GREEN TRAVEL PLAN
2013/14
Executive Summary

During 2011/12 over half of all Trust staff travelled to work by car.

The Trust’s total carbon footprint for 2011/12 has been calculated as 41,642 Tonnes/CO2. Of that, staff commute and patient transport accounted for 2,693 Tonnes/CO2 with related expenses of £269,000, see Table 1.

Table 1. Carbon Footprint and Costs of Staff and Patient Travel

<table>
<thead>
<tr>
<th>Transport areas</th>
<th>tonnes/CO2</th>
<th>Cost to Trust</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff business travel reimbursement</td>
<td>176</td>
<td>£267,000</td>
</tr>
<tr>
<td>Patient transport</td>
<td>170</td>
<td>£0.00</td>
</tr>
<tr>
<td>Staff home to work travel</td>
<td>2,342</td>
<td>£0.00</td>
</tr>
<tr>
<td>Facilities fleet vehicles</td>
<td>4</td>
<td>£2,000</td>
</tr>
<tr>
<td>TOTAL</td>
<td>2,693</td>
<td>£269,000</td>
</tr>
</tbody>
</table>

Carbon figures attained by processing the Trust’s expense figures (2011/12 Expense report) through the Carbon Trust’s baseline tool.

If the Trust takes no action to reduce the amount of road traffic it produces, annual growth of the local population and of the hospital will continue to increase pollution, parking pressures, road accidents and perpetuate a low exercise culture. Staff business travel expenses will also increase.

A Green Travel Plan (GTP) is a package of actions designed by an organisation that encourages healthy and sustainable travel options. This document sets out Southend University Hospital NHS Foundation Trust’s approach to reducing staff travel by 20% over the next 5 years by increasing the travel choices available to staff, patients and visitors.

The objectives of the GTP are:

1. To decrease the environmental impact of all staff, patient and visitor travel by reducing the use of single occupancy vehicles
2. To encourage and facilitate the use of more sustainable transport modes
3. To improve the choice of transport modes available to staff
4. To reduce the need to travel
5. To optimise use of staff and patient car parking facilities
6. To improve accessibility to the Hospital for staff and patients by sustainable modes

Proposed actions include a bid to re-introduce a direct bus route between Westcliff station and the Hospital, converting a possible 350 employees to new bus passengers, and the promotion of telephone and video conferencing to replace a large number of face to face meetings requiring travel.

The GTP sits alongside the Trust’s Sustainable Development Management Plan (SDMP), working towards the NHS Carbon Reduction target of a 10% reduction by 2015 (based on the 2007 baseline).

The Trust’s SDMP also contains measures to reduce travel and transport issues that are not within the remit of the GTP such as freight and deliveries.
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1. INTRODUCTION

A Green Travel Plan (GTP) is a package of actions designed by an organisation that encourages healthy and sustainable travel options. By reducing car travel, we can improve health and wellbeing, free up car parking space for those that need it, and make a positive contribution to the community and the environment.

1.1 The Importance of Having a Green Travel Plan

The NHS is one of the world’s largest organisations accounting for 3% of the UK’s total emissions and 5% of all UK road travel.

The Trust’s previous Travel Plan exceeded its targets for modal split*, however, having a sense of completion and doing nothing further is not an option.

If the Trust does not continue to control and reduce the amount of road traffic it produces as it and the local population grows, it faces a risk of;

- Increased road traffic causing delays in local bus and car journeys, stress to all road users and degrading the Trust’s relationship with local residents
- Increase in road related accidents and related cost pressures
- Increased parking issues, causing additional stress to patients and local residents
- Increased noise pollution, lowering the quality of life locally
- Decreased local air quality, and possible increase in respiratory health problems
- Perpetuation of a low exercise culture in its staff and patients, with increased related health problems and related cost pressures
- Increase in the hospital’s carbon footprint. (A carbon footprint is the total sets of greenhouse gas (GHG) emissions caused by an organisation, event, product or person.)

The Trust’s total carbon footprint for 2011/12 has been calculated at 41,642 tonnes/CO2. Of that, staff and patient travel accounted for 2,690 tonnes/CO2 with related expenses of £269,000. See table 1 below for a breakdown;

Table 1. Carbon Footprint and Costs of Staff and Patient Travel

<table>
<thead>
<tr>
<th>Transport areas</th>
<th>tonnes/CO2</th>
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<td>TOTAL</td>
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<td>£269,000</td>
</tr>
</tbody>
</table>

Mileage and vehicle information for all travel and transport areas were collated and input to the Carbon Baseline Tool to produce CO2 and cost figures.

* Modal Split: the percentage of travelers using a particular type of transportation
1.2 National Policy

The UK Climate Change Act 2008 set a statutory carbon emission reduction target against a 1990 baseline of 80% by 2050.

Planning Policy Guidance Note 13: Transport (PPG13) aims to integrate planning and transport at the national, regional, strategic and local levels. Its objectives are:

- The promotion of more sustainable transport choices
- A reduction in the need to travel, especially by car

It seeks to raise awareness of the impacts of travel decisions and promote the widespread use of Travel Plans amongst businesses and schools. It states that Travel Plans will vary in content and objectives, but will be a key component in the delivery of the sustainable transport objectives highlighted above.

There is also a national drive to reduce carbon emissions via the Act On CO2 campaign. A primary method to achieve this is to reduce the number of journeys made by unsustainable modes of transport and consequently reinforces the importance of Travel Plans.

Table 2 shows how modal split in our Trust compares to the National Travel Survey.

<table>
<thead>
<tr>
<th>National Travel Survey Data 2010</th>
<th>Southend Hospital Travel Survey Data 2011/12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car/van driver 42%</td>
<td>Car driver 54.1%</td>
</tr>
<tr>
<td>Car/van passenger 22%</td>
<td>Car passenger 2.8%</td>
</tr>
<tr>
<td>Bus 7%</td>
<td>Bus 13.2%</td>
</tr>
<tr>
<td>Rail 3%</td>
<td>Rail 1.2%</td>
</tr>
<tr>
<td>Walk 22%</td>
<td>Walk 15.7%</td>
</tr>
<tr>
<td>Bicycle 2%</td>
<td>Bicycle 6.2%</td>
</tr>
<tr>
<td>Other 2%</td>
<td>Other (and motorbike) 6.8%</td>
</tr>
<tr>
<td>100%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

The National survey differs from the Trust survey in that it breaks down single journeys into its component modes, for example; a bus journey from door to door would be broken down to a bus journey plus two short walking journeys. Nevertheless the Trust sits above the national average for bus and cycling journeys.

1.3 Regional Policy

The Essex Transport Strategy (LTP3 for Essex) was revised in 2011. Its vision is for a transport system that supports sustainable economic growth and helps deliver the best quality of life for the residents of Essex.

