

Whiston Hospital – Endoscopy Decontamination Extension

Travel Plan Addendum

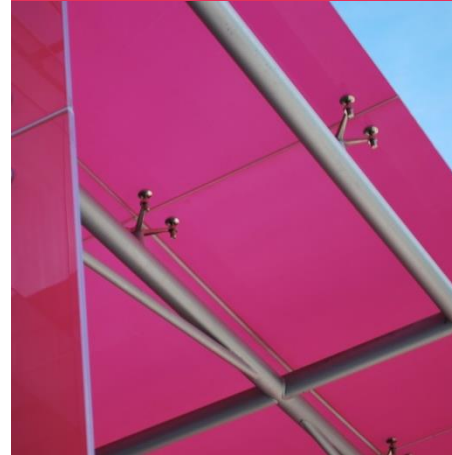
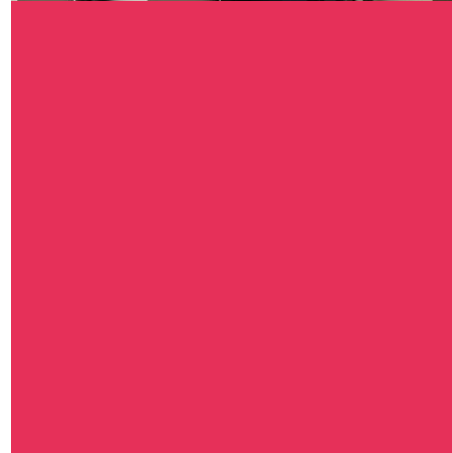
Curtins Ref: 83385-CUR-00-XX--T-TP-00002-P00_ Travel Plan Addendum

Revision: 01

Issue Date: 11 April 2023

Client Name: St Helens and Knowsley NHS Trust

Site Address: Warrington Rd, Rainhill, Prescot L35 5DR



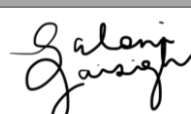
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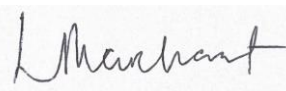
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Rev	Description	Issued by	Checked	Date
00	Initial draft for review.	LM	IOR	24/03/2023
01	Comments incorporated	LM	IOR	11/04/2023

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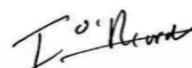
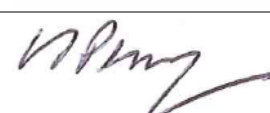
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Appendix A – Existing Travel Plan

1.0 Introduction

- 1.1.1 Curtins has been appointed on behalf of St Helens and Knowsley NHS Trust (“the Client”) to provide transport planning advice in support of a planning application a 3,443 sqm GIA extension of the existing Whiston Hospital to house an Endoscopy Decontamination Unit. The Local Planning and Highway Authority is Knowsley Metropolitan Borough Council (KMBC).
- 1.1.2 The development proposes to increase clinical space and support accommodation as the hospital has reached capacity. The increase in space is proposed to be within multiple levels and will be utilised as follows: servicing/plant room on the lower ground floor, decontamination on level 1, the endoscopy department on level 2, offices on level 3 and 4, and a plant room on level 5. With this increase of space, there is an anticipated daily uplift of 22 staff members and 28 visitors.
- 1.1.3 This Travel Plan Addendum (TPA) will review existing information within the Hospital’s existing Travel Plan (TP) and provide additional information to support the planning application for the Whiston Hospital extension.
- 1.1.4 This document should be read in conjunction with the Transport Statement (TS) and the original TP which is provided in **Appendix A**.

1.2 Site Context

- 1.2.1 The Hospital is located in the northeastern area of Whiston within a largely residential area. The site is bound by the A57/Warrington Road to the north, Dragon Lane to the east and Stoney Lane to the south, as shown in **Figure 1.1**.

