars for day visits drop off and return later the same day to pick up and so each
 generate 4 two-way vehicle trips per day. Minibuses and other cars for day visits can remain on site
 for the duration, dependent of the booking type and so each generate 2 two-way vehicle trips per
 day. Coaches and minibuses are typically used for travel during term times.
- For residential stays, coaches and some cars drop off on the first day, leave the site, then return to pick up on the last day, therefore only generating 2 two-way trips each on the first and last day of the visit with no vehicle trips generated on the days in between for residential trips. Minibuses and other cars arrive on the first day and do not leave until the last day, therefore only generating one one-way trip each on the first and last day of the visit and again no vehicle trips generated on the days in between for the residential stays. Consequently, an insignificant number of vehicle trips are made by visitors between the first and last days of a residential visit. Most residential visits are for two nights so cover 3 days, so would have one middle day that generates no vehicles trips as previously stated.



- The majority of bookings (91%) at the site are TAZ which are run throughout the year. Between 2021 and 2022, this resulted in a total of 7,816 two-way car trips, 1,302 walking or cycling trips and 225 public transport trips, for the duration between April and March. This is an average of 21 two-way car trips each day for TAZ bookings.
- Between April 2021 and March 2022, 5% of the total bookings accounted for meetings and conferences, resource and facility hire, professional training in the outdoors, workplace training and development, and Duke of Edinburgh.
- Visitors also travel by walking, cycling and public transport to the TYM site. It was recorded that, during Ist April 2021 to 29th March 2022, 37% of people travelled by walking or cycling and 6% travelled by public transport in the bookings during this period.

The activities which run and numbers of attendees who attend daily, varies between month to month, and the previously discussed conclusions are very much an average taken over the whole year.

The staff travel modes are discussed in **Section 4.1**.

3.3 Parking

It is proposed to provide 18 marked vehicle parking spaces plus 2 spaces for disabled users to the northeast of the site buildings, in close proximity to TYM reception and one of the residential blocks. Included in these marked spaces, it is also proposed to provide 5 electric vehicle parking spaces and 5 passive spaces to include infrastructure for further electric vehicle charging spaces in the future.

It is also proposed to provide 10 covered Sheffield stands, totalling 20 cycle spaces outside one of the proposed accommodation blocks, accessible from the access road. One of these spaces is proposed to be provided for larger and accessible cycles.

3.4 Road Safety

All parking, drop off and servicing operations is to continue to take place on the site and so will not encroach on the local area and highway network.

As existing, there is a trodden grass pedestrian route originating from the pedestrian gate to the main buildings, which can be used to safely walk across the site to the reception. It is proposed to replace the grass route with a crushed gravel pedestrian route parallel to vehicle access road to run the length of the road, on the north side to allow for pedestrians to walk to the buildings safely and a more secure all weather surface. This will be raised in line with the existing kerb level for controlled segregation. Dropped kerbs will be added where necessary to allow for accessibility from drop off points along the road. There are two zebra crossings to cross over the staff vehicle parking area. The zebra crossing to the south of the staff parking joins with another footpath to the site buildings. This zebra crossing will also be suitable for use by children who are dropped off from a minibus or coach parked in the dedicated proposed space, as



the path will extend to this parking space. The pedestrian routes can be seen in **Appendix A** of the proposed plan.

3.5 Public Transport and Accessibility

The TYM site has a Public Transport Accessibility Level (PTAL) score of 0, for accessibility to frequent public services according to TfL. A score of 0 reflects extremely poor public transport accessibility.

3.5.1 Bus

Refer to **Figure 3.2**.

The nearest bus stops are approximately 800m from the site. Whilst these distances from the bus stops are further than the generally preferred maximum walking distance of 400m, a distance of 800m equates to a walk of approximately 10 minutes which can be considered feasible and acceptable for some users of the site, despite the PTAL score of 0.