The five outcomes it seeks to achieve are:

- Provide connectivity for Essex communities and international gateways to support sustainable economic growth and regeneration
- Reduce carbon dioxide emissions and improve air quality through lifestyle changes, innovation and technology
• Improve safety on the transport network and enhance and promote a safe travelling environment
• Secure and maintain all transport assets to an appropriate standard and ensure that the network is available for use
• Provide sustainable access and travel choice for Essex residents to help create sustainable communities.

Local Transport Plan (LTP3). Southend Council’s 15 year transport plan which was preceded by two 5 year transport plans (LTPs 1 and 2).

LTP3 aims to deliver the long term vision; “In 2020 Southend is a thriving city, which celebrates and enriches our community”.

There are four major themes to the plan;
• Thriving and sustainable local economy
• Minimise environmental impact & promote sustainability for a greener Southend
• A safer Southend
• Reduce inequalities in health & wellbeing and a more accessible Southend

One of LTP3’s primary objectives is to deliver an effective transport system that caters for the needs of a wide variety of users including businesses, commuters, visitors, shoppers, families, the old and the young, and people with disabilities. To do this it is essential to understand the user (People), where the user wants to travel to (Place), and why they want to travel (Purpose). See diagram 1 below;

1.4 Successful Green Travel Planning at the Trust

Objectives and measures identified in this GTP will, where appropriate, build upon the achievements of the 2006 Travel Plan, national and local policies.

The aim is for the Trust to achieve a long term cultural change in travel habits that will extend beyond the home to work commuter journey and into all journeys undertaken for business and pleasure.

The Trust is has recently produced both a Carbon Reduction Strategy and a Sustainable Development Management Plan. Both documents include reduction targets and actions for reducing transport to and from our Trust and work in harmony with this travel plan.

1.5 Consultation and Engagement

To support the development of this GTP the following groups were consulted;

• Trust Staff (travel survey 2010/11)
• Patients and visitors (travel survey 2011/12)
• Best practice in other hospital travel plans
• Sustainable Impact Group (SIG)
• Environmental Super Group (ESG)
• Facilities Car Park team

The following documents were referenced;

• The Good Corporate Citizenship Model
• External sustainability consultant recommended action list (pre SDMP)
• Trust’s existing Travel Plan
• Southend’s local Transport Plan (LTP3)
• Other hospital’s Travel Plans

2. TRUST SITE PROFILE – AN OVERVIEW OF ACCESS TO THE SITE

Map 1. The Southend Hospital Site

This map is displayed throughout the site and also printed on the back of every patient letter.

2.1 Location and Access
Southend Hospital’s main site is situated in a residential area of Westcliff-on-Sea in Southend Essex and covers 88,288m².

There are 6 educational establishments in the immediate vicinity and therefore both vehicle and pedestrian traffic volumes are high at peak times.

The main pedestrian, bus, taxi and car access points to the hospital are on the south face of the site and open onto Prittlewell Chase; a busy dual carriageway and bus route for multiple services. The east side has one vehicle access point and is on a quiet, one way, residential street.

The west side has no access points and is on a residential road leading to Prittlewell Chase. This road can be busy at peak times.
The North side (the rear of the hospital) has 2 vehicle and pedestrian access points and is on a residential road near a primary school meaning traffic can be high at peak times.

There is a zebra crossing on Prittlewell chase in front of entrance 2.

A postcode mapping exercise was undertaken to access staff’s home to work journey distances. See Table 3 below for a summary of its findings.

**Table 3. Summary of Data from Postcode Mapping Exercise**

<table>
<thead>
<tr>
<th>Distance from Trust</th>
<th>Staff number</th>
<th>Percentage</th>
<th>Acceptable travel mode</th>
<th>Acceptable distance for using active travel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 1 mile</td>
<td>1152</td>
<td>22%</td>
<td>Walking</td>
<td></td>
</tr>
<tr>
<td>1 – 2 miles</td>
<td>984</td>
<td>19%</td>
<td>Walking/Cycling</td>
<td>73% (3,889 staff)</td>
</tr>
<tr>
<td>2 – 5 miles</td>
<td>1753</td>
<td>33%</td>
<td>Cycling/Bus</td>
<td></td>
</tr>
<tr>
<td>5 – 10 miles</td>
<td>584</td>
<td>11%</td>
<td>Cycling/Bus/Rail</td>
<td></td>
</tr>
<tr>
<td>Over 10 miles</td>
<td>826</td>
<td>16%</td>
<td>Bus/Rail</td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>5299</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3,889 staff live within 5 miles and could use an active travel mode such as walking and cycling to get to and from work.

APPENDIX I shows the full postcode map for all staff. It also indicates distances from the Trust of 1, 2, 5 and 10 miles.

Cycle parking has increased from 66 spaces to 218 covered spaces including 60 secure staff spaces. Designated cycle paths are provided at intervals along Prittlewell Chase but do not lead directly to the hospital site, nor are there cycle paths within the hospital site. Cycling access is not clearly marked.

Since the last Travel Plan was written in 2005/6 Southend Borough Council has installed the following cycle pathways:

- Prittle Brook
- Western esplanade
- Royal Artillery Way
- Eastern Avenue
- Fossets Way
- Queensway
- Gunners Park

Motorbike parking has increased from 0 in 2005/6 to 52 spaces throughout the site. Motorbike access to the site is not clearly marked and only 32 of the 52 designated parking areas are signposted while none are shown on the site map.

Occupancy is monitored by a monthly count. Average occupancy for April 2013 was 13 out of 52 or 25% of potential spaces.

### 2.2 Bus Service

Southend Hospital is served by 18 to 20 buses an hour starting from Southend town centre and travelling as far east as Eastwood, Rayleigh, Wickford, Basildon and Canvey. There is a
shortfall from the South with Hamlet Court Road and Westcliff/Chalkwell not served to the hospital well by bus.

Postcode mapping showed there are around 350 Trust employees living in the Westcliff area who could benefit from a direct bus route. This figure comprises 160 residents at Balmoral Road Trust accommodation and a further 189 local resident employees. APPENDIX II shows the post code map of the Westcliff area.

The Trust worked with Southend Borough Council in 2008/9 towards establishing a bus interchange on the Trust site, an idea very popular with both staff and patients; this ultimately proved too costly for the Trust to implement, and instead the bus stops directly in front of the Trust site (Prittlewell Chase) were refurbished and repositioned by Southend Borough Council in 2010. Ticket machines and real time information, though part of the planned improvements, were not included at the time, again due to financial restraints.

The Trust match funds a 25% reduction in Arriva and First bus season tickets to offer Trust employees a 50% discount.

Bus stop information is included in the site map, council supplied maps around the site, the hospital website and intranet.

2.3 Rail Service

There are two rail stations connecting Southend to London;
- Southend Victoria – 1.6 miles from the site
Direct buses to the hospital can be caught opposite the station entrance.
- Southend Central – 1.8 miles away from the site
Direct buses to the hospital can be caught from the central bus station (Travel Centre) which is a 5 to 10 minute walk away from the station and is clearly signposted.

