

# Hereford County Hospital

## Travel Plan Update

April 2024

# Project Information Sheet

Date	April 2024
Authors	Nick Exon, Alan Dawson, Christian Homersley, Lee Stockton
Version	1-2

## Version History

Version	Date	Description	Author
V1-0	July 2020	Baseline travel plan	Integrated Transport Planning (ITP) Ltd.
V1-1	November 2022	Update	Integrated Transport Planning (ITP) Ltd.
V1-2	April 2024	Update	WVT

# Table of Contents

1. Introduction .....	4
2. Context.....	5
3. Policy .....	6
National Planning Policy Framework (NPPF).....	6
Planning Practice Guidance (PPG).....	7
NHS Green Plans .....	8
Improving Working Lives Initiative (IWL) .....	8
Wye Valley NHS Trust Car Parking Policy .....	9
4. Aim and Objectives .....	9
5. Site Assessment.....	10
Location.....	10
Public Transport.....	11
Walking and Cycling .....	12
Car Sharing .....	14
Local Amenities .....	14
Car Parking.....	15
6. Targets.....	16
7. Action Plan.....	18
8. Monitoring .....	43
9. Summary and Conclusion.....	44
10. Appendix A - Staff Travel Survey - 2022 .....	45
Demographics .....	45
Postcode Map.....	46
Main Mode of Travel.....	48
Working Patterns .....	49
Methods to Encourage.....	51
Business Travel .....	52
Pedestrian Access .....	54
Electric Vehicles .....	55
Other Comments .....	56

## 1. Introduction

- 1.1 The Hereford County Hospital Travel Plan is a long-term management strategy which seeks to reduce the level of single occupancy car journeys and works to encourage and increase the uptake of sustainable travel modes.
- 1.2 The original Baseline Travel Plan was written by Integrated Transport Planning (ITP) Ltd to cover the period from 2020 – 2025.
- 1.3 In November 2022 Integrated Transport Planning (ITP) Ltd provided an update to the Travel Plan at the mid-point in the Travel Plan's lifecycle and in light of the planned new development on the hospital site of a single storey elective surgery building. The new building will be accessed via the main hospital and therefore no additional car parking spaces or public realm infrastructure will be built as part of these plans. There is also an existing access road for any deliveries or maintenance.
- 1.4 This document update provides a further update to the Travel Plan Action Plan in April 2024.
- 1.5 It is important that Travel Plans are dynamic and adapt to changes in their lifecycle. To ensure this Travel Plan remains effective and relevant it will continue to involve a cycle of actions and monitoring. This is addressed further within the 'Action Plan' and 'Monitoring' sections of this document.
- 1.6 Previously a number of actions in this plan were allocated to the Sustainable Transport Committee (STC). This co-ordinating role will now be Sustainability Group but certain actions will remain with the STC.

## 2. Context

- 2.1 The original baseline Travel Plan was produced in July 2020 to cover the period 2020 – 2025.
- 2.2 An implementation strategy was put in place with a range of measures in order to continue promoting sustainable travel options for access to the County Hospital and to make it easier for staff wishing to switch from a single occupancy car journey.
- 2.3 The key findings from the staff travel survey conducted in 2020 were:
- Staff are based across a wide geographical area from Gloucester in the east, towards Birmingham in the north and south-west into Wales. Despite this, the survey results showed there was still a significant cluster of staff based in Hereford.
  - A sizeable number of staff live within a 5km radius of the hospital site meaning walking and cycling are viable options.
  - A total of 87% of respondents to the survey travel to Hereford County Hospital as a car driver without a passenger.
- 2.4 This Travel Plan is broken down into the following sections:
- Policy
  - Aims and Objectives
  - Site Assessment
  - Staff Travel Survey
  - Targets
  - Action Plan
  - Monitoring
  - Summary and Conclusion
- 2.5 WVT is the provider of healthcare services at the County Hospital, based in the city of Hereford. The Trust also provides healthcare services at community hospitals in the market towns of Ross-on-Wye, Leominster and Bromyard. The Trust employs 4,582 staff. There are approximately 3,617 staff based at the County Hospital site (this includes 778 bank staff, some of whom may not have worked at WVT for a few months).
- 2.6 The County Hospital is the largest of the Trust's healthcare sites and is the focus of this Travel Plan update. A baseline travel plan was produced for the County Hospital in 2020 which included a full staff travel survey. This updated Travel Plan will compare staff travel patterns with previous results and update any actions as necessary.
- 2.7 The County Hospital is located off the A465 (Commercial Road) in Hereford, to the west of the railway line. The hospital is adjacent to Hereford Country Bus Station and a short walk (5 – 10 minutes) from Hereford Railway Station.

### 3. Policy

#### National Planning Policy Framework (NPPF)

3.1 The National Planning Policy Framework (NPPF), published by the Department for Communities and Local Government and most recently updated in July 2021, is the statutory national planning document for England and focuses on reducing development impact.

3.2 Chapter 9 of the NPPF, 'Promoting Sustainable Transport' states that:

*'Transport issues should be considered from the earliest stages of plan-making and development proposals, so that:*

- *'the potential impacts of development on transport networks can be addressed;*
- *'opportunities from existing or proposed transport infrastructure, and changing transport technology and usage, are realised – for example in relation to the scale, location, or density of development that can be accommodated;*
- *'opportunities to promote walking, cycling and public transport use are identified and pursued;*
- *'the environmental impacts of traffic and transport infrastructure can be identified, assessed and taken into account – including appropriate opportunities for avoiding and mitigating any adverse effects, and for net environmental gains; and*
- *'patterns of movement, streets, parking and other transport considerations are integral to the design of schemes and contribute to making high quality places.'*

3.3 The NPPF aims to promote and achieve sustainable development. With regard to promoting sustainable transport, Paragraph 110 states that applications for development should ensure that:

- *‘appropriate opportunities to promote sustainable transport modes can be – or have been – taken up, given the type of development and its location;*
  - *‘safe and suitable access to the site can be achieved for all users;*
  - *‘the design of streets, parking areas, other transport elements and the content of associated standards reflects current national guidance, including the National Design Guide and the National Model Design Code; and*
  - *‘any significant impacts from the development on the transport network (in terms of capacity and congestion), or on highway safety, can be cost effectively mitigated to an acceptable degree.’*
- 3.4 Paragraph 113 of the NPPF identifies that a Travel Plan should be provided by all developments that generate significant amounts of movement.
- 3.5 This Travel Plan update has been prepared to support the sustainable development objectives as set out in the NPPF. The measures and promotional strategy set out in this Travel Plan aim to encourage and promote sustainable travel to/from Hereford County Hospital and reduce single-occupancy car trips.

## Planning Practice Guidance (PPG)

- 3.6 Planning Practice Guidance (PPG) provides online guidance from central government and identifies the importance of preparing Transport Statements, Transport Assessments and Travel Plans in support of new development. The PPG states that these transport documents can contribute to:

- *‘encouraging sustainable travel;*
- *‘lessening traffic generation and its detrimental impacts;*
- *‘reducing carbon emissions and climate impacts;*
- *‘creating accessible, connected, inclusive communities;*
- *‘improving health outcomes and quality of life;*
- *‘improving road safety; and*
- *‘reducing the need for new development to increase existing road capacity or provide new roads.’*

3.7 This Travel Plan update has been prepared in line with the guiding principles of the PPG and addresses the potential for mode shift from single-occupancy car use to more sustainable modes of travel such as walking, cycling, public transport use and car-sharing.

## NHS Green Plans

3.8 In October 2020, in response to the growing threat that climate change poses to public health, the NHS announced its ambition to become the world’s first healthcare service to commit to reaching net carbon zero and has set two targets for Trusts:

- For the emissions the NHS control directly (the NHS Carbon Footprint), to reach net zero by 2040, with an ambition to reach an 80% reduction by 2028 – 2031.
- For the emissions the NHS can influence (our NHS Carbon Footprint Plus), to reach net zero by 2045, with an ambition to reach an 80% reduction by 2036 – 2039.

3.9 As a result of the NHS’s overarching ambition to reduce emissions, Travel Plans and their associated actions and initiatives will play an important part in helping each Trust to reach their targets.

## Improving Working Lives Initiative (IWL)

3.10 The IWL initiative was launched in 2000 by the Department for Health as a way of enhancing the working lives of all NHS staff by making the NHS more flexible, supportive and family-friendly.



- 3.11 This Travel Plan update will continue to help WVT in supporting the IWL initiative by creating measures that will improve flexibility for NHS staff and support them to travel via more active modes.

## Wye Valley NHS Trust Car Parking Policy

- 3.12 WVT has a Car Parking Policy (MF.18) which was ratified in January 2021 and is next due for a review in January 2026. The aim of the policy is to formalise and raise awareness of the Trust's car parking arrangements for employees, patients and visitors. In addition, the policy also aims to raise awareness of alternatives to using the car for work meaning the document should be considered in conjunction with this Travel Plan.

## 4. Aim and Objectives

- 4.1 The Travel Plan for Hereford County Hospital is being updated to show a maintained commitment to promoting sustainable travel to and from the site.