These stops serve service 371, which frequently runs between Kingston Upon Thames and North Sheen, 24 hours a day, 7 days a week. The northbound (X) and southbound (M) stops for 371 both offer a shelter, seats, bins, timetables and flags. Bus stop M is shown in **Photo 3.1**. The other stops, YC (drop off only) and P, which serves bus K5, are approximately 1.1km from the site. Stop YC offers a bus flag only, in line with the alighting service only as passengers are not expected to wait at this stop. Bus stop P provides shelter, timetables and flag. Bus stop YC is down in **Photo 3.2** and P is shown in **Photo 3.3**.

Wide footways in good condition, dropped kerbs and consistent lighting columns are present along the routes between the bus stops and TYM site.

As these bus stops will be accessible to some users and as frequent bus services operate at both of the bus stops from at least early morning into the evening, and as the bus services only offer access from a much smaller catchment area than covered by the TYM site so will have limited benefit to users, it is not considered a priority of this Travel Plan to seek to improve bus accessibility to the site. Refer to **Table 3.1** for a summary of the details of the bus services offered.



Photo 3.1 Bus stop M serving 371



Photo 3.2 Bus stop YC serving K5 as a drop off point only.





Photo 3.3 Bus stop P serving K5. It also services 371.





Figure 3.2 Bus stop locations



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TYM site

- Bus stops serving 371
- Bus stops serving K5



Table 3.1 Local bus service information

Service Number	Distance of Stop from TYM	Route	Frequency	Fi	rst and L	ast Servi	ce
Operator: London United					bound ID: X ton Ave.	Stop	bound ID: M ton Ave.
371	Kingston Upon Thames Kingston Hill Ham Richmond North Sheen Northbound Opposite route for return	Thames Kingston Hill	Mon – Fri approx. every 10 to 15 mins	00:14	23:59	00:16	23:48
24 hour bus		Saturday approx. every 15 mins	00:28	23:46	00:16	23:48	
545		Northbound Opposite route for	Sunday approx. every 15 mins	00:28	23:44	00:14	23:46
Operator: London United					bound ID: YC ng point Ily) rt Road	Stop	oound ID: P s Ave.
		Morden Raynes Park New Malden Kingston Upon	Mon – Fri approx. every 30 mins	07:52	20:44	06:00	19:10
K5	Thames I.Ikm Ham (final stop)	Saturday approx. every 30 mins	07:34	20:42	06:10	19:10	
		Northbound Opposite route for return	Sunday		No s	ervice	

3.5.2 Train

The closest train stations to the site are Teddington and St. Margarets, which are approximately 2.3km and 2.8km from TYM respectively. Twickenham train station is approximately 3km from the site. Travel by train is not deemed a suitable mode of transport for staff or visitors to and from the site due to the distance. The preferred maximum walking distance from a train station is 800m. The nearest train stations are considerably further away than this.

Richmond train station is approximately 4km from TYM. It is around a 15 to 20 minute journey on the 371 bus service to or from Richmond Train Station.

Despite Richmond Train Station being located further away, it does have connectivity via the bus and may be a viable option for visitors or staff.



3.6 Cycle and Pedestrian Routes

3.6.1 Cycle Routes

There are local cycle routes in close proximity to the site for visitors and staff to use, providing good accessibility from the 20mph shared pedestrian and cycle footway along Riverside Drive to National Cycle Route 4 and Local Cycle Route 33, which travels to Kew and Kingston upon Thames. The immediate cycle routes are shown in **Figure 3.3**.