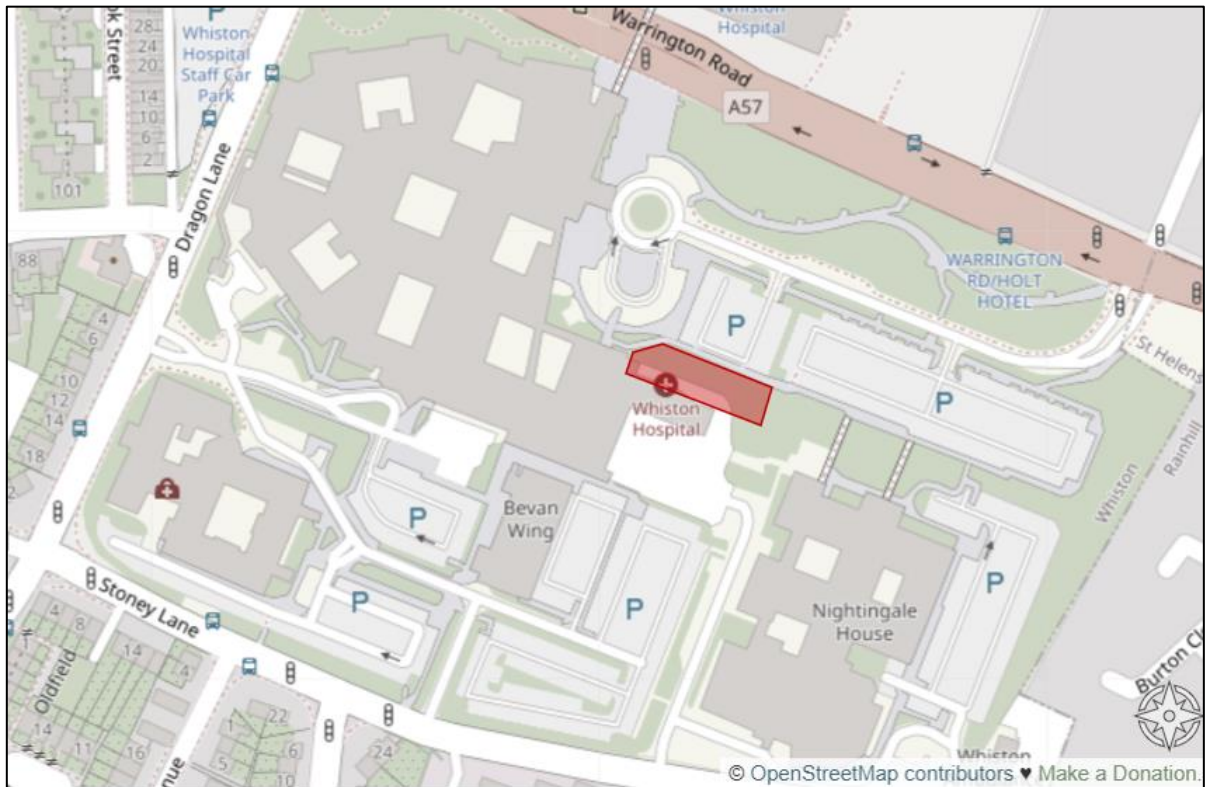
Figure 1.1 – Site Location



1.3 Development Proposals

- 1.3.1 Within the hospital grounds, the development boundary is located adjacent to the roundabout at the northern end of the hospital which allows for drop offs and short-term parking. The red line boundary is identified in **Figure 1.2**.

Figure 1.2 – Red Line Boundary



- 1.3.2 The development plans propose a 3,443 sqm GIA extension of the existing Whiston Hospital. The extension building will be four storeys high in addition to plant rooms on the roof and the lower ground floor. The hospitals' existing lift can be used to access all floors of the extension, and a new set of internal evacuation stairs will be introduced within the extension. The layout of the proposed clinical space and support accommodation is presented in **Figure 1.3**.

Figure 1.3 – Proposed Layout



1.3.3 The development will enhance clinical services at the Hospital.

1.3.4 Existing pedestrian access, cycle facilities and vehicle access will be unchanged with the proposed extension. Additionally, existing delivery, servicing, and emergency vehicle access will be maintained.

2.0 Site Accessibility

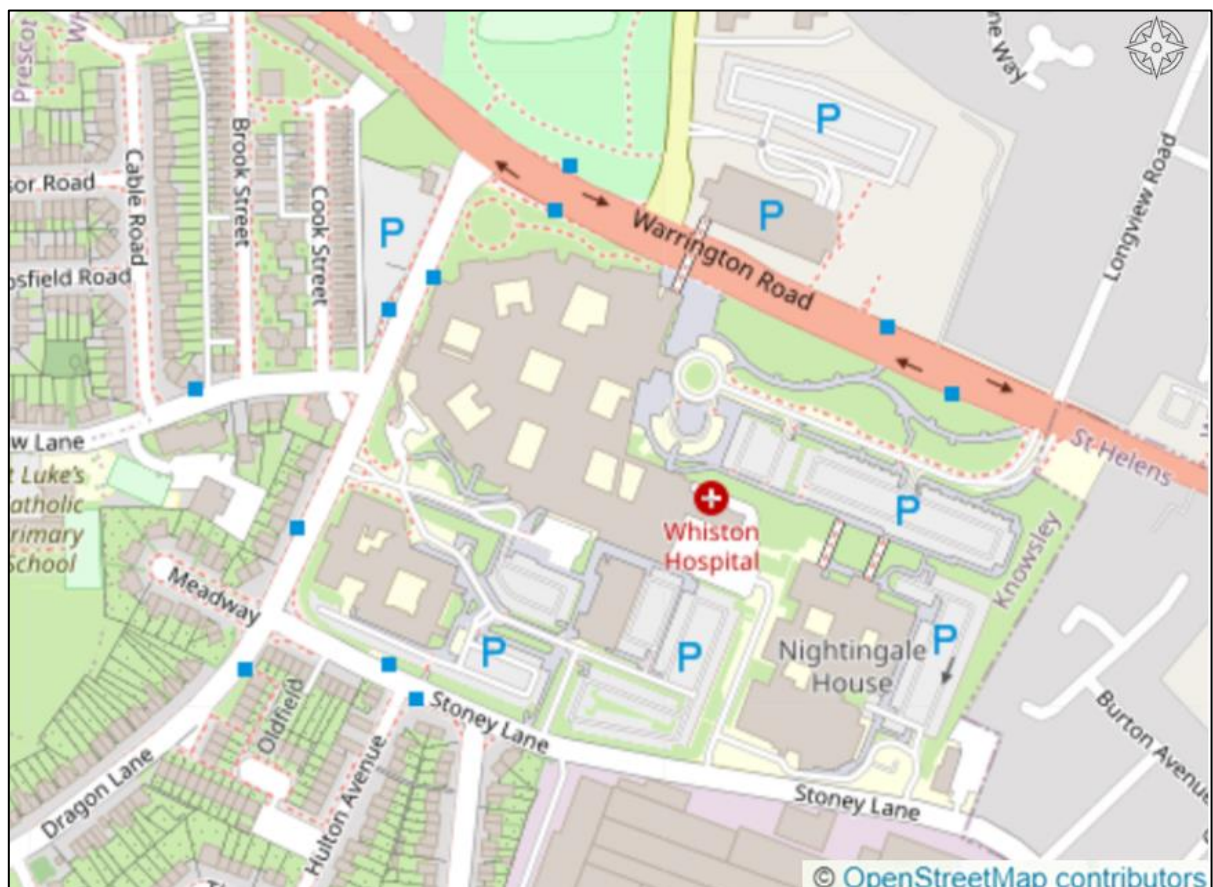
2.1 Introduction

- 2.1.1 This section establishes the baseline transport conditions at the site and the surrounding area. The baseline conditions are identified to understand the existing site context and to define a baseline position against which the proposed development impacts can be evaluated.