- 4.2 The overall aim of this Travel Plan is:

*To deliver a long-term commitment to changing travel habits and to reduce single occupancy vehicle trips to Hereford County Hospital.*

- 4.3 The key objectives of this Travel Plan are to:

- Reduce single occupancy vehicle trips to the hospital
- Encourage, support and promote active and sustainable travel
- Play a role in reducing the significant environmental impacts of commuting
- Improve perceptions of accessibility and travel options to the hospital

## 5. Site Assessment

- 5.1 This site assessment has been updated via a combination of desk-based research, liaison with the client team and existing information taken from the previous Travel Plan written in 2020.

### Location

- 5.2 The County Hospital is located in the centre of Hereford, to the south of the A465 (Commercial Road) as shown in Figure 5-1 below. The hospital is bounded to the east by the railway line and to the south by the A438 (Ledbury Road). To the west of the hospital site, Union Walk runs parallel, offering a pedestrian and cycle connection.
- 5.3 Further to the west are a number of residential areas. Hereford Railway Station is approximately 5 – 10 minutes away by foot and Hereford Country Bus Station is adjacent to the hospital.



Figure 5-1: Site location

- 5.4 The main vehicular access point to Hereford County Hospital is from the A465 (Commercial Road) and Stonebow Road to the north of the site. This will also act as the main vehicular access point for the planned new development at the hospital.
- 5.5 Union Walk which bounds the west of the site acts as a significant source of pedestrian traffic while internal footpaths and crossing points run through the site itself to allow staff convenient access to buildings and within car parks.

## Public Transport

- 5.6 Hereford County Hospital is located adjacent to the Hereford Country Bus Station. A variety of services stop at this bus station, many of which are infrequent meaning the viability of the service for a commuter is decreased. However, there are some more frequent services which could provide a suitable option that are set out in Table 5-1 below. Please note some bus services have changed since the Baseline Travel Plan was produced, therefore updated information is included in Table 5-1.

Table 5-1: Bus services

Bus	Route	Mon-Fri Timetable	Frequency	Nearest bus stop
33	Hereford – Ross on Wye – Gloucester	07:35 – 19:55	1 per hour	Hereford Country Bus Station
76	Hereford – Bartonsham – Hereford	09:40 – 15:40	1 per hour	Commercial Road
461	Hereford – Kington – Llandrindod Wells	07:48 – 18:15	1 per hour	Hereford Country Bus Station
492	Hereford – Leominster	08:48 – 16:48	6 services per day	Hereford Country Bus Station
T14	Hereford – Hay on Wye - Brecon	08:15 – 18:10	5 services per day	Hereford Country Bus Station
X3	Hereford – Abergavenny – Pontypool - Cardiff	08:20 – 18:20	6 services per day	Hereford Country Bus Station
Z	Hereford Railway Station - County Hospital - City Centre - Leisure Pool - Medical Centre		4 per hour	County Hospital (front entrance)

- 5.7 A full updated version of the Hereford City Bus Route Map is available on the Herefordshire Council website.

- 5.8 Hereford Railway Station is approximately 600m to the north of Hereford County Hospital, at a standard walking pace the journey can be completed by most within 10 minutes. There are only four railway stations within the county of Herefordshire: Ledbury, Leominster, and Colwall, as well as Hereford itself.
- 5.9 Table 5-2 below details the main train services at Hereford Railway Station and has been updated since the Baseline Travel Plan due to some services changing.

**Table 5-2: Train services at Hereford Railway Station**

Destination	Main Calling Points	Frequency
London Paddington	Abergavenny – Pontypool & New Inn – Cwmbran – Newport - Bristol Parkway – Swindon – Reading OR Via Ledbury – Great Malvern – Worcester Foregate Street – Evesham – Oxford – Slough (plus local stations)	Approx. 2 trains per hour
Birmingham New Street (via Worcester)	Ledbury – Colwall – Great Malvern – Malvern Link – Worcester Foregate Street – Droitwich Spa – Bromsgrove – University	Approx. 1 train per hour
Manchester Piccadilly (via Shrewsbury)	Leominster – Ludlow – Craven Arms – Church Stretton – Shrewsbury – Whitchurch – Nantwich – Crewe – Wilmslow – Stockport	Approx. 1 train per hour
Cardiff Central	Abergavenny – Pontypool & New Inn – Cwmbran – Newport	Approx. 2 trains per hour
Holyhead (via Shrewsbury)	Leominster – Shrewsbury – Crewe – Chester – Prestatyn – Rhyl – Bangor (plus local stations)	Approx. 1 train per hour
Milford Haven	Abergavenny – Cardiff Central – Swansea – Carmarthen – Haverfordwest (plus local stations)	Approx. 1 train per 2 hours

## Walking and Cycling

- 5.10 Pedestrian and cycle access to the County Hospital is currently available via both main entrances on Stonebow Road and Kyrle Street. Controlled pedestrian crossings are present on the A465 (Commercial Road) at its junctions with Stonebow Road, Union Walk, Station Approach and Bath Street/Union Street. At the Union Walk/Stonebow Road and Station Approach junctions, advance stop lines are also present for cyclists.

- 5.11 The updated Hereford City Centre Walking and Cycling Map (available on the Herefordshire Council website) indicates Stonebow Road, Union Walk and St.Guthlac Street to the south of the hospital as suitable walking routes for travelling through the city centre.
- 5.12 The same map depicts a public cycle parking location in close proximity to the hospital on the eastern side of Stonebow Road. An off-road cycle route is present along Station Approach offering a good connection to Hereford Railway Station and beyond to the north west.
- 5.13 A significant traffic free cycle route is present to the west of Hereford city centre, this route links up with the residential areas of Blackmarstone, Hunderton and Red Hill in the south, plus Moorfield and Widemarsh to the north. This cycle route can be reached relatively easily from Hereford County Hospital by travelling south along St Guthlac Street and Turner Street then onto Grove Road and Green Street before connecting with Nelson Street and travelling on the short traffic free routes across the King George V Playing Fields.
- 5.14 Since the 2020 version of the Travel Plan was produced, a Beryl Cycle Hire scheme is now available in Hereford with 69 Beryl Bays, 175 Beryl Bikes and 55 Beryl e-Bikes available across the city. There are two Beryl docks at Hereford County Hospital with a total capacity of 11 bikes. Beryl also recently announced that there are plans to continue the scheme for another five years in Hereford and to double the number of e-bikes available to users.
- 5.15 Hospital staff can hire a Beryl bike by downloading the Beryl app and can opt to either “pay as you ride”, purchase a “minutes bundle” or purchase a “day pass”. The Beryl bikes cost £1 to unlock and its £1.50 to unlock an electric Beryl bike. Beryl bikes should always be collected and returned to the Beryl dedicated docks.
- 5.16 Across Hereford there are now over twenty miles of dedicated traffic-free paths. There are direct routes into the city centre with great views. Herefordshire County Council is continuing to add more routes and linking paths wherever possible.
- 5.17 There are currently 66 cycle spaces in covered racks available on the hospital site, with plans to increase this number and extra cycle parking due to be ordered. Existing cycle parking is located adjacent to most entrances. Male and female changing rooms exist on the second floor of the hospital which include shower facilities. There is a total of four showers and four lockers located in the staff changing rooms which any staff member can access. There is also a shower and changing room in the Lionel Green Building.

## Car Sharing

- 5.18 WVT incentivise car sharing through the annual application process for car parking permits.

## Local Amenities

- 5.19 Staff catering is provided on site at the County Hospital. If staff would like to venture out to purchase lunch or to run errands, local amenities are detailed in Table 5-3 below.

Table 5-3: Local amenities

Local amenity	Approx. distance in metres
Planet Buffet	250m
The Bus Station Café & Takeaway	210m
The Walk Café	280m
The Kings Fee	300m
Hogarths	310m
ATM at City Service Station	280m
Morrisons	310m
Lidl	400m
Poundstretcher	390m
Yates	350m

- 5.20 There are several local amenities within a short walking distance of Hereford County Hospital, this is a positive as it discourages staff from using their vehicles to travel during lunch breaks.

## Car Parking

- 5.21 There are currently 356 vehicle parking spaces at Hereford County Hospital, of which 187 are available for use by visitors and 169 for staff. There are also 188 staff parking spaces available at Garrick House, a Council owned car park.
- 5.22 A drop-off zone exists at the hospital which includes eight spaces that are available for a maximum 20-minute stay for dropping off or collecting patients, staff or visitors.
- 5.23 The car park is run using a Pay on Foot payment system. The key benefits of this system are as follows:
- Drivers pay for the time they use rather than being encouraged to use the time they have paid for
  - Discourages use of the car park by those not visiting the hospital
  - Increased turnover of spaces
  - Improved traffic flow
- 5.24 The three main parking areas are located in front of the hospital and are enclosed behind barriers which dispense tickets on entry. Three pay machines are present on site for drivers to pay on foot as they leave the hospital. The “paid up” ticket activates the exit barrier. Parking outside of the barriers continues to operate on a pay and display basis.
- 5.25 There are a number of public car parks located near to Hereford County Hospital which are mainly long stay. Parking charges are currently quite favourable for the driver whilst parking charges at the hospital are high. Car parking charges remain high at the hospital to discourage those parking but not intending to use the hospital facilities.