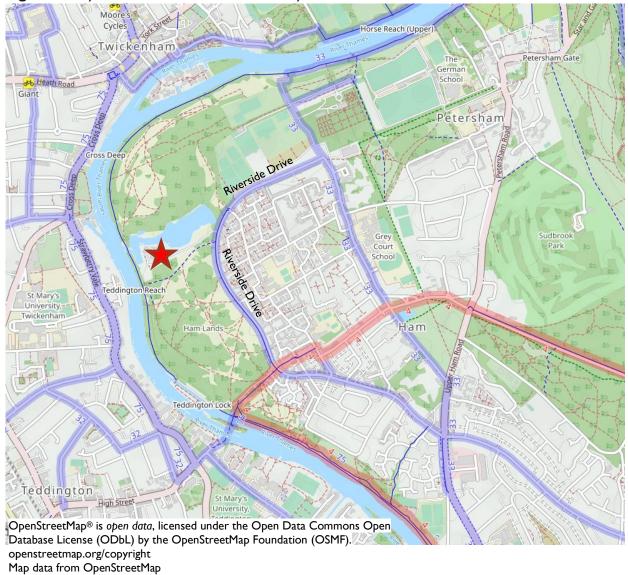


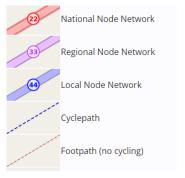
Figure 3.3 Cycle routes in the immediate vicinity

KEY



TYM site



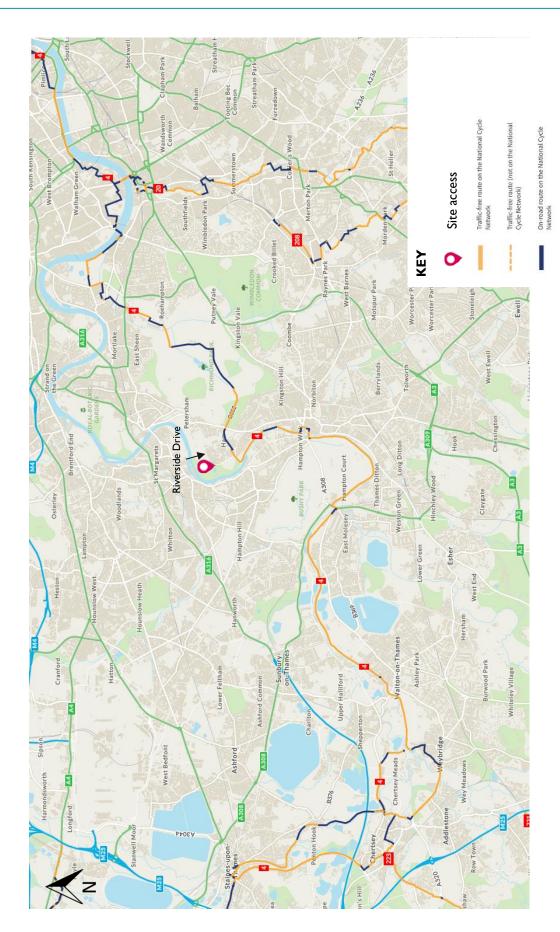




National Cycle Network Route 4 links users to central London to the east, travelling through Richmond Park. To the west, it continues past Hampton Court Park, Weybridge, Windsor, and eventually ends in Wales. It includes both traffic free and on-road routes. An extract from Sustrans of National Cycle Network Route 4 can be seen in **Figure 3.4.**









To improve connectivity across the borough, LBRuT have proposed to develop further cycle routes, plus additional routes identified by Transport for London. The existing LBRuT routes partially cover National Cycle Network Route 4. An extract from LBRuT Active Travel Strategy can be seen in **Appendix B** showing existing and these proposed routes.

These existing cycle routes and proposed cycle routes enable visitors to travel to and from the site on recognised cycle routes, of which the majority are traffic free, and increases the scope for visitors to access the site via cycling in the future.

3.6.2 Pedestrian Routes

The footways immediately outside the access on Riverside Drive are between 2.4m and 3.4m wide and have tactile paving and dropped kerbs where appropriate. Where the footways are 3.4m wide, these are shared cycle and pedestrian routes. They are generally in good condition and flat. Lighting columns run the length of Riverside Drive and continue into the residential area to the east of the site where the nearest bus stops are located, discussed in **Section 3.6**.