Rail information is included in the hospital website and intranet.

The Trust operated a match funded scheme with C2C to supply employees with 50% season tickets, the scheme proved too costly for C2C or the Trust to continue with and it was dissolved in July 2011. The scheme could be restarted if alternative funding was available or C2C agreed to supply the discount without the Trust's match funding.

As an alternative the Trust could provide employees with a loan to purchase an annual rail ticket and repay it monthly through their salary.

2.4 Vehicle Parking

<table>
<thead>
<tr>
<th>Table 4. Current Parking Provision for the Trust</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CAR</strong></td>
</tr>
<tr>
<td>public</td>
</tr>
<tr>
<td>HOSPITAL SITE</td>
</tr>
<tr>
<td>BRITTANIA HOUSE</td>
</tr>
<tr>
<td>EASTWOODBURY LANE</td>
</tr>
<tr>
<td>THAMESGATE HOUSE</td>
</tr>
<tr>
<td>CANVEY ISLAND</td>
</tr>
<tr>
<td>TYRELLS</td>
</tr>
<tr>
<td>Totals</td>
</tr>
</tbody>
</table>
The Trust’s total provision for all vehicle parking is 2077 spaces, and for the Prittlewell Chase hospital site alone there are 1789 spaces.

**Public Car Parking at the Hospital Site**

There are currently 626 car parking spaces available to the public, 17 of which are stop and drop, 53 of which are disabled spaces.

There are 6 access points to patient and visitor car parks around the site.

Patients receive a site map (see map 1 pg.9) with their appointment letter. Including a recommended car park in the patient letter would help to ensure all the car parks are used fully and the patient parks near their appointment.

The entrances are clearly signposted on the site.

**Table 5. Public Car Parking Costs**

<table>
<thead>
<tr>
<th></th>
<th>Southend Hospital</th>
<th>Basildon Hospital</th>
<th>Broomfield Hospital</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charging period</td>
<td>cost</td>
<td>Charging period</td>
<td>cost</td>
</tr>
<tr>
<td>30 mins</td>
<td>Free</td>
<td>30 mins</td>
<td>Free</td>
</tr>
<tr>
<td>Up to 3 hours</td>
<td>£2.50</td>
<td>Up to 8 hours</td>
<td>£3</td>
</tr>
<tr>
<td>3 to 6 hours</td>
<td>£4</td>
<td>8 to 12 hours</td>
<td>£6</td>
</tr>
<tr>
<td>Up to 24 hours</td>
<td>£5</td>
<td>Over 12 hours</td>
<td>£10</td>
</tr>
<tr>
<td>7 day concession</td>
<td>£10</td>
<td>Until treatment is complete if application is accepted</td>
<td>free</td>
</tr>
</tbody>
</table>

Southend compares favourably with its neighbouring hospitals.

**Staff Car Parking**

There are currently 893 car parking spaces in the multi storey car park available to staff only, 8 of which are disabled spaces. Admission is via application with strict criteria weighted against those who live close enough to the site to walk, cycle, or use public transport to get to and from work.

The Trust is refreshing the application for the MSCP and all staff will have to reapply for a parking space. The revised application should ensure that staff who use their car to perform their job or live a great distance from the Trust with no reasonable links to public transport are given priority.

The Trust intends to give staff the option to apply as a car-share group for cloned parking passes. As only one pass will have access to the MSCP at any one time, users must car share or take alternative transport. Staff can pay as they go and share parking costs.

**Table 6. Staff Parking Costs**

<table>
<thead>
<tr>
<th>Payment method</th>
<th>cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly deduction from salary</td>
<td>£12.70</td>
</tr>
<tr>
<td>Top Up Card (pay as you go)</td>
<td>70 pence per day</td>
</tr>
</tbody>
</table>
Parking Restrictions and Challenges

Historically the roads surrounding the hospital site have been heavily congested with parked vehicles, particularly those of hospital staff who parked there during their shift. This severely disrupted the flow of local traffic, especially on Carlton Avenue which is a bus route.

To alleviate this, parking restrictions were put in place by Southend Borough Council in April 2011. Double yellow lines were extended and the available on street parking is now a combination of residential parking, approximately 53 short stay, pay and display parking areas and 9 free drop-off areas, which discourages staff and makes more parking available for patients.

Parking fees are £2 for up to 2 hours, and £2.50 for up to 4 hours. Restrictions are in force between 9.30am and 16.30pm.

These charging arrangements do not reflect the Trust's and encourage car users away from hospital car parks after 16:30.

A proposal by Southend Borough Council to extend the parking restrictions was put to consultation in 2012/13 but has been rejected.

2.5 Disability Discrimination Act (DDA) Compliance

The Trust undertook a Six Facet Survey in 2012 to identify DDA related issues around the hospital site with remedial measures estimated at some £2.1 million.

The most frequent defects in relation to access to the site include;

- Pathways are generally in poor condition with many having an uneven surface texture, they are often too narrow or obstructed
- Poor signage which is not identified by visual and tactile means
- Blue badge holder bays are available but their locations are not clearly indicated upon arrival

Improvements are being addressed through backlog maintenance.

The MSCP had blue disabled bays added in 2012.

3. CURRENT POSITION

3.1 Previous Travel Plan

The Trust’s most recent Travel Plan has been in place since 2005/6 and over six years produced a 26% reduction in single occupancy car use among its staff, see below.
The Travel Plan was board approved in 2005/6. A full time Travel Plan Coordinator was appointed in 2007. Annual staff travel surveys were undertaken from 2009.

Table 7 - 2011/12 Survey Results Against Target

<table>
<thead>
<tr>
<th>Travel mode</th>
<th>Target for modal split in 2011</th>
<th>Actual modal split in 2011</th>
<th>Variation on Target</th>
<th>Percentage variation on Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car driver</td>
<td>70.0%</td>
<td>54.1%</td>
<td>-15.9%</td>
<td>-22.7%</td>
</tr>
<tr>
<td>Walk</td>
<td>8.5%</td>
<td>15.7%</td>
<td>7.2%</td>
<td>84.7%</td>
</tr>
<tr>
<td>Bus</td>
<td>7.5%</td>
<td>13.2%</td>
<td>5.7%</td>
<td>76%</td>
</tr>
<tr>
<td>Car passenger</td>
<td>6.0%</td>
<td>2.8%</td>
<td>-3.2%</td>
<td>-53.3%</td>
</tr>
<tr>
<td>Bicycle</td>
<td>6.0%</td>
<td>6.2%</td>
<td>0.2%</td>
<td>3.3%</td>
</tr>
<tr>
<td>*Motorbike/Moped</td>
<td>1.0%</td>
<td>0.8%</td>
<td>-0.2%</td>
<td>-20%</td>
</tr>
<tr>
<td>Train</td>
<td>1.0%</td>
<td>1.2%</td>
<td>0.2%</td>
<td>20%</td>
</tr>
<tr>
<td>Taxi</td>
<td>0.0%</td>
<td>0.4%</td>
<td>0.4%</td>
<td>300%</td>
</tr>
<tr>
<td>Other (multi modal)</td>
<td>0.0%</td>
<td>5.6%</td>
<td>5.6%</td>
<td>5,500%</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* There appears to have been a decrease in motorcycle use since 2005/6 despite the Trust having installed 52 dedicated parking spaces. This could be put down to lack of awareness, 20 of these spaces do not have any signage at all.