2.2 Site Context

- 2.2.1 The Hospital is bound by the A57/Warrington Road to the north, Dragon Lane to the west and Stoney Lane to the south. The site is shown within its local road network in **Figure 2.1**.

Figure 2.1 – Site Location



2.3 Local Highway Network

The A57/Warrington Road

- 2.3.1 The A57/Warrington Road is located directly north of the Hospital grounds and provides direct access to the Hospital's main entrance. The road is situated in an east-west alignment measuring circa 12m in width and forms a dual carriageway with two lanes in either direction.

- 2.3.2 The road is well equipped for active travel with advanced stop lines for cyclists at traffic lights in addition to signalised pedestrian crossings with tactile paving and dropped kerbs.
- 2.3.3 Well-kept footways with smooth gradient measuring approximately 3m are provided on the northern and southern side of the carriageway.
- 2.3.4 Directly north of the site on Warrington Road, there are two inset bays for the Delph Lane and Dragon Lane bus stops.

Dragon Lane

- 2.3.5 Dragon Lane is a single carriageway that is situated in a northeast-southwest trajectory. At junctions, the road widens to accommodate multiple turn lanes and is equipped with advanced stop lines for cyclists.
- 2.3.6 The road measures circa 11m in width and has footways on either side measuring circa 3m in width. Within the proximity of the development, crossings are signalised with tactile paving and dropped kerbs.
- 2.3.7 Dragon Lane provides two opportunities to access the Hospital. The first point of access is reached by turning onto Stoney Lane from the intersection of Dragon Lane and Meadway/Stoney Lane, leading to parking area limited to staff and service use.
- 2.3.8 The second point of access from Dragon Lane is circa 90m north of the intersection with Meadway/Stoney Lane; this side road provides access to the Hospital's A&E services.

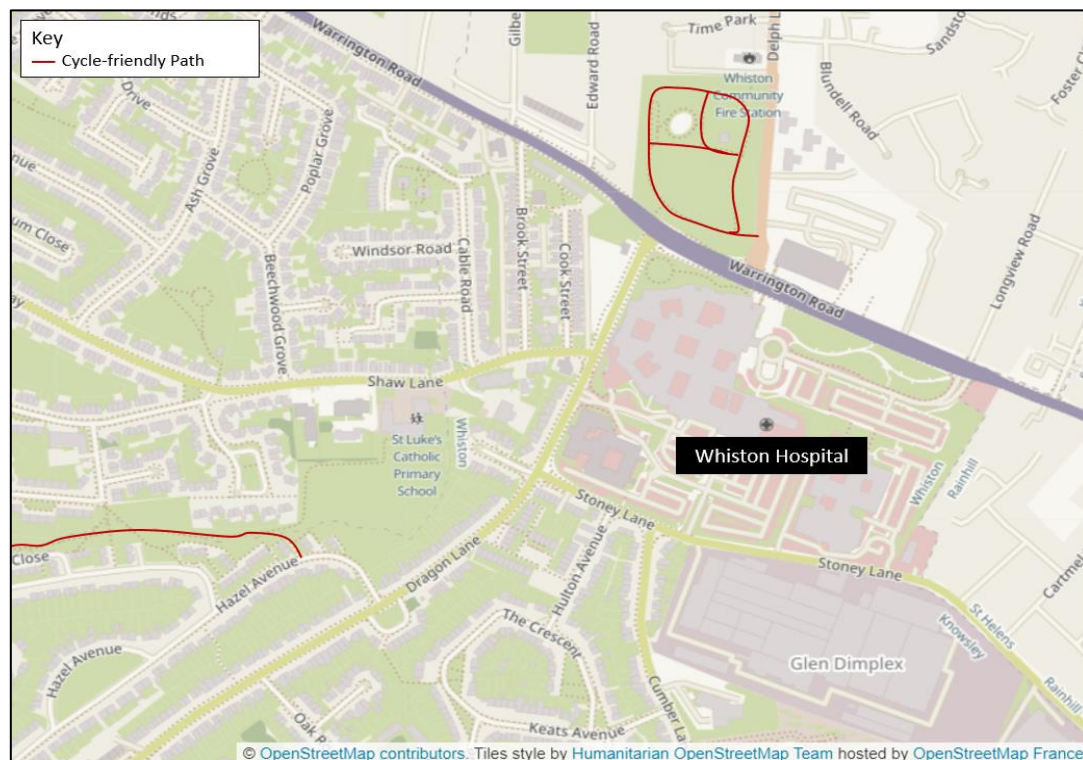
Stoney Lane

- 2.3.9 Stoney Lane is a two-way single carriageway that measures approximately 6m in width. The road has high quality active travel infrastructure as demonstrated through advanced stop lines for cyclists and signalised crossings, tactile information and dropped kerbs for pedestrians.
- 2.3.10 This road provides direct access to the site for pedestrians and vehicle access to the staff car park.