3.7 Refuse and Deliveries

The proposed location for refuse collection would be stationed at the proposed staff parking area. This location allows for the refuse vehicles to park immediately next to the bins for removal, out of the way of children and staff. This can be viewed in **Appendix A**. The rubbish and recycling procedure will continue to operate as it does currently: twice a week, collecting recycling on one of these days and main rubbish on the other. This could be any day or time throughout the week. There are daily postal deliveries plus other general deliveries if there are any ordered items. Food deliveries take place every 2 to 3 days, as needed. These deliveries can arrive at any time during the delivery day.

On arrival of deliveries and contractors, they must move slowly across the site and immediately sign in. They are instructed of the best place to park for offloading to allows for emergency vehicle access. All SOLD staff are informed to be aware and stay clear of deliveries with the children on site.

3.8 Travel Information

The SOLD's website provides travel information for cars, minibuses, coaches and trains to the TYM site, but does not offer information on parking and drop off arrangements. Full details of travel directions are provided in the website link: https://www.surreyoutdoorlearning.uk/centres/thames-young-mariners/directions2

Step by step directions are listed from Kingston and Richmond travelling by car or bus.

The closest train station is detailed on the page, which is Teddington train station, followed by walking directions to TYM. Directions from Richmond station via the existing connecting bus service are not currently provided.

Information regarding the cycle routes are not currently provided on the SOLD website to TYM.



4.0 Surveys

4.1 Staff Travel Survey

A staff travel survey was undertaken in July 2022, when there were 16 members of staff employed at TYM.

Table 4.1 presents the results, presenting staff members usual mode of travel and their preferred mode.

Table 4.1 Staff travel survey – July 2022.

Mode	Usual Mode	Usual Mode Percentage	Preferred Mode	Preferred Mode Percentage
Car as Ione driver	8	50%	8	50%
Car share	I	6%	I	6%
Walk the whole journey	2	13%	3	19%
Cycle	3	19%	3	19%
Bus	2	13%	0	0
Train	0	0	0	0
Motorcycle/Moped	0	0	I	6%
Total	16	100%*	16	100%

^{*}Rounding errors occur.

It can be seen from **Table 4.1** that 50% of staff travel alone by car to and from the site, with also a high proportion of staff cycling at 19%. The same proportion of staff also state that cycling is their preferred mode of travel. Of the 16 staff, 2 walk to and from the site yet 3 (19%) members of staff would prefer to walk. It can be seen that 13% of staff travel by bus however no staff would prefer to travel by this mode.

The one person stating that they car share could be put down to them being dropped off at the site by another driver who then leaves the site as a single car sharer would indicate that they are not sharing with another member of staff driving to the site.

Given that staff numbers can increase to 20 at various times of the year, and given that the survey results suggest that 50% of staff generate a car on the site, this would equate to a maximum expected staff car parking demand of 10 spaces. Similarly, the maximum staff cycle parking demand can be expected to be 6 spaces. These parking demands will be readily accommodated by the proposed provision.



5.0 Objectives of this Travel Plan

The objectives of this travel plan are listed in **Table 5.1**. These objectives may change over time due to the results of surveys, changes within and to the operation of the SOLD site and changes to the local environment.

A number of facilities, initiatives and measures that will help to achieve these objectives and generally improve travel and transport conditions and options at the SOLD site will already be in place at the site following the implementation of the improvements:

- Marked and signed on-site car parking and car and bus drop off facilities to accommodate the parking demand
- Dedicated parking spaces for disabled users plus electric vehicle parking
- Level access and safe circulation and accessibility for pedestrians
- Sheltered cycle parking plus a space for accessible cycles.
- The staff restroom includes lockers and showers for staff use. The ground floor changing rooms can be
 used for visitors who cycle. There are lockers located here for visitor use to store cycle clothing and
 items.

Actions to be implemented, in addition to these existing facilities, initiatives and measures are listed under each relevant Objective and Target in **Table 5.1**.