## 6. Targets

- 6.1 To assist in meeting the objectives of the Travel Plan, SMART targets were set in the July 2020 Baseline Travel Plan for Hereford County Hospital. The targets were Specific, Measurable, Achievable, Realistic and Time constrained (SMART). Targets were set based on the data collected from the staff travel survey.
- 6.2 Table 7-1 below shows the original targets that were set for Hereford County Hospital for the five-year period and progress made against these targets based on the results from the 2022 staff travel survey (see Appendix A).
- 6.3 Based on the latest staff travel survey results the % targets for 2025 have been revised slightly but in general targets have remained the same. Targets are set for 2025 as this was the final phase in the lifecycle of the original Baseline Travel Plan that this document provides an update to.
- 6.4 As stated previously, the Travel Plan survey for 2022 did not receive a strong response rate compared to the 2020 Baseline Travel Plan survey. However, by including both the percentage and actual numbers within the Travel Plan targets table below, and by applying expertise from working on similar Travel Plans for similar sites, we can ensure that targets remain SMART.
- 6.5 For this reason, the 2025 target of “82%” has been kept the same for the reduction in single occupancy vehicles (Car driver (no passenger)) – this is because it is understood that historically the County Hospital has always seen a large proportion of staff travel via this mode and despite the lower response rate to the 2022 Travel Plan survey, it is still clear this is by far the most popular mode of travel.
- 6.6 The only 2025 targets which have been changed are for Train and Bus. The 2025 target for Train use was originally 2% and Bus set at 1%. These targets have been switched around because based on the findings from the 2022 Travel Plan survey, it is clear the bus presents a more viable mode of transport for staff and there is room to increase this mode share.
- 6.7 It is also worth noting that while the 2025 target of 3% remains unchanged for cycling, the 2022 Travel Plan survey results have shown some positive signs with regards to the appetite for cycling and the current take up of this mode. This should remain a focus area for the Trust, particularly now the Beryl bike scheme is also in full swing.



Table 7-1: Travel Plan targets

Mode	Baseline Value	Target 2022	2022 Value	Updated Target 2025
Car driver (no passenger)	87% (n=167)	85%	48% (n=28)	82%
Car driver (with passenger)	10% (n=19)	10%	7% (n=4)	10%
Car passenger	0% (n=0)	0%	3% (n=2)	1%
Dropped off	1% (n=3)	1%	0% (n=0)	1%
Train	1% (n=1)	2%	2% (n=1)	1%
Bus	0% (n=0)	0%	2% (n=1)	2%
Cycle	1% (n=1)	2%	21% (n=12)	3%
Walk	2% (n=3)	2%	14% (n=8)	2%
Taxi	0% (n=0)	0%	0% (n=0)	0%
Moped/Motorbike	0% (n=0)	0%	0% (n=0)	0%

\*Please note, figures may not equate to exactly 100% due to rounding.

## 7. Action Plan

- 7.1 The Travel Plan Action Plan shown in Table 8-1 below details the actions that were set within the baseline Travel Plan and the progress made on these actions. Additional actions are also included highlighted in a pink colour, these actions have been added based on the update to this Travel Plan document and the findings from the 2022 Travel Plan survey. Any completed actions are highlighted in green and amber actions are ongoing.
- 7.2 The Action Plan will help contribute to the overall aim, objectives and target of this Travel Plan.
- 7.3 It is worth noting that the pre-existing actions within the Action Plan were written during the Coronavirus pandemic in the UK. As a result of this, some actions may have been placed on hold but can now be re-visited once more.

Table 8-1: Travel Plan Actions and 2022 Update

Key	Completed	Ongoing	New
-----	-----------	---------	-----

TPC = Travel Plan Co-ordinator (This was previously Integrated Transport Planning (ITP) Ltd but is now the Trust)

**Public Transport**

Action	Timescale	Responsibility	Measured by	Update 2022	Update 2024
TPC to liaise with Herefordshire Council and local bus operators to assess potential for discounted staff tickets/offers.	Long term	STC	Monitoring report	Talks on closer links between the Trust Sustainability Travel Group and the Council have begun	The free Hereford City Zipper bus service introduced on 25 <sup>th</sup> November 2023 services the County Hospital site
Maintain up to date bus and train service timetables and information for staff. This should be available in all communal areas and the main reception.	Short term	STC	Monitoring report	As notice boards are already too busy links have been put on to Trust intranet travel page	
Provide bus route maps in communal areas and the main reception. Bus maps are available from the Herefordshire Council website.	Short term	STC	Monitoring report	Timetables no longer available from Herefordshire Council, links put on to intranet travel page to enable staff to carry out journey search on request	

Action	Timescale	Responsibility	Measured by	Update 2022	Update 2024
Promote the traveline.info website's journey planner tool which enables staff to plan a bus or train route from home to the hospital and other destinations.	Short term	STC	Monitoring report	Link on Travel Page for Trust, linked in car parking comms	
TPC to feedback comments from the staff Travel Plan survey to Herefordshire Council and local bus operators in order to understand where changes and improvements can be made.	Medium term	STC	Monitoring report	Talks on closer links between the Trust Sustainability Travel Group and the Council have begun	The survey results were provided to the Council and used in the development of the City Master Plan
Introduce a salary advance scheme for the purchase of bus and rail season tickets.	Medium term	HR/Estates Team/STC	Introduction of scheme	Not deemed as suitable/advisable due to Covid so put-on short-term hold.	Due to the Trust's financial position salary advances are only used in exceptional cases. If this was required, individual cases would be considered.
Using the postcode map within this Travel Plan update, TPC to analyse clusters of staff located near suitable rail stations with routes into Hereford. Once completed, promote timetables and information for these specific routes.	Medium term	STC	Monitoring report	There is a section on Trains with a link to the Council website and Train Journey Planner on Trust intranet travel page	
Take part in and promote the national Catch the Bus Week.	Annually	STC	Participation	Not deemed as suitable/advisable due to Covid and put-on short-term hold.  Can now become an action again to progress annually	This initiative is now Catch the Bus Month (September 2024)  This will be promoted via the Trust intranet and weekly Trust Talk

**Walking and Cycling**

Action	Timescale	Responsibility	Measured by	Update 2022	Update 2024
Provide walking and cycling information and maps in multiple forms to staff. This can be via the website, social media, direct emails to staff, posters and leaflets in communal areas or even sent out with payslips.	Short term	STC	Monitoring report	This is already on intranet travel page and is promoted through car parking comms.	
Continue to promote the health benefits of walking and cycling to work.	Short term	STC	Monitoring report	This is the first paragraph of intranet travel page with a link to Council website that includes local walking and cycle routes. Cycle to work week promoted annually.	
Ensure all staff are aware of the pedestrian access from the back of the hospital site and make it clear how staff can obtain keys for access via the back gate.	Short term	STC	Staff travel survey (next version to include question asking staff if they are aware of keys)	This is detailed on the Trust travel intranet page. Responses to the latest Travel Plan survey indicated a good knowledge of this access point.	

Action	Timescale	Responsibility	Measured by	Update 2022	Update 2024
Review current lighting situation along key walking routes to the hospital, note where improvements are required, if off-site liaise with Herefordshire Council.	Medium term	STC	Monitoring report	Lighting has been improved with LED lighting. Vegetation cut back where visibility affected.	
Promote the Herefordshire Park & Cycle scheme to staff.	Short term	STC	Monitoring report	This is already on intranet travel page and is promoted through car parking comms.	
Promote free cycle lessons available from Herefordshire Council.	Short term	STC	Monitoring report	This is already on intranet travel page	
Introduce a Cycle to Work scheme allowing staff to purchase a bike and accessories and paying nothing up front - paid back through their salary.	Medium term	HR/Estates Team/STC	Introduction of scheme	This is already in place via the Trusts employee benefit platform VIVUP.	
Take part in national events such as Bike Week to promote cycling. TPC to source posters and information which can be promoted around Hereford County Hospital, also hold an information stand during bike week where staff can ask questions about cycling.	Annually	STC	Participation	Completed previously Not deemed as suitable/advisable during Covid and put-on short-term hold	10-16 June 2024 This will be promoted via the Trust intranet and weekly Trust Talk

Action	Timescale	Responsibility	Measured by	Update 2022	Update 2024
Complete a full review on current cycle parking facilities and security measures.	Medium term	STC	Monitoring report	Review carried out and a proposal sent for funding.	
Install new cycle parking facilities if review indicates this is required.	Long term	STC/Procurement Team	Installation	Funding sought following review.	Cycle parking facilities were provided free of charge by the Council which were installed on the County site and other city locations (Belmont, Monkmoor Court, Gwyndra Downs and Harold Street) New parking will be available at the Elective Surgical Hub site.
Monitor cycle parking occupancy rates on a regular basis.	Short term	STC	Monitoring report	Sampled on several occasions some cages full during week days but spaces have always been available elsewhere, (not enough spaces next to entrances, some staff are not happy to walk a short distance, funding requested to add to spaces in three specific areas).	The survey will be repeated in 2024 and also will be a formal audit as part of the new Education Centre planning proposal
Increase the promotion of the Hereford Beryl Bike scheme.	Short term	STC	Monitoring report	New action to try to increase the awareness of the Beryl bike scheme and how staff can access this. It may also be worth liaising with Herefordshire Council / Beryl to obtain stats for the usage of the docks near to the hospital site.	A docking bay has been installed on the County site. This is promoted via the Trust intranet and actively via the car parking pass allocation process.