2.4 Local Cycle Infrastructure

- 2.4.1 As aforementioned, the three roads directly surrounding the Hospital have provision for cyclists through advanced stop lines; however, they do not have segregated cycle lanes. The advanced stop lines at the intersection of the A57/Warrington Road and Longview Road allow cyclists to easily access the Hospital's main entrance and the proposed extension.
- 2.4.2 Designated cycle paths are spotted throughout the local area. Within near proximity of the site, there is a cycle path in Henley Park, in addition to one off Hazel Avenue (accessed south of the Hospital via Dragon Road) which connects the Hospital with Stadt Moers Park. These cycle-friendly paths are identified in **Figure 2.2**.

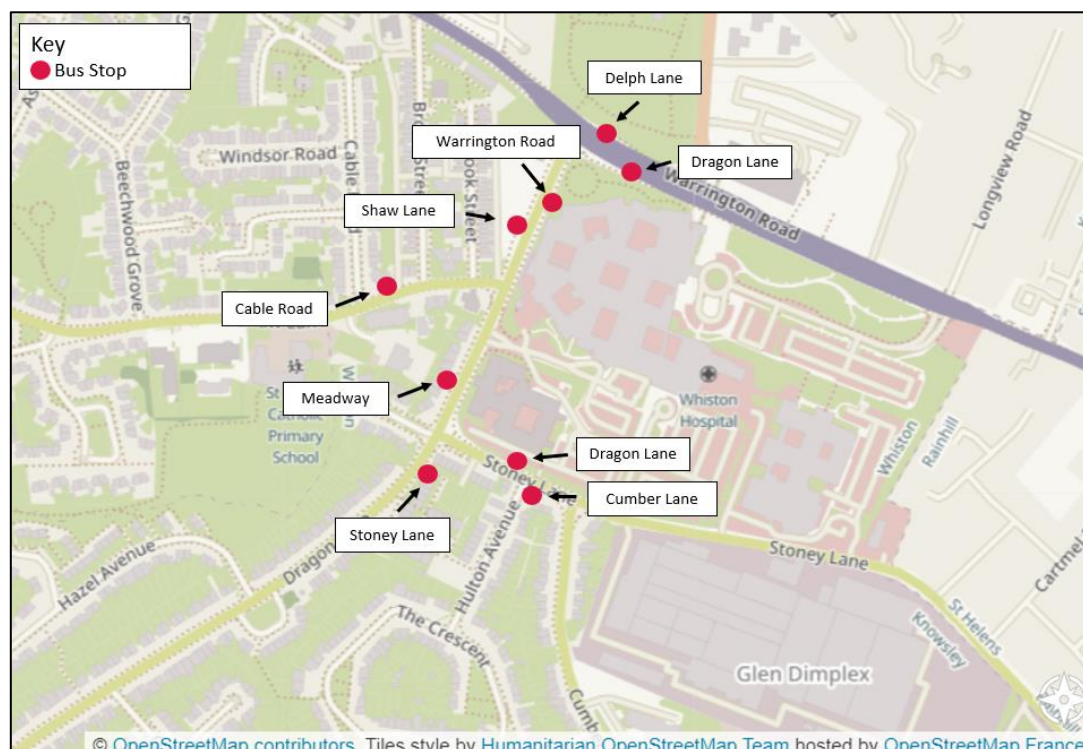
Figure 2.2 – Local Cycle Routes



2.5 Bus Services

- 2.5.1 There are several bus stops situated in direct proximity to the site; the location of local bus stops are shown in **Figure 2.3**.

Figure 2.3 – Bus Stop Locations



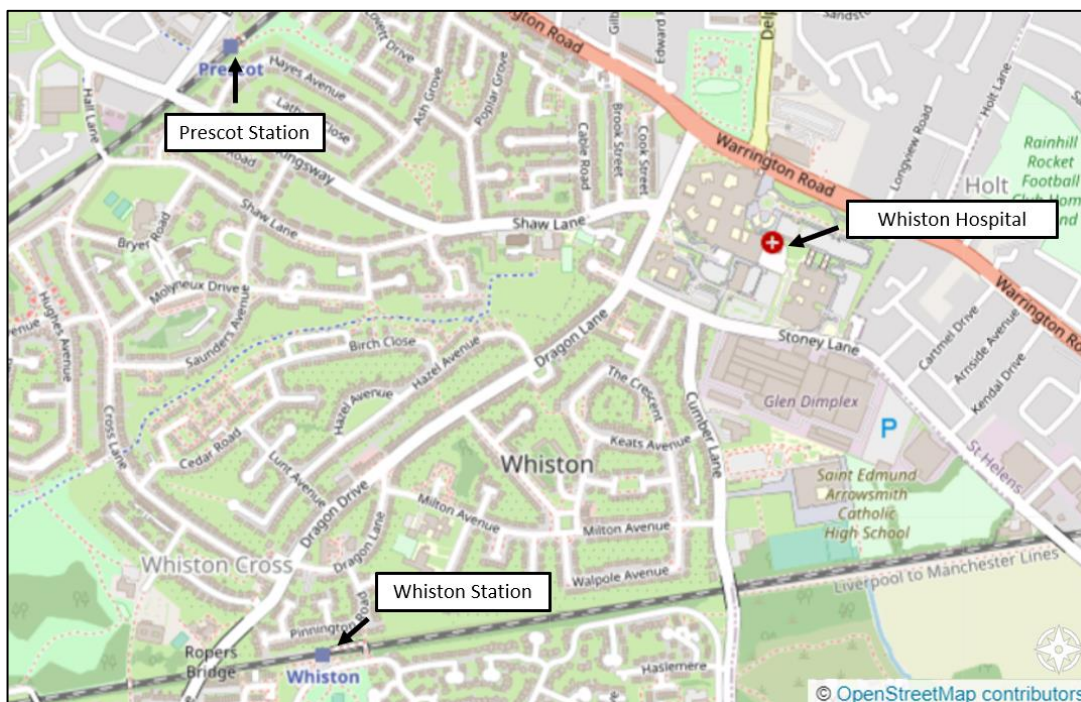
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- 2.5.2 The Delph Lane and Dragon Lane bus stops are located along the A57 and service the 10AQ, 50, 61, 89, 750 and C50 buses, providing services to destinations such as Speke, Liverpool, St Helens and Palace Fields.
- 2.5.3 Along Dragon Lane lies Warrington Road, Shaw Lane, Meadway and Stoney Lane bus stops. These service the 99, 239, 248 and 297 bus routes which link the site with Whiston, Prescot and Kirkby.
- 2.5.4 The Dragon Lane and Cumber Lane bus stops border the site to the south and are serviced by the 239 and 248 buses which terminate in Prescot, Broadgreen and Huyton.
- 2.5.5 The nearby bus stop Cable Road is located just west of the site, at the intersection of Cable Road and Shaw Lane. This stop is also serviced by the 297, terminating at St Helens.
- 2.5.6 A complimentary shuttle bus is available for those travelling between Whiston Hospital and St. Helens Hospital in Sutton (approximately a 13-minute journey). This service runs every 20 minutes between 7:20 AM to 6:10 PM from Monday to Friday from each hospital's main entrance.