Note - modal split is the percentage of travelers using a particular type of transport.
APPENDIX IV gives a breakdown of the travel plan measures put into action since 2005/6 that contributed to the 26% shift away from single occupancy car use.

3.2 Staff Survey
We have more than achieved our target, set in 2005/6, of a 10% reduction in staff car use for the home to work journey. See APPENDIX IV for the list of 2005/6 Travel Plan – Actions.

However, the 2011/12 survey data also shows that we are still not containing our parking issues; 43% of surveyed staff who stated they drive in to work also stated they do not have an MSCP parking pass.

Evidence suggested staff were parking on the streets outside the control parking zone, or paying up to £5 per day to park in the hospital’s on-site public car parks. The question of where drivers are parking was added to the 2013 staff travel survey and the results are shown below;

Chart 1. Where Staff Park Their Cars in 2012/13

38% of staff who drive their cars to work currently park on the roads outside the controlled parking areas. 4% of those have an arrangement allowing them to park on a driveway.

Multi modal journeys increased massively in 2011/12 (from less that 1% to 5.6%) and have contributed to the reduction in car use throughout the year; demonstrating that travel choices are increasingly affected by financial as well as seasonal, circumstances. This may also be attributed to an increased awareness of environmental issues.

With that in mind the Trust could optimise use of its staff car park by offering seasonal, car share and part time passes. This would allow more car users access to the car park while encouraging other, more green forms of transport to be used in tandem.

Encouraging Alternative Forms of Travel
Staff were asked what measures would encourage them to use alternative forms of transport to their cars, the top answers were as follows;

- 30% stated that nothing would convince them to change mode
- 28.1% would use bus or rail if the services were improved
- 21% want safer cycling routes to the site
- 17.7% would car share if there were guaranteed parking spaces for them
- 17.5% want more lighting and CCTV, and more cyclists showers
- 17.3% Want a staff park and ride bus or cyclist’s lockers

3.3 Patient and Visitor Survey

Patients and visitors to the Trust’s Outpatient Department were surveyed in August/September 2011. 335 surveys were completed and the results can be seen below in Chart 2.

Chart 2. 2011/12 Modal Split

[Pie chart showing modal split]

The majority of patients and visitors drive, or are driven, to the hospital.

Table 8. Comparison of Patient and Visitor Modes of Transport 2005/2012

<table>
<thead>
<tr>
<th>Mode</th>
<th>2012</th>
<th>2005</th>
<th>Modal shift</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car driver</td>
<td>40%</td>
<td>42%</td>
<td>-2%</td>
</tr>
<tr>
<td>Walk</td>
<td>3%</td>
<td>3%</td>
<td>No change</td>
</tr>
<tr>
<td>Bus</td>
<td>14%</td>
<td>13%</td>
<td>+1%</td>
</tr>
<tr>
<td>Car passenger</td>
<td>37%</td>
<td>21%</td>
<td>+16%</td>
</tr>
<tr>
<td>Bicycle</td>
<td>0%</td>
<td>1%</td>
<td>-1%</td>
</tr>
<tr>
<td>Motorbike/moped</td>
<td>1%</td>
<td>1%</td>
<td>No change</td>
</tr>
<tr>
<td>Train</td>
<td>1%</td>
<td>1%</td>
<td>No change</td>
</tr>
<tr>
<td>taxi</td>
<td>1%</td>
<td>10%</td>
<td>-9%</td>
</tr>
<tr>
<td>ambulance/care car driver</td>
<td>11%</td>
<td>9%</td>
<td>+2%</td>
</tr>
<tr>
<td>Total</td>
<td>108%</td>
<td>101%</td>
<td></td>
</tr>
<tr>
<td>Total surveys completed</td>
<td>335</td>
<td>286</td>
<td></td>
</tr>
</tbody>
</table>

In summary

45 comments were made regarding buses to and from the hospital.

- 29% were positive, stating they were satisfied with the current service.
- 24% stated that bus services were unreliable, specifically the First bus 21 and Arriva 7/8
- 20% stated a need for more buses (6% of that specified the Westcliff area)
- 18% suggested the hospital should provide a reasonably priced or free, park and ride or shuttle bus service for patients and visitors

136 comments were made regarding parking and hospital car parks.
- 13% stated that the car parking provision at the hospital was satisfactory.
- 47% stated that parking at the hospital was too expensive
- 35% stated a need for more spaces

Of the 40% surveyed who arrived at the Trust by car, 15% parked on the street.

3.4 Parking Pressures

Patient and Visitor Parking requirements

The 2006/7 Attendance on Site showed average daily patient numbers to be 2,704 and (assuming a 1:3 ratio based on national guidance) equated that to 902 parking spaces required. See APPENDIX III for full details.

It was projected that by 2013/14 daily demand would have reduced to 2,666, requiring 887 parking spaces. In fact daily demand in 2011/12 had increased to 3,724, which would require 1,241 patient and visitor car parking spaces to house them successfully. This is roughly double our current provision.

Staff Parking Requirements

2006 staff car park requirements were calculated using guidance set by Southend Borough Council and national approved standards of a 1:4 ratio.

The table below sets out maximum staff parking requirements at the recommended ratio.

Table 9. Maximum Staff Car Parking 2011/12

<table>
<thead>
<tr>
<th></th>
<th>2006</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Headcount</td>
<td>4,140</td>
<td>4,580</td>
</tr>
<tr>
<td>Parking spaces needed</td>
<td>1,135</td>
<td>1,145</td>
</tr>
</tbody>
</table>

Taking into account only 54% of staff travel to work by car, the spaces required potentially reduces to 619. Current staff parking provision is 885.

Table 10. Potential Staff Car Parking 2011/12

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Headcount</td>
<td>4,580</td>
</tr>
<tr>
<td>Number of staff driving to work (staff travel survey says 54%)</td>
<td>2,473</td>
</tr>
<tr>
<td>Parking spaces needed (1:4)</td>
<td>619</td>
</tr>
</tbody>
</table>

This represents a staff and patient daily parking demand of 1,860.
A 20% reduction in car journeys to the hospital would bring demand well below the current provision of 1,789.