Action	Timescale	Responsibility	Measured by	Update 2022	Update 2024
Increase the promotion of the "Park and Cycle" sites in Hereford	Short term	STC	Monitoring report	New action to try to increase the awareness of the Park and Cycle sites. Survey results indicated that respondents were not aware of these sites.	This is promoted via the Trust intranet travel page.

### Car Sharing

Action	Timescale	Responsibility	Measured by	Update 2022	Update 2024
Continue to promote the Faxi (car sharing) scheme recently set up by the Trust.	Short term	STC	Monitoring report	Not deemed as suitable/advisable due to Covid and put-on short-term hold  Can now become and action again to progress.	The Faxi App is no longer used by the Trust.  Car sharing is now encouraged through the national liftshare scheme promoted through the Council web site.
TPC to collate postcodes of staff who have indicated they would have an interest in car sharing to offer help in finding a suitable car share partner through the Faxi scheme.	Medium term	STC	Monitoring report	Not deemed as suitable/advisable in Covid situation and put-on short-term hold  Can now become and action again to progress.	Car sharing is incentivised to staff by offering a discounted car parking pass through the pass allocation scheme.  The Trust has a car-sharing policy which is active and working.
Offer priority car parking spaces to car sharers, consider marking out car sharing bays in an area of the car park.	Long term	STC/Estates Team	Car share bays introduced	Not deemed as suitable/advisable due to Covid situation and put-on short-term hold	A different approach has been taken - Sharing a car or sharing a permit gave an extra ten points on the scoring criteria to get a new parking



Hereford County Hospital Travel Plan Update

Action	Timescale	Responsibility	Measured by	Update 2022	Update 2024
				Can now become and action again to progress.	permit this year (worth 10 out of a maximum 65 points).
Introduce a guaranteed ride home scheme for staff so they feel secure when car sharing.	Medium term	HR/Estates Team/STC	Scheme introduced	<p>Not deemed as suitable/advisable due to Covid and put-on short-term hold</p> <p>Can now become and action again to progress.</p>	Considered previously and discounted due to cost and not aware that this is an issue for staff. Will review at STC in 2024.
Increase the promotion of the "Park and Share" sites in Hereford	Short term	STC	Monitoring report	New action to try to increase the awareness of the Park and Share sites. Survey results indicated that respondents were not aware of these sites.	This is promoted via the Trust intranet and actively via the car parking pass allocation process.

**Business Travel**

Action	Timescale	Responsibility	Measured by	Update 2022	Update 2024
TPC to conduct a more in-depth survey to fully understand current business travel requirements at the Trust.	Medium term	STC	Survey completed	New enhanced survey carried out, however not sure that the answers received during the current situation with Covid-19 allows a true view of long-term needs; review next year.	The Trust fleet and business mileage will be reviewed and surveyed again in 2025.

Hereford County Hospital Travel Plan Update

Action	Timescale	Responsibility	Measured by	Update 2022	Update 2024
Improve video conferencing facilities where required.	Medium term	HR/Estates Team/Senior Management	New video conferencing facilities introduced	Already in place through Covid-19 measures	This has continued post-Covid
Ensure staff have hardware and software to work from home where suitable and are able to organise virtual meetings to reduce the need to travel (more related to admin staff).	Short term	HR/Estates Team/Senior Management	New hardware and software introduced	Already in place through Covid-19 measures	This has continued post-Covid
Investigate the potential for pool cars or pool cycles if the business travel survey indicates there is a significant need.	Long term	STC	Monitoring report	Pool car already in place and bikes purchased and trial under way. Beryl Bike stand at County Hospital.	
Increase the promotion of pool cars to staff and booking procedure.	Short term	STC	Monitoring report and	The latest staff travel survey results indicated that there was poor awareness of the pool cars and the booking procedure. Increased promotion of the available pool cars and how to use them could help to improve their usage levels.	This is promoted via the Trust intranet and actively via the car parking pass allocation process.

**Car Parking**

Action	Timescale	Responsibility	Measured by	Update 2022	Update 2024
Consider commissioning a car park management report to fully understand the current situation and how this can be improved to help alleviate the car park issues.	Medium term	Estates Team/Procurement Team	Report commissioned	Sustainable Travel Group writing a Board Report currently, decision to follow on whether a specialist third party should be approached to conduct a further survey.	Car park management report commissioned and complete. Highlighted significant gap in capacity. Trust now pursuing a car parking strategy with Herefordshire Council through the One Herefordshire Estates and Infrastructure Group that would deliver additional spaces for the County Hospital site

**Monitoring and Surveys**

Action	Timescale	Responsibility	Measured by	Update 2022	Update 2024
TPC to conduct monitoring survey in 2022 and assess against baseline data.	First quarter 2022	STC	Survey completed	Completed via the 2022 Travel Plan Update	
TPC to produce monitoring report in 2022.	June 2022	STC	Report completed	Completed via the 2022 Travel Plan Update	

Action	Timescale	Responsibility	Measured by	Update 2022	Update 2024
TPC to conduct monitoring survey in 2025 and assess against 2022 and baseline data.	First quarter 2025	STC	Survey completed	On going	The Trust will conduct a survey in 2025
TPC to produce monitoring report in 2025.	June 2025	STC	Report completed	On going	The Trust will report in 2025

**Other**

Action	Timescale	Responsibility	Measured by	Update 2022	Update 2024
TPC to manage the Travel Plan and progress actions within this action plan table in order to meet targets.	In line with TPC working hours/weeks	STC	Monitoring report	On going	The Trust will manage the Travel Plan and progress actions
Continuation of the Travel Plan Steering Group (TPSG) to discuss the Travel Plan and maintain responsibility for its implementation and monitoring. The TPSG should meet on a regular basis to set and agree work programmes and resources necessary.	Meet quarterly	STC/TPSG	Completion of quarterly meetings	Last meeting 16th December 2021, main topic Car Parking report with options  On going	This has been superseded by the re-establishment of the Trust Sustainability Group.

Hereford County Hospital Travel Plan Update

Action	Timescale	Responsibility	Measured by	Update 2022	Update 2024
Produce “How to get to Hereford County Hospital” maps and share on the Trust website. Map should include how to access the hospital via all modes of transport.	Medium term	STC	Monitoring report	<p>Only car and parking were available. Comms Team updated website links to walking, cycling and bus maps on Council website and links to journey planners, added to the County Hospital travel page on website.</p> <p>Comms Team asked to add similar details for the Community Hospitals and train information for the County and Leominster Hospitals</p>	
Create a travel pack which can be provided to new staff members as part of their induction. The pack should be produced by the TPC and should include information on policies such as Cycle to Work Schemes but also clear information on how to reach the hospital via sustainable modes.	Medium term	STC	Monitoring report	Information is available on intranet travel and staff benefit pages.	
If not already completed, consider conducting a patient / visitor travel survey to assess their travel patterns to help inform longer term transport planning for the hospital.	Medium term	STC	Monitoring report	New action	The Trust will conduct a survey in 2025

Hereford County Hospital Travel Plan Update

Action	Timescale	Responsibility	Measured by	Update 2022	Update 2024
Consider creating separate Travel Plans for each of the wider WVT Trust hospitals.	Long term	STC	Monitoring report	New action	It is felt that this is not warranted due to the relatively small size of the other Trust sites.

## 8. Monitoring

- 8.1 This Travel Plan will be reviewed at regular intervals to ensure that progress is being made with the Action Plan and towards targets. Regular monitoring will also ensure that key targets are still relevant.
- 8.2 The next key review date for the County Hospital Travel Plan will be the first quarter of 2025 when the next monitoring survey is due. A monitoring report/Travel Plan update will then also be required no later than June 2025.

## 9. Summary and Conclusion

- 9.1 This Travel Plan update has been produced by ITP in conjunction with the client team at WVT to support with the planned new developments on the County Hospital such as the single storey elective surgery building.
- 9.2 This Travel Plan is a long-term management strategy which seeks to reduce the level of single occupancy car journeys, encouraging them to be transferred to more sustainable modes.
- 9.3 This Travel Plan update has reinforced that the site is well located for staff and visitors to access via walking, cycling and some local bus services. There are also a range of local amenities located within a short walking (or cycling) distance from the site.
- 9.4 Updated targets have been suggested in accordance with regional and local policy and remain SMART targets based on the latest staff travel survey data, also taking into account the difference in response rates. The Action Plan included within this Travel Plan update continues to provide a useful toolkit that will help to reduce overall car usage and promote the use of available sustainable transport modes.
- 9.5 Significant progress has already been made with the Action Plan and this work will continue towards 2025 when the next Travel Plan update is required. The Action Plan also includes some new actions based on findings from the 2022 Travel Plan survey.
- 9.6 The progress towards the targets mentioned in 'Targets' of this Travel Plan will be measured by the next travel survey and monitoring report.