2.6 Rail Services

- 2.6.1 Whiston Hospital is conveniently located within close proximity to two railway stations, Whiston Station and Prescot Station, and demonstrated in **Figure 2.4**.

Figure 2.4 – Railway Station Locations



- 2.6.2 Whiston Station is located 1.5km away from the Hospital's front entrance, taking 18 minutes to reach by foot. The station is serviced by the Northern Railway, providing bihourly trains to northern destinations such as Manchester Victoria, Manchester Airport and Liverpool Lime Street.

- 2.6.3 Prescott Station is situated 1.4km away from the Hospital's front entrance and is reachable within 17 minutes on foot. This station is also serviced by Northern Railway and offers four trains per hour to destinations such as Liverpool Lime Street and Wigan North Western.

2.7 Onsite Parking

- 2.7.1 Patients and visitors have access to 555 parking spaces at the Hospital. The graduated charging system for the car parks are as follows in **Figure 2.5**.

Figure 2.5 – Onsite Parking Charges

Duration	Fee
Less than 20 minutes:	Free
20 minutes - 1 hour:	£1.00
1 - 2 hours:	£2.20
2 - 3 hours:	£3.30
3 - 4 hours:	£4.40
4 - 5 hours:	£5.50
Over 5 hours:	£6.00

2.8 Summary

- 2.8.1 This section has demonstrated that the site is highly accessible by a range of sustainable modes of travel. It is considered that there are numerous of high-quality pedestrian and cycling infrastructure surrounding the site in addition to numerous bus services and train services. Based on the above, it is considered that the site is accessible by public transport and active modes.

3.0 Travel Plan Measures

3.1 Introduction

- 3.1.1 This section of the TPA provides a review of the existing Hospital TP and the measures included within the document. The initiatives and measures have been put forward to complement the existing Hospital TP aims and objectives and to help deliver the environmental, health, financial, social policy goals that are outlined in the TS.

3.2 Aims and Objectives

- 3.2.1 In line with relevant policies and guidance, the aims of the TP are to:

- Encourage the uptake of active travel;
- Maximise social inclusion by making the site accessible to all members of the community; and
- Raise awareness of alternative modes of transport and thus, encourage a modal shift towards more sustainable and healthy travel choices.

- 3.2.2 The following objectives were identified for patients and visitors in the existing Hospital TP and will be supported by this TPA:

- Ensure that patients and visitors are well aware of public transport options within the area;
- Encourage walking by advertising the health and environmental benefits of doing so; and
- Discourage patients and visitors from parking in informal areas (residential roads) within the Hospital campus.

- 3.2.3 The following objectives were identified for staff in the existing Hospital TP and will be supported by this TPA:

- Establish a car-sharing scheme;
- Promote the shuttle bus between Hospital campuses;
- Understand the feasibility of a season ticket loan scheme for staff; and
- Discourage staff from parking in informal areas off of the Hospital campus.

- 3.2.4 The following were identified as potential measures to be taken forward in the existing TP and are continued to be supported by this TPA:

- To increase bus service frequency and reach to elevate the accessibility of the hospital;
- To coordinate bus services to align with rail timetables;
- To provide clear and informative pedestrian and cycle signage between Hospital, Whiston town centre and the local rail stations;
- To ensure that up-to-date public transport, walking and cycling maps and information are available for staff and visitors. Information will be installed near the main entrance that is accessible to all visitors, staff and patients; and

- To prepare the Hospital with a freephone direct link with local taxi firms; this will be located within the main entrance of the hospital.

3.3 Overview

3.3.1 In addition to the existing measures presented within the existing Hospital TP. A number of additional measure and initiatives that could be taken forward by the Trust have been considered.

3.3.2 **Table 3.1** provides a summary of the Travel Plan measures and initiatives for the site.