3.5 Business Mileage

In 2011/2012 staff travelled 534,677 miles (860,479 km) by car on Trust business journeys, producing 168,000 kg of CO2 and costing £205,025.79.

Apart from staff home to work journeys (over 2 million kg/CO2), staff business travel is the highest producer of scope 3 CO2 emissions at our Trust.

Business mileage claims are currently submitted to the payroll department via paper forms. Staff are not required to justify their choice of transport mode.

Car mileage per journey is recorded, but public transport ticket claims are included in general expense claims and journey distances are not recorded.

The Trust is currently undergoing a project to determine ways to reduce the number of business miles travelled and their impact on the environment and has detailed these in the Sustainable Development Management Plan (SDMP). Possible alternatives are;

- Flexible working/working from home
- Public transport
- Cycling, increased business mileage and cycle pool
- Video/phone conferencing, teledmedicine or Webinars
- Electric fleet of vehicles for frequent short journeys
- Email/post
4. OBJECTIVES AND TARGETS

The objectives of the GTP are:

7. To decrease the environmental impact of all staff, patient and visitor travel by reducing the use of single occupancy vehicles

8. To encourage and facilitate the use of more sustainable transport modes

9. To improve the choice of transport modes available to staff

10. To reduce the need to travel

11. To optimise use of staff and patient car parking facilities

12. To improve accessibility to the Hospital for staff and patients by sustainable modes

The success of the GTP will be measured through its performance in reducing the modal share of staff travelling to the site by single occupancy car

The modal share targets for each mode of transport are set out in Table 11 and assume the actions outlined in the GTP will be successfully implemented.

Table 11: GTP Modal Share Targets 2012/13 - 2016/17

<table>
<thead>
<tr>
<th>Mode of Travel</th>
<th>Baseline Modal Split 2012/13</th>
<th>Target Modal Split 2013/14</th>
<th>Target Modal Split 2014/15</th>
<th>Target Modal Split 2015/16</th>
<th>Target Modal Split 2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car driver</td>
<td>54.1%</td>
<td>50%</td>
<td>46%</td>
<td>42%</td>
<td>38%</td>
</tr>
<tr>
<td>Walk</td>
<td>15.7%</td>
<td>17%</td>
<td>17.2%</td>
<td>17.5%</td>
<td>17.7%</td>
</tr>
<tr>
<td>Bus</td>
<td>13.2%</td>
<td>13.6%</td>
<td>13.9%</td>
<td>14.3%</td>
<td>14.7%</td>
</tr>
<tr>
<td>Car passenger</td>
<td>2.8%</td>
<td>3.1%</td>
<td>3.3%</td>
<td>3.5%</td>
<td>3.8%</td>
</tr>
<tr>
<td>Bicycle</td>
<td>6.2%</td>
<td>6.6%</td>
<td>6.9%</td>
<td>7.3%</td>
<td>7.7%</td>
</tr>
<tr>
<td>Motorbike/Moped</td>
<td>0.8%</td>
<td>1.1%</td>
<td>1.3%</td>
<td>1.5%</td>
<td>1.8%</td>
</tr>
<tr>
<td>Train</td>
<td>1.2%</td>
<td>1.6%</td>
<td>1.9%</td>
<td>2.3%</td>
<td>2.7%</td>
</tr>
<tr>
<td>Taxi</td>
<td>0.4%</td>
<td>0.3%</td>
<td>0.3%</td>
<td>0.2%</td>
<td>0.1%</td>
</tr>
<tr>
<td>Multi Modal</td>
<td>5.6%</td>
<td>5.9%</td>
<td>6.2%</td>
<td>6.5%</td>
<td>6.7%</td>
</tr>
</tbody>
</table>

These targets have been derived in-house.
5. GTP MEASURES

The 9 identified GTP measures are:

- Measure 1: Marketing strategy
- Measure 2: Travel information
- Measure 3: Increase use of public transport
- Measure 4: Increase cycling
- Measure 5: Increase walking
- Measure 6: Increase car sharing
- Measure 7: Car parking management
- Measure 8: Business travel
- Measure 9: Reduce the need to travel

5.1 Measure 1: Marketing Strategy and Measure 2: Travel Information

The Marketing Strategy will ensure there is a:

- Detailed Communication Strategy ensuring regular marketing news bulletins in ‘The Look’, FRU, and all other means of communication within the Trust including all staff email, screen savers and social media opportunities
- Staff Travel Options Guide detailing Travel options, allowances & benefits
- Prominent GTP notice board on the trust site
- Marketing of benefits through poster campaigns and direct presentations to staff
- Special Events to promote the GTP measures and take-up of alternative modes of travel e.g. cyclists’ breakfasts on National Bike to Work week and National liftshare day
- Site Access Maps will display access by bus, cycling and walking routes to the site. Bus stop locations will also be marked
- All Online Information on the Hospital website will be regularly updated and expanded to include a section on walking and cycling to the site. The intranet site ‘Travel Office Online’ will be regularly reviewed and updated
- The Induction pack GTP and Travel Information aimed at new recruits will be regularly updated
- A Patient and Visitor Travel Information flier containing bus, rail, walking and cycling information. The site map printed on the back of each patient letter will be regularly reviewed and updated
- The GTP will be reviewed with the Council’s Accessibility Strategy and local transport plan

5.2 Measure 3: Increase Use of Public Transport

- Subsidised and Discounted Public Transport Schemes. The Hospital enjoys a 25% discount on season tickets from Arriva and First bus. Equivalent discounts were available on from National Express for both National Express and C2C rail services,
bus these were withdrawn from all Southend businesses in June 2011 due to financial constraints within National Express Negotiations with operators are being undertaken to try to reinstate the discount. The Trust subsidises bus season tickets with an additional 25% giving staff a 50% reduction in bus travel. The scheme will continue to be promoted

- An **employee Interest Free Annual Bus Season Ticket Loan** is available. Deductions are made from monthly salaries. This scheme will continue to be promoted.

- Re-introduce **employee Interest Free Annual Rail Season Ticket Loan** or similar scheme.

- Open talks with Southend Borough Council and local transport providers to launch a **bus route between Westcliff and Southend University Hospital NHS Foundation Trust**

### 5.3 Measure 4: Increase Cycling

- **Increase security awareness for those using the Cycle Parking.** Bike thefts in Southend have increased over the last two years. Staff need to be made aware of security measures such as double locking, removing valuable equipment and taking out adequate insurance

- To increase use of our cycle parking, the existing **showers** should be promoted. An increase in **showers, changing areas and secure lockers** should be provided when building or refurbishing opportunities arise

- **Marketing and Promotion.** Cycling initiatives will continue to be organised and promoted with the use of posters, leaflets and information in The Look Newsletter providing staff with information on the health benefits of cycling, cycle shop discounts and cycle routes

- Southend Borough Council offers Hospital staff **Adult Cycle Training.** Currently it is free of charge. This will continue to be promoted

- **Cycle to Work Scheme.** The Hospital has participated in this scheme since August 2009. The scheme is run by Bikes for the NHS and occurs three times a year in 4 week order windows set by the travel plan coordinator. The scheme will be promoted and improved upon where possible.