## 10. Appendix A - Staff Travel Survey - 2022

- 10.1 A total of 79 responses were collected from the staff travel survey which ran from Monday 10<sup>th</sup> October to Tuesday 25<sup>th</sup> October 2022. A total of 21 respondents to the survey indicated that they were based at one of the community hospital sites and not at Hereford County Hospital itself. For the purpose of this Travel Plan, these respondents have been removed from the analysis, resulting in a final total of 58 respondents.
- 10.2 A total of 3,617 members of staff work at Hereford County Hospital. However, 778 staff members are classed as “bank staff” and many of these staff members may not have worked for WVT for a few months. For this reason, we calculate the total permanent staff number at Hereford County Hospital to be 2,839. This means the response rate for this survey was just over 2%.
- 10.3 This response rate is lower than the rate received for the 2020 Travel Survey which was 9%. However, having assessed the initial outputs from the survey and comparing these results to previous statistical and anecdotal data regarding the travel habits of staff at Hereford County Hospital, we still feel this is a good reflection of the current travel patterns for those working at Hereford County Hospital. Within the commentary sections we have also detailed survey findings using both the % output and the actual number (n=X).
- 10.4 The Travel Plan survey was shared electronically. For the next Travel Plan survey, which is due in the first quarter of 2025, we would recommend including an incentive to boost response rates and potentially running a pop-up event in a communal area where surveys can be completed with staff face-to-face, as well as circulating the survey electronically.

### Demographics

- 10.5 Figure 6-1 below shows the age breakdown of staff based at Hereford County Hospital. The survey results also indicated that the majority of respondents to the survey were female 81%, (n=47).

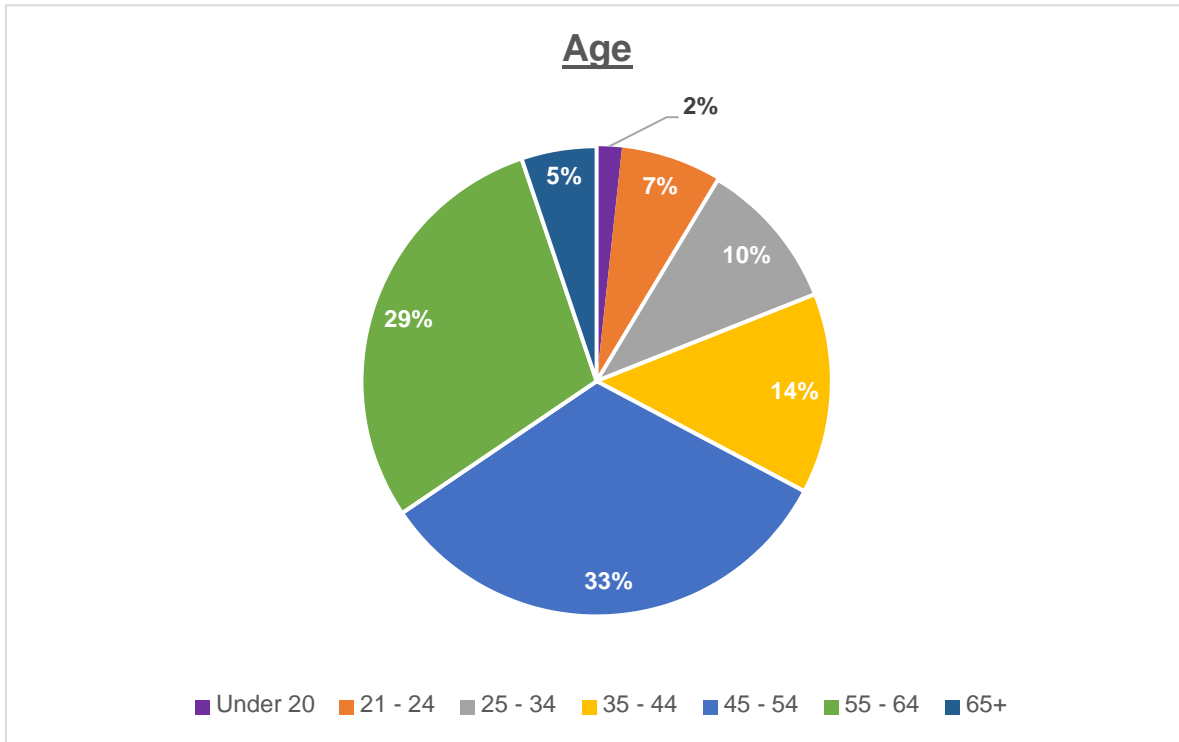


Figure 6-1: Age of respondents

## Postcode Map

- 10.6 Figure 6-2 and Figure 6-3 below show respondents plotted by their postcode. This information is useful to provide a visualisation of those respondents who may live within a viable walking (2km) or cycling (5km) distance of the Hereford County Hospital site.
- 10.7 Figure 6-2 indicates that respondents are spread across quite a large area with some as far north as Ludlow and as far east as Worcester.
- 10.8 However, Figure 6-3 does show that a large proportion of respondents live within a walking or cycling distance of the hospital site. A total of 18 respondents live within a 2km radius which is deemed a suitable walking distance.

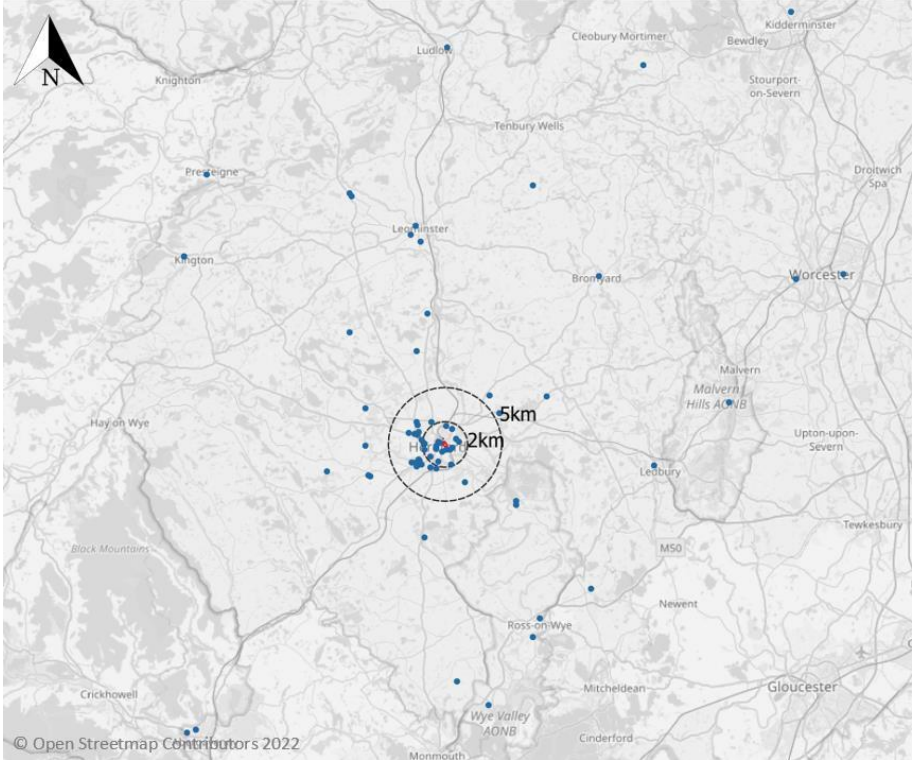


Figure 6-2: Postcode map

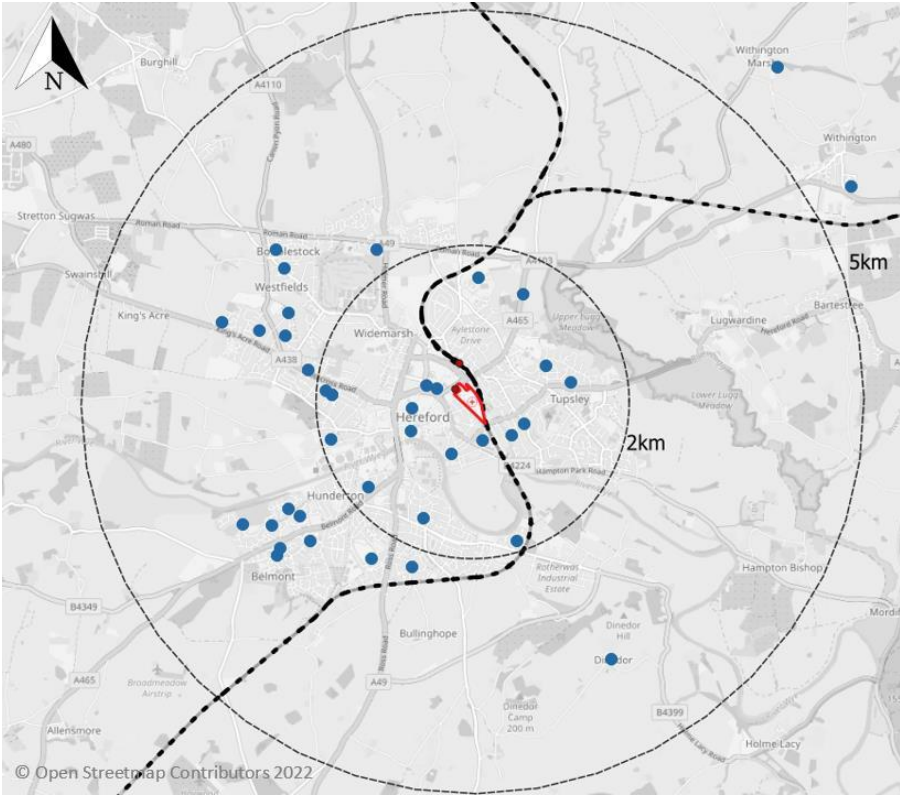


Figure 6-3: Local postcode map

## Main Mode of Travel

- 10.9 Figure 6-4 below shows the main mode of travel for respondents. A total of 48% (n=28) of respondents travel to Hereford County Hospital as a car driver without a passenger. This remains a significant number of single occupancy vehicle trips to the hospital and is something that this updated Travel Plan will continue to aim to reduce.
- 10.10 The next most popular mode was to travel by bike (21%, n=12), this is a real positive and is an increase from just 1% (n=2) of respondents travelling via bicycle in the 2020 Travel Plan survey.