Table 5.1 Objectives for Thames Young Mariners site

Objective I: All staff and visitors are aware of and encouraged to use the sustainable travel opportunities to the site

Target: Provide easily accessible up-to-date travel opportunity information to all staff and visitors (evidenced by website content and digital and paper information documents)

Action	Responsible person(s)	Timescale	Resource allocation	Action completed (date)
I. Update the 'how to get here' page on the SOLD's website to include all information regarding modes of transport to the site i.e. walking, cycling, bus and train. Include transport journey planning and information links. To include bus connection from Richmond train station and cycle route information (cycle route map).	TPC/website manager	After the date of completion of the redevelopment in 2023/early 2024.	Website manager's time and payment/expenses if appropriate/necessary.	This column likely to be completed after publication of travel plan.



0.0	TDC/	ъ.	Te , ,
2. Provide information in	TPC/event	Prior to event	Event manager's and
event promotional material	organiser/		website manager's
and on the SOLD's website	website manager		time and expenses as
to inform potential attendees			necessary.
at these events of travel			
modes to the site.			
3. Inform all visitors to the	TPC/website	In 2023/early	Refer to Objective
TYM site of transport choices	manager	2024, after	I, Action I and
and on-site parking and drop		completion of	further minimal
off arrangements prior to		the	resource
them making their journey.		redevelopment	requirements in
Such as general information		for website	addition to existing
for visitors to be made		information	responsibilities.
available on the SOLD's 'how		and ongoing	
to get here' page of their		prior to	
website. To include		visitors	
information on parking for		planning their	
visitors on the site such as		journey	
speed limit and no parking on			
the access road and only in			
designated areas.			
4. When making	TPC/website	After the date	
arrangements with schools	manager	of completion	
and other organisations, to		of the	
actively request that they		redevelopment	
provide bus transport for		in 2023/early	
their attendees, even in		2024.	
school holiday periods to			
reduce the number of			
attendees individually arriving			
by car.			
	•	•	•

Objective 2: Increase the proportion of staff and visitors travelling by sustainable modes

Target: Demonstrable reduction of attendees arriving individually by car, evidenced by SOLD attendee records.

Action	Responsible	Timescale	Resource	Action
	person(s)		allocation	completed
				(date)
1.Refer to all actions relating	TPC/website	Ongoing from	Minimal in addition to	This column likely
to Objective I regarding the	manager/	the completion	existing	to be completed
provision of information and	marketing	of the	responsibilities.	after publication of
encouragement of the use of	secretary	redevelopment		travel plan.



sustainable modes of	according to	in 2023/early		
transport.	nature of	2024.		
	information			
	media			
Objective 3: Support safe	and accessible ext	ernal circulation	n for all modes on site.	
Target: No accidents on the	ne external site ar	ea relating to tr	avel and transport	
Action	Responsible	Timescale	Resource	Action
	person(s)		allocation	completed
				(date)
I. Continue to supervise the external areas during pick up and drop off times.	TPC	Ongoing from the completion of the redevelopment	Minimal in addition to existing responsibilities.	This column to be completed after publication of
		in 2023/early 2024.		travel plan.
2. Refer to Objective I,	TPC	Ongoing from	Paper copies of TfL	
Action 3 relating to providing		the completion	Local Cycle Guides	
information on parking		of the	freely available at	
arrangements on the site.		redevelopment	tfl.gov.uk/maps/cycle	
		in 2023/early		
		2024.		
3. Manage safe delivery and	TPC/staff on site	Ongoing from		
servicing operations, ensuring		the completion		
children are not in the vicinity $% \left(\frac{1}{2}\right) =\left(\frac{1}{2}\right) ^{2}$		of the		
of the delivery and service		redevelopment		
area when in use.		in 2023/early		
	I	0004	1	1

2024.