### 5.4 Measure 5: Increase Walking

- Continue to work with the Southend Crime and Disorder Reduction Partnership (CDRP) and run at least two **personal safety events** at the main sites per year

### 5.5 Measure 6: Increase Car Sharing

- Working with the Car Park Manager on a new staff pass system, ensure that **car sharing cloned passes** are included

- Introduce a **guaranteed ride home scheme**

- Increase use of the current, **in-house car share page**
5.6 Measure 7: Car Parking Management

- Work with the Car Park Manager on the delivery of a new application form and scheme to ensure maximum use of the MSCP by those that need it.

- To put together a business case for re-investing a percentage of car park revenue in green schemes such as rail subsidies.

5.7 Measure 8: Business Travel and Measure 9: Reducing the Need to Travel

- Encourage the uptake of public transport for business journeys by supplying information to make it easier to book a journey. To revise the procedure for claiming travel costs/mileage to include justification for car journeys.

- Promote and increase the current cycling business mileage amount and to establish a cycle pool.

- Trial interactive video/phone conferencing, telemedicine or Webinars with a view to establishing a new culture of virtual meetings.

- Assess whether a fleet of electric vehicles for frequent short journeys – such as community midwife or physiotherapy visits - would be viable.

- To encourage the use of non-face to face patient communication via email, video conferencing or post where appropriate.

- Revise the Trust’s flexible working policy to include the option of working from home where appropriate.

- Review business travel into London from the Southend area. Look into potential carbon and financial savings opportunities such as oyster cards available to staff.

- Introduce an exclusion zone. Ensure that any business car journeys, including trips to Britannia House, within a 2-mile exclusion zone are not reimbursed corporate travel rates.

6. MONITORING AND REVIEW

The survey of staff, patient and visitor travel modes is undertaken annually and should continue every year to enable robust data collection.

The next review of the GTP is in 2016/17.
7. GTP ACTION PLAN

7.1 1: Marketing Strategy

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
<th>Stakeholders</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Raise the profile of the GTP</td>
<td>Develop and work to a comms plan to ensure regular exposure in FRU, Look, All Staff Email, screen savers, poster/fliers campaigns, presentations and local media</td>
<td>TPC</td>
<td>2013/14</td>
</tr>
<tr>
<td>Special events</td>
<td>To organise, promote and evaluate special events at all hospital sites throughout the year</td>
<td>TPC</td>
<td>2013/14</td>
</tr>
</tbody>
</table>

7.2 2: Travel Information

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
<th>Stakeholders</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient &amp; visitor travel information</td>
<td>produce a leaflet containing travel information for the Trust including bus stop locations, parking provision, rail connection, site map, phone numbers and web addresses</td>
<td>TPC / COMMS</td>
<td>2013/14</td>
</tr>
<tr>
<td>Staff travel options guide</td>
<td>A leaflet summarising travel allowances and schemes available to staff, and including the information above. Also to include new starter information</td>
<td>TPC</td>
<td>2013/14</td>
</tr>
<tr>
<td>Online information</td>
<td>Keep Staff Net’s travel office online and the hospital website pages updated</td>
<td>TPC / COMMS</td>
<td>2013/14</td>
</tr>
<tr>
<td>Printed travel information on site</td>
<td>Review and replace all on site printed information regularly</td>
<td>TPC / SOUTHEND BOROUGH COUNCIL</td>
<td>2013/14</td>
</tr>
<tr>
<td>Personalised Travel Planning</td>
<td>Train volunteers and admin staff in PTP Offer personalised travel planning (PTP) to staff, new starters, patients and visitors.</td>
<td>TPC</td>
<td>2014/15</td>
</tr>
<tr>
<td>Travel and transport notice board</td>
<td>A number of staff still do not have regular access to Staff Net and would benefit from a dedicated travel noticeboard located at 1 or more prominent sites throughout the Trust. E.g. outside General Office, OPD</td>
<td>TPC</td>
<td>2014/15</td>
</tr>
</tbody>
</table>
### 7.3 3: Increase Use of Public Transport

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
<th>Stakeholders</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subsidised and discounted public transport scheme</td>
<td>Revise the current scheme, application form and procedures. Work with local rail companies and the Trust to re-introduce the subsidised/discounted rail scheme</td>
<td>TPC</td>
<td>2013/14</td>
</tr>
<tr>
<td>Annual Rail Season Ticket Loan</td>
<td>Re-introduce employee Interest Free Annual Rail Season Ticket Loan or find a similar alternative</td>
<td>TPC</td>
<td>2013/14</td>
</tr>
<tr>
<td>Open a bus route between Westcliff/Hamlet Court Road and the Hospital</td>
<td>Working with the local transport providers and Southend Borough Council, work to introduce a direct bus route that connects Westcliff with the Trust without the need to travel back into Southend town centre first</td>
<td>TPC / SOUTHEND BOROUGH COUNCIL / FIRSTBUS</td>
<td>2015/16</td>
</tr>
</tbody>
</table>
| Market and promote public transport             | • Ensure First and Arriva update their information points regularly  
  • Promote bus routes/schemes/discounts through FRU and The Look                                                                                                                                 | TPC / ARRIVA / FIRSTBUS             | 2014/15    |

### 7.4 4: Increase Cycling

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
<th>Stakeholders</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Install lockers</td>
<td>Install lockers in/close to lockable shelters and/or showers</td>
<td>TPC</td>
<td>2016/17</td>
</tr>
<tr>
<td>Promote awareness of existing two shower facilities</td>
<td>Promote through FRU and The Look, and cycle shelters</td>
<td>TPC</td>
<td>2013/14</td>
</tr>
<tr>
<td>Increasing shower facilities</td>
<td>Add shower facilities as and when new building opportunities arise</td>
<td>TPC / ESTATES &amp; FACILITIES</td>
<td>???</td>
</tr>
<tr>
<td>Increase security awareness for cycle parking</td>
<td>Campaigns to increase awareness of measures that will increase security of parked bikes, locks, lighting, insurance</td>
<td>TPC / SECURITY</td>
<td>2014/15</td>
</tr>
<tr>
<td>Refresh staff parking scheme</td>
<td>Install suite of padlocks with security keys to all three secure parking facilities.</td>
<td>TPC</td>
<td>2013/14</td>
</tr>
<tr>
<td>Initiative</td>
<td>Description</td>
<td>Stakeholders</td>
<td>Timeframe</td>
</tr>
<tr>
<td>------------</td>
<td>-------------</td>
<td>--------------</td>
<td>-----------</td>
</tr>
</tbody>
</table>
| Improve pedestrian access | Review site access for pedestrians, considering:  
  - Movement through the site  
  - Potential conflicts with vehicle access points  
  - DDA compliance | TPC / ESTATES | 2016?? |
| Walking information | Create a simple map showing walking routes to the site from key residential areas, local shops and bus stops. Indicate distances in both metric and imperial, walking times and number of steps | TPC / ENVIRONMENTAL CHAMPION | 2014/15 |
| Improving personal safety | Review lighting on site at pedestrian access points and routes | TPC / SECURITY | 2015/16 |
| Market and promote walking | Work with Human Resources and Comms to promote walking as a healthy travel mode using national/local walking awareness events and in-house initiatives | TPC / COMMS / HR | 2015/16 |