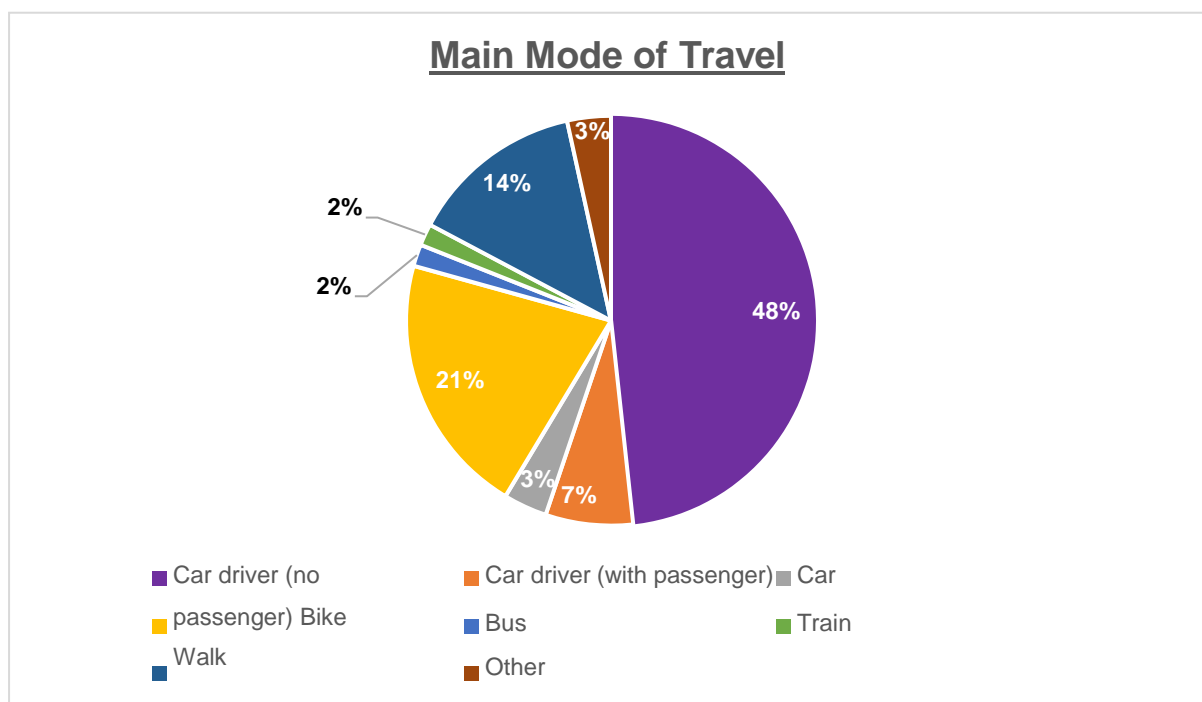


Figure 6-4: Respondents main mode of travel

- 10.11 Of the 28 respondents who indicated their main mode of travel is as a car driver without a passenger, the majority (36%, n=10) stated this was because there was a lack of an alternative.
- 10.12 In total 12 respondents indicated they travel to work by bicycle. Additionally, when the full pool of respondents were asked how often they use their own bike or a Beryl bike, 25 respondents said they do so occasionally, monthly or weekly.
- 10.13 Of the 23 respondents who answered the question, 16 indicated that for cycle storage they would prefer to see lockable bike cages.
- 10.14 No respondents stated that they use the “Park and Cycle” sites, explaining that their journey does not travel past a “Park and Cycle” site or that they are unaware of them.

- 10.15 Similarly, a total of 10% (n=6) of respondents indicated they car share to work (either as a driver with a passenger or as a passenger themselves) but none of these respondents stated they use the “Park and Share” sites.

## Working Patterns

- 10.16 Figure 6-5 and Figure 6-6 below show the arrival and departure times of respondents. As the graphs show, arrival and departure times vary across respondents but there is a suggestion that between 07:00 – 08:01 is a popular arrival time (48%, n=28) and between 16:01 – 17:00 is a common departure time (26%, n=15).
- 10.17 Maintaining a sense of common start and end times for groups of staff is good practice while the hospital is still in discussions regarding the potential for a Faxi car share scheme. It is often easier to find car share partners amongst staff who are working similar hours or the same shift patterns.

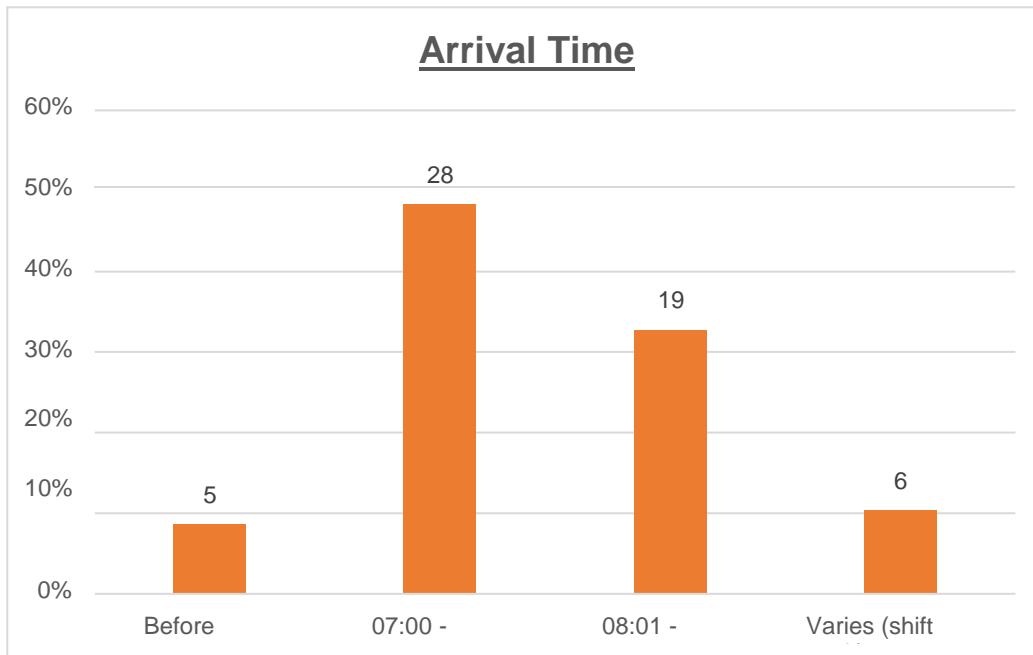


Figure 6-5: Arrival time of respondents

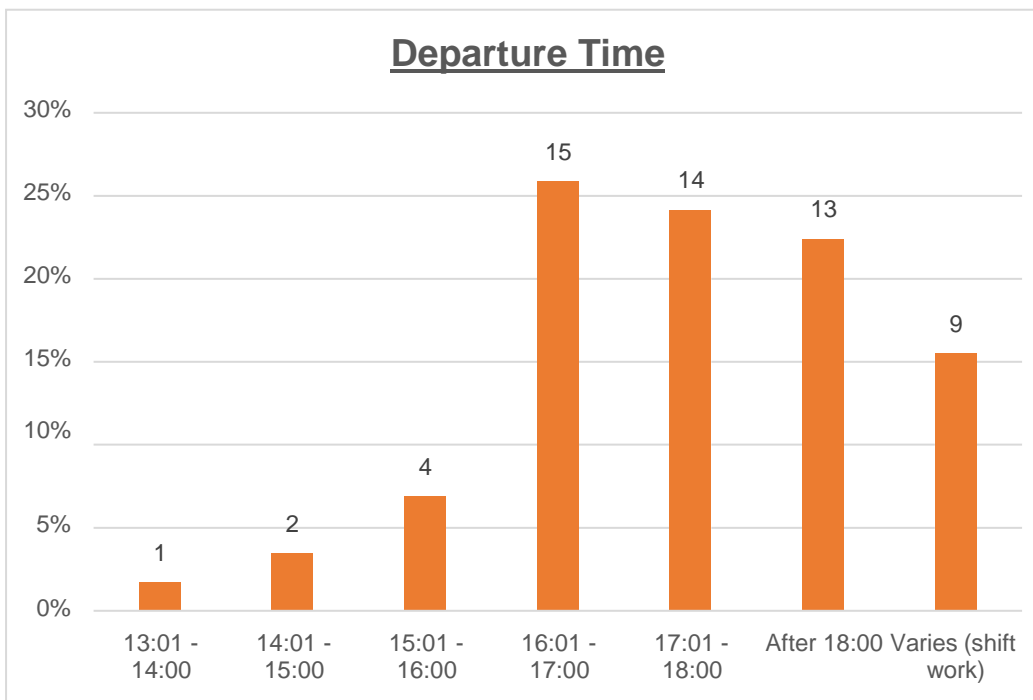


Figure 6-6: Departure time of respondents

- 10.18 In a typical week, the majority of respondents 41% (n=24) indicated they travel into work for five days (Figure 6-7). This was followed by 4 days (28%, n=16) and 3 days (24%, n=14).