6.0 Monitoring and Review

The SOLD TYM site will monitor this Travel Plan as follows:

Table 6.1 Monitoring and review schedule

What	Who	When	Why
Implementation of actions.	Action owner	I month and 6 months after implementation.	Obtain feedback from staff and users. Identify teething problems. Take remedial action as necessary.
Carry out periodic staff travel survey	TPC	Annually at same time of year each year.	Obtain current travel data.
Monitor annual staff travel survey results against original baseline data and report to the Local Authority, LBRuT.	TPC	Within 3 months of receiving completed annual travel survey results.	Determine extend to which progress is being made towards achieving targets. Identify areas in need of further action.
Carry out periodic review of visitor travel mode records.	TPC	Annually after 12 months from previous review.	Obtain current travel data.
Compare visitor travel mode records to previous years.	TPC	Within 3 months of completing review of visitor travel mode records.	Determine extend to which progress is being made towards achieving targets. Identify areas in need of further action.
Local Authority monitoring of Travel Plan.	TPC/LA	As stipulated by Local Authority if required.	To enable LBRuT to monitor the progress and effectiveness of Travel Plans secured by planning condition.
Review and update Travel Plan. Report results back to LBRuT if required.	TPC	At least every 5 years. More frequently if required by the Local Authority.	To incorporate data collected, results achieved, any new objectives and/or targets, new action plan, changes in circumstances, etc.



7.0 Marketing and Communication

The Travel Plan Co-ordinator will market the travel plan to staff and visitors through the communication tools discussed in the Actions relating to the Objectives and Targets detailed in Table 8.1. This includes:

- Travel information for all travel modes on the SOLD's website
- Particular travel information for users and visitors on the SOLD's website
- Particular travel information relating to special events on the SOLD's website and on promotional materials for the event.
- Travel information for all modes of transport (this may be the link to the SOLD's website page for travel information and/or a paper/digital information leaflet) to be included with all correspondence to users (group organisers) and visitors relating to events and to all potential new users.



Appendix A – Proposed Site Layout





Appendix B – Cycle Route Map



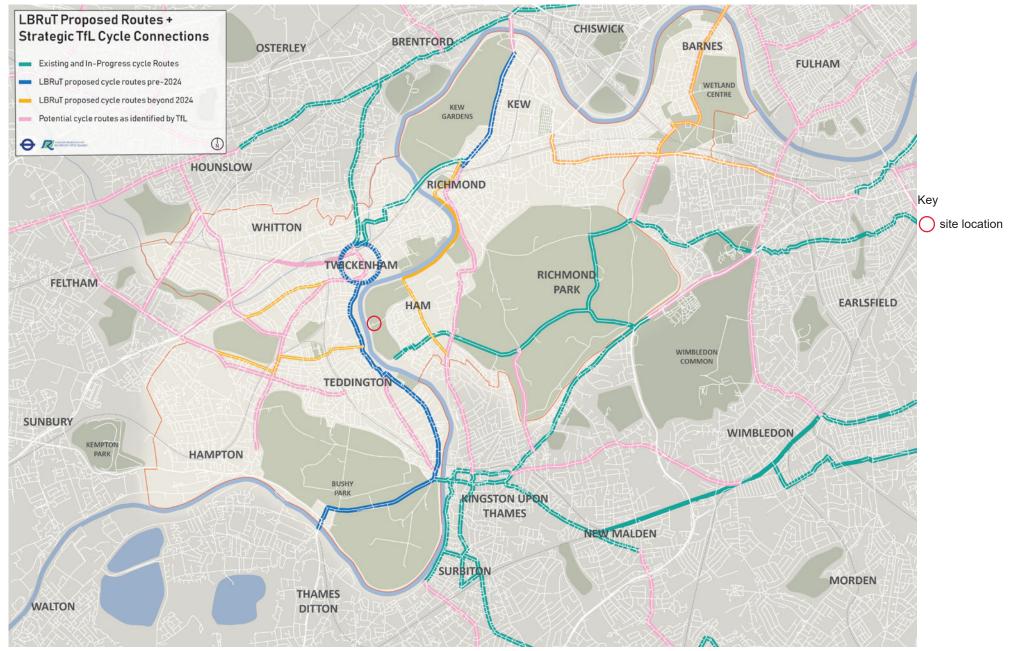


Figure 4: LBRuT Cycleway Routes