### 7.5 Increase Walking

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
<th>Stakeholders</th>
<th>Timeframe</th>
</tr>
</thead>
</table>
| Improve pedestrian access | Review site access for pedestrians, considering:  
  - Movement through the site  
  - Potential conflicts with vehicle access points  
  - DDA compliance | TPC / ESTATES | 2016?? |
| Walking information | Create a simple map showing walking routes to the site from key residential areas, local shops and bus stops. Indicate distances in both metric and imperial, walking times and number of steps | TPC / ENVIRONMENTAL CHAMPION | 2014/15 |
| Improving personal safety | Review lighting on site at pedestrian access points and routes | TPC / SECURITY | 2015/16 |
| Market and promote walking | Work with Human Resources and Comms to promote walking as a healthy travel mode using national/local walking awareness events and in-house initiatives | TPC / COMMS / HR | 2015/16 |

### 7.6 Increase Car Sharing

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
<th>Stakeholders</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduce cloned staff parking passes for car sharers</td>
<td>Using the revised staff parking application, offer cloned parking passes to those intending to car share</td>
<td>TPC / SECURITY &amp; PARKING</td>
<td>2013/14</td>
</tr>
<tr>
<td>Introduce a guaranteed ride home scheme</td>
<td>Look at case studies and put together business case for introducing this scheme</td>
<td>TPC</td>
<td>2014/15</td>
</tr>
</tbody>
</table>
Increase use of the current, in-house car share page

Regularly promote the page in FRU, LOOK etc...
Run competitions

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
<th>Stakeholders</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly reporting on car park activity</td>
<td>Put infrastructure in place to allow unrestricted access to Parkeon information by the Estates and Facilities Directorate</td>
<td>TPC</td>
<td>2013/14</td>
</tr>
<tr>
<td>Optimise MSCP (staff) car park usage</td>
<td>Work with the car park management team to review the existing staff parking scheme and ensure parking provision is optimised</td>
<td>SECURITY &amp; PARKING / TPC</td>
<td>2014/15</td>
</tr>
<tr>
<td>Increase ticket price and re-invest in Travel Plan projects</td>
<td>Put together a business case for re-investing a percentage of car park revenue in green schemes such as rail subsidies</td>
<td>TPC</td>
<td>2013/14</td>
</tr>
</tbody>
</table>

7.7 7: Car Parking Management

7.8 8: Business Travel

Assess high business mileage directorates
Work with Payroll to assess the financial impact of each directorate, work with each directorate to identify what measures would fit best to reduce their particular business travel situation

Install electric car charging points
DfT grants are available to cover 75% of the cost of installing RAPID EV charging infrastructure. Bids to be submitted end of April 2013

Investigate using electric cars for local business travel
Identify a high local-travel user group (for e.g. midwives and physiotherapists on home visits) and run an electric vehicle pilot scheme

Video
Identify high business travel user groups (for e.g.

IT / TPC | 2015/16 |
conferencing execs/NEDS/Finance and run video conferencing pilot schemes

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
<th>Stakeholders</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review the current mileage claim policy</td>
<td>Current mileage claim figures vary according to a variety of factors including engine size. Streamline the options to make car travel a less attractive option</td>
<td>???</td>
<td>2015/16</td>
</tr>
</tbody>
</table>
| Revise the expense claims form | • Revise the current travel expense claim form to promote public transport and require justification for car use.  
• Review business travel into London from the Southend area. Look into potential carbon and financial savings opportunities such as oyster cards available to staff | ??? | 2015/16 |
| Market and promote green business travel | • Promote awareness of cycle mileage (currently 15pence per mile)  
• Build business case for a pool bike scheme  
• Increase awareness of online journey planning sites and cheap advance booking for rail journeys. Promote use of rail/bus journey time for business | TPC | 2013/14 |
| Exclusion zone | Introduce an exclusion zone. Ensure that any business car journeys, including trips to Britannia House, within a 2-mile exclusion zone are not reimbursed corporate travel rates. | TPC | 2015/16 |

7.9 9: Reducing the Need to Travel

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
<th>Stakeholders</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home working</td>
<td>Look further into home working as an appropriate practice for specific staff groups</td>
<td>TPC</td>
<td>2016/17</td>
</tr>
</tbody>
</table>
APPENDIX I. POSTCODE MAP OF TRUST EMPLOYEES
APPENDIX II. POSTCODE MAP OF TRUST EMPLOYEES LIVING IN WESTCLIFF AREA
## APPENDIX III. TABLE 1: PATIENT ATTENDANCE ON SITE

Table 1: Patient attendances for 2006/7 and predicted attendance for 2013/14

<table>
<thead>
<tr>
<th></th>
<th>2006/07 Total Activity</th>
<th>Activity * LoS</th>
<th>Daily Demand</th>
<th>2013/14 Total Activity</th>
<th>Activity * LoS</th>
<th>Daily Demand</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elective spells</td>
<td>8,835</td>
<td>44,175</td>
<td>121</td>
<td>7,474</td>
<td>37370</td>
<td>103</td>
</tr>
<tr>
<td>Non Elective spells</td>
<td>38,926</td>
<td>194,630</td>
<td>535</td>
<td>41,472</td>
<td>207,360</td>
<td>593</td>
</tr>
<tr>
<td>Day Cases</td>
<td>34,632</td>
<td>34,632</td>
<td>139</td>
<td>31,003</td>
<td>31,003</td>
<td>124</td>
</tr>
<tr>
<td>Outpatient (New and Follow up)</td>
<td>304,870</td>
<td>304,870</td>
<td>1,220</td>
<td>289,287</td>
<td>289,287</td>
<td>1157</td>
</tr>
<tr>
<td>A &amp; E attendance*</td>
<td>86,940</td>
<td>86,940</td>
<td>239</td>
<td>86,940</td>
<td>86,940</td>
<td>239</td>
</tr>
<tr>
<td>Radiology</td>
<td></td>
<td></td>
<td></td>
<td>250</td>
<td></td>
<td>250</td>
</tr>
<tr>
<td>Pathology</td>
<td></td>
<td></td>
<td></td>
<td>200</td>
<td></td>
<td>200</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>474,203</td>
<td>665,247</td>
<td>2,704</td>
<td>456,176</td>
<td>651,960</td>
<td><strong>2,666</strong></td>
</tr>
</tbody>
</table>