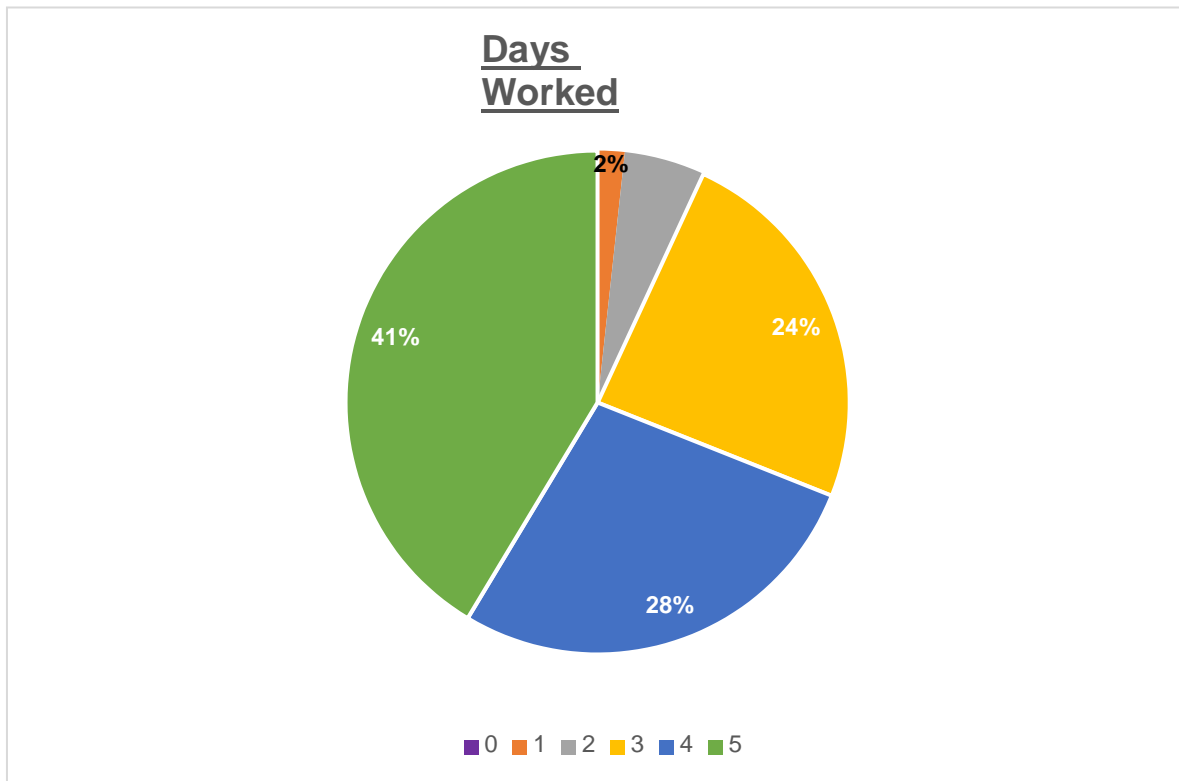


Figure 6-7: Days worked

## Methods to Encourage

- 10.19 As part of the staff travel survey, respondents were asked about methods that would encourage them to consider public transport, car sharing, cycling and walking as alternative travel modes.
- 10.20 In relation to public transport, the most common themes that would encourage respondents to travel via this mode more often were:
- Cheaper fares
  - More reliable services
- 10.21 In terms of the barriers faced when using public transport for work purposes, common themes that respondents indicated were:
- Inconvenient timings
  - Home location makes it impractical

- Takes too long
- 10.22 In relation to travelling via walking or cycling, the most common themes that would encourage respondents to travel via this mode more often were:
- More secure cycle parking facilities
  - More showers/changing facilities/lockers/drying areas
- 10.23 In terms of the barriers faced when walking or cycling for work purposes, common themes that respondents indicated were:
- The distances involved
  - Respondents don't feel safe or confident cycling
  - Weather conditions
  - Don't own a bike
- 10.24 In relation to car sharing, the most common themes that would encourage respondents to travel via this mode more often were:
- Incentives/rewards for car sharing
  - A guaranteed ride home in case of emergency
  - Reserved parking for car sharers
- 10.25 Finally, respondents who usually drive to work were asked what they felt the main barriers were for them using another mode of transport. The most common themes were:
- Distances involved are too far to walk or cycle
  - No convenient bus/train routes near me
  - Takes too long to travel via other modes

## Business Travel

- 10.26 Figure 6-8 below shows the level of business travel that respondents are undertaking. The majority of respondents (55% , n=32), never conduct business travel.



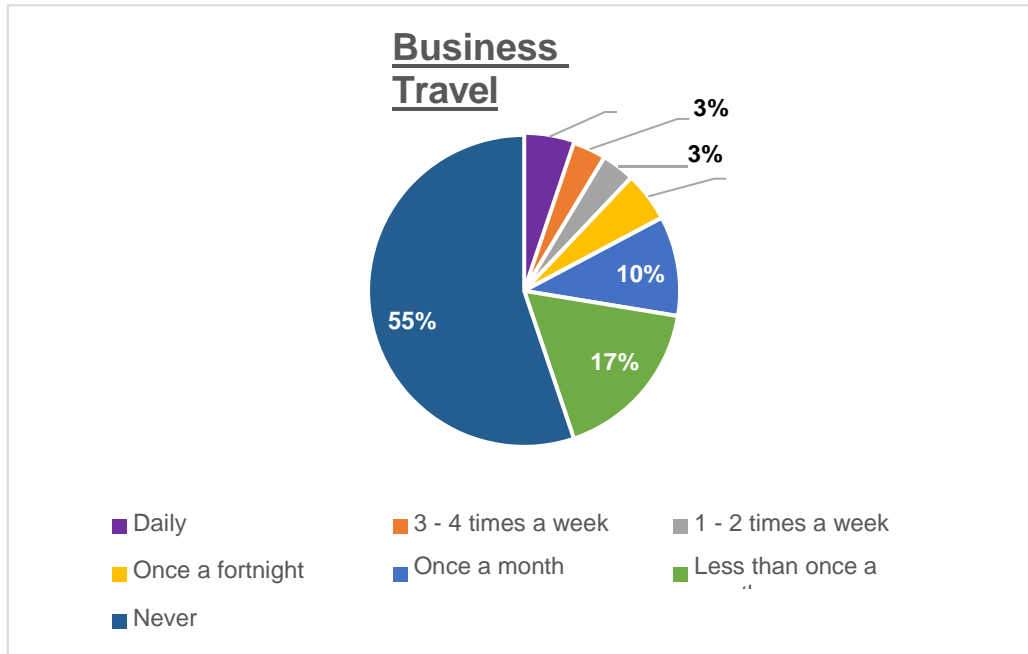


Figure 6-8: Business travel

- 10.27 The majority of respondents who travelled for business stated that they travelled within the county of Herefordshire (44%, n=12).
- 10.28 Of the 20 respondents who answered the question relating to mileage claims for business travel, Figure 6-9 below shows that 50% (n=10) actually claimed 0 miles.