Table 3.1 – Travel Plan Measures

Proposed Measure	Staff		Patient / Visitor	Timescale
	Commuter Travel	Business Travel		
Measures to Encourage Active Travel (Walking and Cycling)				
Improve pedestrian and cyclist wayfinding signage within the local area.	✓	✓	✓	Ongoing
Review cycle parking and locker policy.	✓	✓	✓	Ongoing
Gauge interest in starting the Bicycle User Group (BUG) initiative.	✓	✓	✗	Ongoing
Share the health and environmental benefits of walking.	✓	✓	✓	Ongoing
Measures to Encourage Public Transport Uptake				
Promote existing bus services.	✓	✓	✓	Ongoing
Improve bus service signage and ensure information is available to staff, patients and visitors.	✓	✓	✓	Ongoing
Increase bus service frequency and reach to elevate the accessibility of the hospital.	✓	✓	✓	Ongoing
Coordinate bus services to align with railway timetable.	✓	✓	✓	Ongoing
Measures to Encourage Car Sharing and Use of Electric Vehicles (EV)				
Review provision of EV car parking spaces in line with demand to promote lower carbon travel.	✓	✓	✓	Ongoing
Provide charging facilities for specialist groups of vehicles such as emergency vehicles and taxis.	✓	✓	✓	Ongoing
Car Parking and Related Policy (i.e. Business Travel)				
Prepare the Hospital with a freephone direct link with local taxi firms; this will be located within the main entrance of the hospital.	✓	✓	✓	Short Term
Explore potential for a car club to operate from the site.	✓	✓	✗	Ongoing
Review availability of disabled parking to ensure accessibility for vulnerable users.	✓	✓	✓	Ongoing
Marketing, Monitoring, and Budgeting / Funding				
Identify schemes to apply for funding / grants.	✓	✓	✓	Ongoing

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Proposed Measure	Staff		Patient / Visitor	Timescale
	Commuter Travel	Business Travel		
Promote sustainable travel at relevant staff engagement days.	✓	✓	×	Ongoing
Support Sustainable Delivery Strategies and the selection of local suppliers	✓	✓	✓	Ongoing
Active monitoring and enforcement to prevent unauthorised parking / dwelling across the site to improve the operation of the site and road safety.	✓	✓	✓	Ongoing
Identify an 'active travel champion' (or champions) within the workplace, at a sufficiently senior level, to coordinate workplace promotional activities and schemes.	✓	✓	×	Ongoing
Other General Travel Plan Measures				
Discourage patients, visitors and staff from parking in informal areas (residential streets) near the Hospital campus.	✓	✓	✓	Ongoing
Understand the feasibility of a season ticket loan scheme for staff.	×	×	✓	Ongoing
Refresh and update travel information to continue to promote active and sustainable travel.	✓	✓	✓	Ongoing
Promote the shuttle bus between Hospital Campuses.	✓	✓	✓	Ongoing

3.4 Details of Other Measures

Marketing to Staff

3.4.1 The provision of information to staff is an important element of the Travel Plan, so that staff can make informed choices about their travel needs and the options available. As part of the existing Hospital TP, all staff and new recruits are provided with information about active and sustainable travel. This comprises the following:

- Introduction to the TP concept detailing objectives and aspirations;
- Literature on the health benefits of walking, cycling and environmental benefits of sustainable modes of transport;
- Personal travel initiatives; and
- Details of public transport services, including timetables and routes.

3.4.2 Additional information that could be provided to staff includes:

- Maps showing local walking / cycling routes and places of interest;
- Information on existing bike hire facilities and local cycle shops;
- Information on the Trust's Cycle to Work scheme, a map with details of cycle facilities onsite (i.e. the cycle storage and locations of showers and changing / drying facilities) and discounted D-locks available for purchase;
- The Trust's provision of interest-free loans for public transport season tickets;
- Details of season tickets for public transport;
- Details of the Travel Plan Coordinator (TPC).

-
- 3.4.3 The provision of travel information and promotion of the Travel Plan will be integrated as part of the staff induction process.

Marketing to Patients and Visitors

- 3.4.4 A 'Getting Here' webpage is already available to patients and visitors that are accessing the site. Links to sustainable travel information could be provided on patient appointment letters to promote active and sustainable travel, making best use information that is already available online.

3.5 Travel Plan Targets

- 3.5.1 This TPA has been developed in line with the targets discussed and presented within the existing Hospital TP to increase the uptake in sustainable travel modes by staff, patients and visitors. It is envisaged that these targets would be reviewed when the wider hospital TP is updated in the future.

4.0 Monitoring and Review

4.1 Introduction

- 4.1.1 This section of the TP describes the management and co-ordination processes that are to be introduced to support the TP measures.

4.2 Travel Plan Coordinator

- 4.2.1 There is currently a TPC operating and enforcing the existing Hospital TP. Should the TPC change, the new contact details will be updated in the TP accordingly. Contact details for the TPC are as follows:

- Name: Joanne Welsby
- Email: joanne.welsby@sthk.nhs.uk

- 4.2.2 The TPC has the overall responsibility for the day-to-day management and implementation of the Hospital TP and will support this TPA.

- 4.2.3 The main duties of the TPC are summarised as follows:

- Overall management of the TP;
- Promotion of the TP's aims and objectives;
- Implementation of the specific measures identified in the plan;
- Identification and appraisal of further measures supporting the objectives;
- Collation and dissemination of transport information to residents;
- Co-ordination and liaison with local authority, adjacent organisations and public transport and micro-mobility operators;
- Review of policies and procedures to understand and align the incentives that influence mode choice; and
- Monitoring transport issues and reporting to senior management as appropriate.