**Actual patient attendances on site for 2011/12**

<table>
<thead>
<tr>
<th></th>
<th>2011/12 Total Activity</th>
<th>Activity * LoS</th>
<th>Daily Demand</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elective spells</td>
<td>9,511</td>
<td>38,797</td>
<td>106</td>
</tr>
<tr>
<td>Non Elective spells</td>
<td>39,277</td>
<td>210,410</td>
<td>574</td>
</tr>
<tr>
<td>Day Cases</td>
<td>41,033</td>
<td>41,033</td>
<td>112</td>
</tr>
<tr>
<td>Outpatient (New and Follow up Attendances)</td>
<td>553,640</td>
<td>553,640</td>
<td>1512</td>
</tr>
<tr>
<td>A &amp; E attendance*</td>
<td>91,844</td>
<td>91,844</td>
<td>250</td>
</tr>
<tr>
<td>Radiology</td>
<td></td>
<td></td>
<td>750 (average over 260 days)</td>
</tr>
<tr>
<td>Pathology</td>
<td></td>
<td></td>
<td>534 (average over 365 days)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>735,305</td>
<td>935,724</td>
<td><strong>3,724</strong></td>
</tr>
</tbody>
</table>
APPENDIX IV. TRAVEL PLAN ACHIEVEMENTS 2005/6 – 2011/12

• Measures 1 and 2: Travel Plan Marketing Strategy and Travel Information
  o A travel options guide is available to all new staff in the induction pack.
  o Travel and transport information is available through TravelOfficeOnline on StaffNet
  o There are regular monthly or bimonthly features on green transport and sustainability in the Look
  o There are dedicated active travel, green pledge and car share pages on the staff noticeboard on StaffNet
  o There is a regular travel and sustainability presence in the Trust’s weekly e-publication – the Friday Round Up (FRU)
  o The TPC organises the Environmental Roadshow annually
  o A travel plan noticeboard has not been installed

• Measure 3: Promoting Public Transport
  o The Trust has run a subsidised bus scheme for around 12 years. As of 2009 the discounted season tickets were available for the Southend Octopus bus ticket, and for National Express rail. In 2010 the First bus Basildon inner ranger was added to the scheme and C2C rail also joined ensuring half price travel for all rail commuters as far as London and bus commuters as far as Laindon. In July 2011 the rail scheme was withdrawn completely as a cost cutting measure by National Express. The bus scheme still runs.
  o Both bus and rail providers supply the Trust with timetables free of charge.

• Measure 4: Promoting Cycling
  o In July/August 2009 the Trust won a bid for match funding from Cycle Southend to improve cycle parking provision on site from 66 spaces over 4 sites (including 28 secure sheltered staff spaces and 38 unsheltered public spaces), to 218 sheltered spaces over 11 sites (including 60 secure staff spaces).
  o In September 2009 a tax free cycle scheme was made available for staff. Since then staff have purchased 205 bikes and savings to the Trust in tax, national insurance and pension contributions amount to over £29.5k. Staff have also purchased safety and security equipment through the scheme.
  o Free bike tagging events are held at least twice a year on the main site and Britannia House site. Bike doctor events with free check-ups are held at least once a year. The Trust works in partnership with Southend Borough Council to run Trust events for Bike to Work Week
  o The Trust promotes the free adult cycle training provided by Southend Borough Council to its staff.
  o In 2009 a dedicated Cyclist’s page has was introduced on StaffNet http://intranet/ops/facility/tcp/Pages/default.aspx
  o A Bike User Group travel forum (BUGWUG) was introduced to StaffNet in 2010 http://intranet/ops/facility/tcp/TF/default.aspx
  o In 2010 the Trust entered the Southend Business Awards and won the ‘Cycle Southend Award’ for our commitment to cycle promotion.
  o Two cyclist’s showers have been made available to staff, but lockers and changing facilities have not been installed, mainly due to lack of space.

• Measure 5: Promoting Walking
  o Throughout 2010 and 11 lunchtime walks were led by the TPC. This was disbanded due to dwindling numbers in late 2011.
  o We work in partnership with the Southend Crime and Disorder Reduction Partnership (CDRP) to run safety awareness events at least twice a year in the main hospital site and at the Britannia House site. These include giving out free
purse chains, security marker pens and personal alarms as well as general safety advice.
  o A Walking User Group travel forum (BUGWUG) was introduced to StaffNet in 2010 http://intranet/ops/facility/tcp/TF/default.aspx
  o The Trust runs events to promote Walk to Work Week including pedometer challenges, guided walks and competitions.

• **Measure 6: Improving Access for Motorcyclists**
  o During 2010/11 the Trust installed dedicated motorcycle parking. There are 33 marked spaces and 2 large bays, each one housing up to 10 motorcycles. Prior to 2010 there was no dedicated motorcycle parking.
  o There is no charge for motorcycle parking

• **Measure 7: Car Sharing**
  o The Trust was a member of the Thames Gateway car share section of the liftshare website which was hosted by Essex County Council. The service was very rarely used. In 2010 Essex County Council withdrew their funding for the page and the Trust could not afford to host its own independently. The Trust now uses the free site via a link on the TravelOfficeOnline page; http://intranet/ops/facility/tcp/Pages/carshare.aspx
  o The Trust also has a dedicated car share forum on StaffNet where staff can post a lift offer or request. This is used most during severe weather conditions. http://intranet/noticeboard/carshare/Pages/carshare.aspx
  o The 2005/6 travel plan recommended installing dedicated/funded car share spaces be included in any staff car parking design (measures 7.68 and 7.69). These measures have not been undertaken.

• **Measure 8: Car Parking and Parking Permits**
  o The Trust opened its multi storey car park (MSCP) to staff in August of 2009. The car park operates under a scored application system and staff living in close proximity to the Trust or on an existing public transport route are less likely to be offered parking. Staff using the MSCP are charged by month or by day.
  o Public car parks have been updated with barrier systems. Smaller areas of parking remain pay and display

• **Measure 9: Business Travel**
  o The Trust reimburses car mileage for business travel at a variety of rates dependent upon the reason for travel. The Trust also reimburse public transport ticket costs, taxi costs, bike mileage at 20 pence per mile and car passenger mileage at 5 pence per mile.
  o There is currently no active encouragement of public transport over car use.
  o Financial and journey distance data for car mileage is readily available. However, public transport costs are recorded along with other expenses and cannot always be identified as a travel expense. Journey distance and number or journeys are also not recorded.

• **Measure 10: Reducing the Need to Travel / Working Practices**
  o The Trust does not have a home working policy. However, some staff do occasionally work from home.