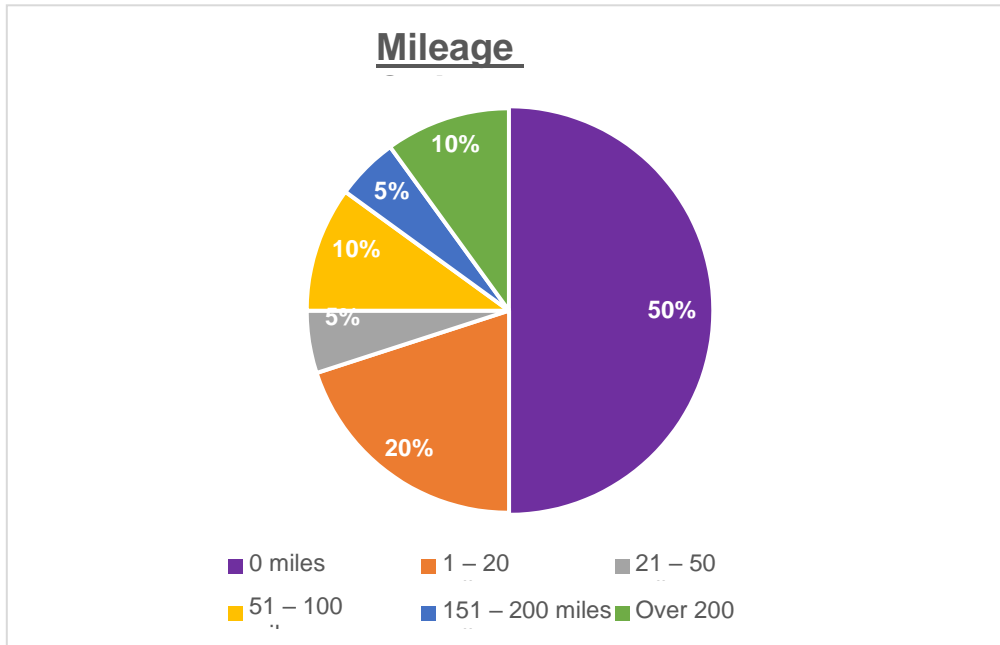


Figure 6-9: Mileage claims

10.29 When asked how often they use the pool cars, the vast majority of respondents (97%, n=56) indicated they never use them. The most common perceived barriers to using the pool cars were:

- Didn't know they existed
- Unsure of booking procedure

## Pedestrian Access

10.30 Within the previous 2020 Travel Plan, it was listed as an action to try to improve the knowledge of the existing pedestrian access via a gate at the rear of the hospital site and to ensure staff knew how to obtain keys for access.

10.31 Positively, 21% (n=12) of respondents were aware of the access gate and how to access keys (Figure 6-10). However, a significant proportion were unsure how to obtain the keys or were not aware of the access point. It is also worth noting that a few comments were received in the "other" category which seemed to indicate that the lock on the gate was currently not working and therefore keys were not required.

10.32 The access gate is a smaller issue in relation to some other findings within this Travel Plan but it is an important access point for those walking to the site and it can save staff time on their journey, so it is worthwhile continuing to ensure staff are aware of this access option.

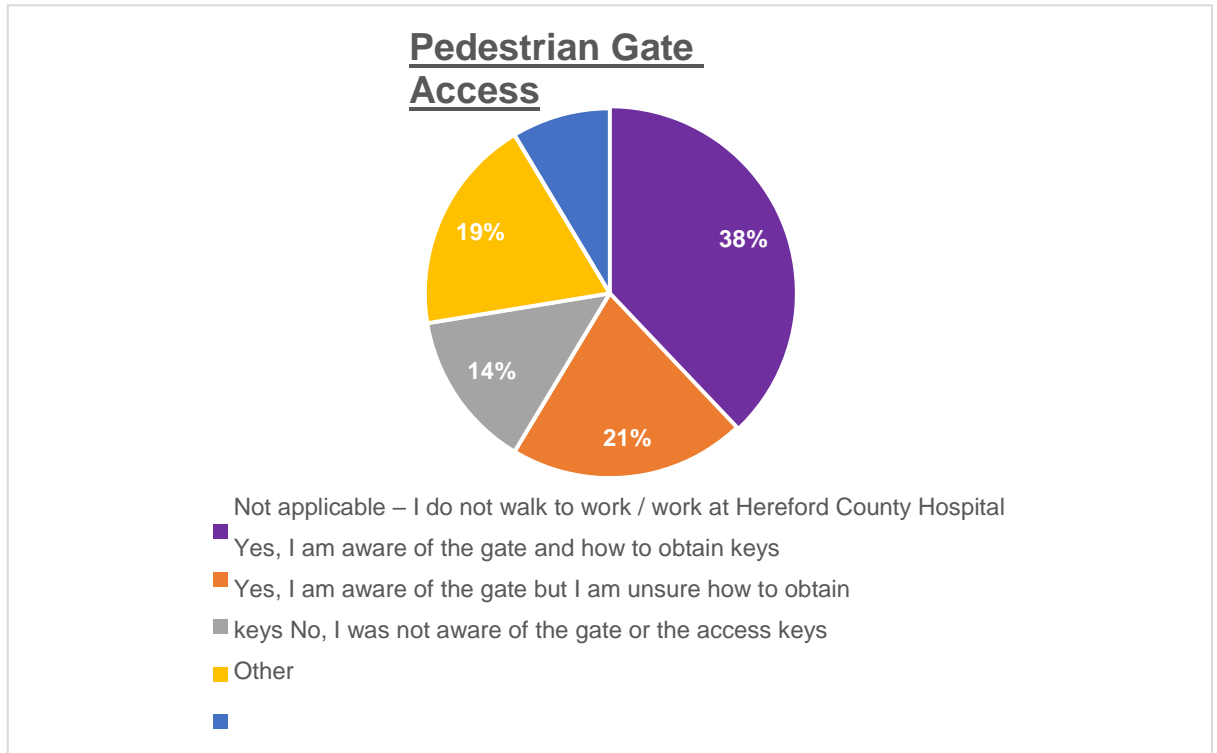


Figure 6-10: Knowledge of pedestrian gate access

## Electric Vehicles

- 10.33 Respondents were asked some questions regarding electric vehicles. Figure 6-11 below shows that the majority of respondents (40%, n=21) do not intend to purchase an electric vehicle in the near future.
- 10.34 The majority of respondents who already own or are planning to own an electric vehicle stated they would use charging points at work (38%, n=22).

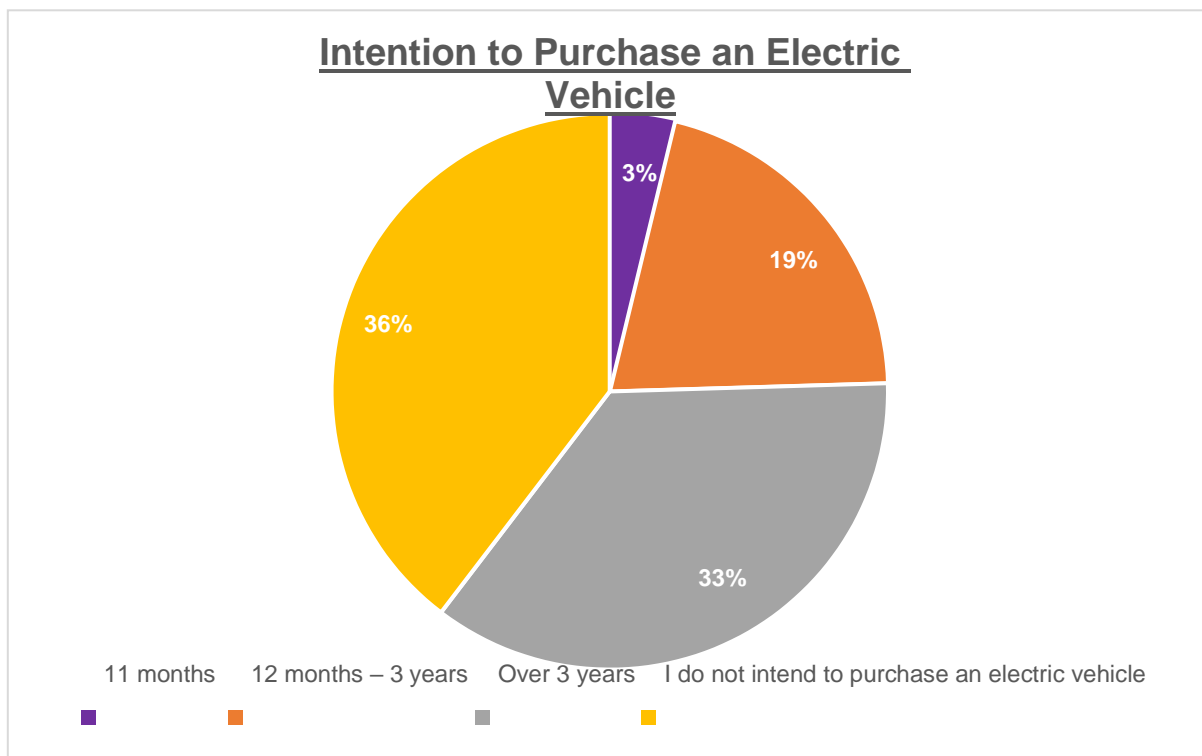


Figure 6-11: Intention to purchase an electric vehicle

## Other Comments

10.35 The final question of the staff travel survey asked respondents whether they would like to add any further comments. A total of 22 comments were received, these were grouped into the comment themes shown in Table 6-1 below.

Table 6-1: Other comment categories

Comment category	Number received
Agile / Flexible Working	1
Parking and Permits	8
Public Transport	6
Cycling	3
Electric Vehicles	2
Other	2

10.36 A sample of the comments received are shown below:

- *“Parking is impossible at the County Hospital, and I never work a late shift as can never get parked anywhere nearby.”*
- *“More reliable bus routes and timetables would encourage me to use public transport more often. Parking charges and conditions are very poor at the county hospital so I would much rather use the bus than have to drive and park here.”*
- *“A park and ride facility on the outskirts of the city (with electric charging points there) would be my ideal mode of transport”*
- *“Please continue to encourage proportionate use of agile working/working from home to support less transport.”*