4.3 Travel Surveys

- 4.3.1 In line with commitments within the existing TP, the first set of travel surveys for the development will be undertaken within six months of initial occupation. The TPC will organise the questionnaire and/or interview surveys aimed at obtaining updated information on the travel patterns of staff and visitors.

- 4.3.2 The results of the surveys can then be reviewed with the local authority, illustrating the effectiveness (or otherwise) of the measures implemented at the site and agreeing the targets over the next period. The surveys will extract the following key information:

- Usual mode of travel and reason for modal choice;
- Attractiveness of active travel for commuting;

- Any barriers to active travel; and
- Initiatives that would encourage residents to travel more actively.

4.4 Monitoring and Update of the Travel Plan

- 4.4.1 A baseline survey will be conducted within 6 months of first occupation of the proposed extension. Thereafter, surveys will be conducted every two years. The TPC will organise questionnaire and/or interview surveys aimed at obtaining updated information on the travel patterns of occupants of the site.

5.0 Appendices

Appendix A Original Travel Plan

New Hospitals

**St Helens and
Knowsley NHS Trust**

Whiston Hospital Travel
Plan

New Hospitals

**St Helens and
Knowsley NHS Trust**

**Whiston Hospital Travel
Plan**

September 2009

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This report takes into account the particular instructions and requirements of our client.

It is not intended for and should not be relied upon by any third party and no responsibility is undertaken to any third party

Job number 115500-44

Job title	St Helens and Knowsley NHS Trust	Job number
		115500-44

Document title	Whiston Hospital Travel Plan	File reference
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Document ref

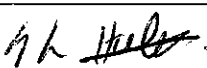
Revision	Date	Filename	Whiston Travel Plan draft 1 0105.doc		
Draft 1	01/05/09	Description	First draft		
			Prepared by	Checked by	Approved by
		Name	Sarah Holmes/Martin Smith	Martin Smith	Geoff Hunt
		Signature			
Draft 2	22/07/09	Filename	Whiston Travel Plan draft 2 220709.doc		
		Description	Amendments following comments		
			Prepared by	Checked by	Approved by
		Name	Sarah Holmes/Martin Smith	Martin Smith	Phil Halewood/Stephen Finnegan
		Signature			
Issue	29/07/09	Filename	Whiston Travel Plan Issue 290709.doc		
		Description	Issue Following Internal Review		
			Prepared by	Checked by	Approved by
		Name	Sarah Holmes/Martin Smith	Martin Smith	Phil Halewood/Stephen Finnegan
		Signature			
Rev A	01/09/09	Filename	Whiston Travel Plan final issue 010908.doc		
		Description	Final issue following revision concerning cycle parking provision		
			Prepared by	Checked by	Approved by
		Name	Sarah Holmes/Martin Smith	Martin Smith	Phil Halewood
		Signature			

Issue Document Verification with Document



Job title	St Helens and Knowsley NHS Trust	Job number
		115500-44
Document title	Whiston Hospital Travel Plan	File reference

Document ref

Revision	Date	Filename	Whiston Travel Plan final issue 110908.doc		
Rev B	11/09/09	Description	Amendments due to additional comments from the Trust		
			Prepared by	Checked by	Approved by
		Name	Sarah Holmes/Martin Smith	Phil Halewood	Phil Halewood
		Signature			
		Filename			
		Description			
			Prepared by	Checked by	Approved by
		Name			
		Signature			
		Filename			
		Description			
			Prepared by	Checked by	Approved by
		Name			
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Issue Document Verification with Document



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Appendix A

Outpatient Letter

Appendix B

Cycle Parking Provision

Appendix C

Staff Travel Survey

Appendix D

Spatial Distribution of Staff

Appendix E

Patient and Visitor Travel Survey

Appendix F

Spatial Distribution of Patients and Visitors

1 Introduction

The new Whiston Hospital is scheduled to open in April 2010 and requires a Travel Plan to assist in promoting sustainable transport to and from the site, and between Whiston and St Helens hospitals for all staff, patients and visitors. It is necessary to influence travel patterns from the first day of operation in order to ensure travel behaviour is conditioned from the outset. A Travel Plan is also required to ensure that the Trust will fulfil local planning conditions for the development.

Travel Plans are cited by Central Government as an important tool in reducing the number of unnecessary single occupancy car trips made everyday to the workplace, journeys that could be substituted for journeys made on a more sustainable mode of transport such as public transport, bicycle or on foot. This reduction in car journeys reduces the number of pollutants released into the atmosphere which are contributing to Climate Change, and have been shown to have a detrimental affect on public health.

Whiston Hospital is situated in a suburban area within the Borough of Knowsley on Merseyside with 4,510 staff members. For this reason it is perceived that single occupancy car use will be higher amongst staff, patients and visitors than for a hospital located in a City Centre. A survey was distributed to staff, patients and visitors of Whiston Hospital in May 2009 to identify the travel patterns that already exist and determine the modal split for the Hospital. The results were used to formulate a number of objectives, targets and initiatives to be implemented in order to try and encourage staff, patients and visitors to travel to and from the Hospital via a sustainable mode of transport.

In 2007 a staff travel survey was conducted for both the St Helens Hospital site and the Whiston Hospital site for the development of the Travel Plan for the new St Helens Hospital, which opened in November 2008. In order to identify the long term travel patterns at Whiston Hospital, a comparison was made between the results of the 2007 survey and the latest round of surveys undertaken in 2009. This ensured that a robust analysis of the travel behaviour of staff at Whiston Hospital had been carried out.

The structure for this document is as follows;

Section 2 of this report highlights the policy context under which Travel Plans have evolved and the importance attributed to them by Central Government as a tool for instigating travel behaviour change. It also highlights how the Whiston Hospital Travel Plan can help fulfil Government policy.

Section 3 describes how the Travel Plan could bring wider benefits for the hospital; from an individual basis, to community level. This section also highlights the Trust's commitment to Travel Planning, not only for the Whiston site, but for the Trust as a whole.

Section 4 examines the current situation at Whiston Hospital, including a description of site location, existing facilities and site assessment.

Section 5 outlines the new Hospital provision.

Section 6 describes the staff travel survey methodology and analysis of the results gained.

Section 7 provides a comparison of the data received from the current staff travel survey and the staff travel survey conducted in 2007 for the development of the St Helens Hospital Travel Plan.

Section 8 describes the patient survey process, and likewise presents an analysis of the results.

Section 9 outlines the targets and objectives for both staff and patients.

Section 10 discusses how the Travel Plan will be managed and implemented.

Section 11 will outline the process for monitoring and reviewing the Travel Plan.

2 Policy Context

This section highlights the policy context under which Travel Plans have evolved.

2.1 National Policy

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; and
- 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, amongst other things, and consequently reinforces the importance of Travel Plans.

2.2 Regional Policy

The Regional Spatial Strategy was published in September 2008 and covers the period up to 2021 and provides the broad development strategy for the North West region. It incorporates the *Regional Transport Strategy (RTS)*; the foundation for the second *Local Transport Plan for Merseyside (LTP2)*.

The RTS seeks to fulfil a number of objectives including tackling congestion and improving journey time reliability, securing a shift towards the use of more sustainable modes of transport, reducing the adverse impacts of transport and integrating the management and planning of transport systems.

Policy RT2 advocates a coordinated approach to managing travel demand. This includes ensuring that plans and strategies seek to reduce private car use through the introduction of 'smarter choices' and other incentives to change travel behaviour. An example of one of these incentives is Travel Plans.

2.3 Local Transport Plan

In order to promote a fully integrated transport strategy and networks, the five Merseyside local authorities¹ have worked together with Merseytravel and Travelwise to create LTP2; *covering the period, 2006-2011 (LTP2)*. It has 3 core approaches; to increase access to jobs, education, and key services (such as health care); reducing casualties on the road; and managing traffic growth through increasing walking, cycling and public transport trips amongst other measures.

The LTP2 details six objectives for the Merseyside area, objective four, of which, states:

"Support a healthier community by ensuring transport actively improves health, does not impair quality of life; and ensures the safety and security for all users".

The LTP2 provides details of strategies to achieve these objectives, including a series of area-wide programmes and initiatives. This includes local safety schemes, improving public transport, implementing travel plans to tackle congestion, encouraging healthier communities by addressing air and noise problems caused by traffic and promoting cycling and walking.

¹ Knowsley Metropolitan Borough, Liverpool City, Sefton Metropolitan Borough, St Helens Metropolitan Borough and Wirral Metropolitan Borough

2.4 Local Development Framework

Knowsley Metropolitan Borough Council (KMBC) is currently developing its Local Development Framework (LDF), the successor to the Unitary Development Plan (UDP) following changes to the planning system.

The LDF documents are still being prepared, but one component will be a Transport Supplementary Planning Document (SPD) which will set out detailed guidance about the council's transport policies.

A generic SPD entitled *Ensuring a Choice of Travel* has been developed for the 5 local authorities regarding transport in Merseyside. This has been piloted in Sefton and was adopted by Liverpool City Council in December, 2008. KMBC are currently producing their own Transport SPD.

2.5 NHS Carbon Reduction Strategy

The NHS has developed a strategy (implemented in January 2009) that seeks to reduce its 2007 carbon footprint by 10% by 2015 in line with the Government's Climate Change Act. Within the NHS 18% of all the CO₂ emitted in a year is from travel. For this reason, the NHS Carbon Reduction Strategy has identified some key actions regarding travel that all NHS hospitals should implement to reduce emissions from travel. These include:

- *All Trusts should have a Board approved active travel plan as part of their Sustainable Development Management Plan.*
- *The NHS should consider introducing a flat rate for business mileage regardless of engine size or even modal option (car, cycle and foot).*
- *Mechanisms to routinely and systemically review the need for staff, patients and visitors to travel need to be established in all NHS organisations.*

3 Benefits of a Travel Plan

As highlighted within Section 2, the Government views travel plans as important mechanisms for instigating travel behaviour change. Travel plans can also bring benefits ranging from community to individual level. The Whiston Hospital Travel Plan could benefit the following:

3.1 Staff, Visitors and Patients

- Health improvements from cycling, walking and cleaner air;
- Increased frequency of public transport services;
- Less congestion;
- Convenience from improved transport choices;
- Time savings, as reduction in time spent travelling enables more time for doing other things; and
- Improved quality of life: time savings, reduced stress and improved health all lead to lifestyle improvements.

3.2 Whiston Hospital

- Healthier workforce and reduced absenteeism, resulting in a more productive workforce;
- Reduced space required for car parking, enabling land identified for parking to be put to other uses;
- Opportunity for staff networking, as car sharing and joint working in the course of travel plan development enables staff to socialise as well as discuss work – related issues;
- Sets an example to the wider community for embracing healthier and more sustainable travel modes, which is important given the nature of the site;
- Improved site access; and
- Reduced site congestion.

3.3 Local Community

- Local air quality improvements with less vehicles and lower pollution levels;
- Improved public transport services from negotiations with public transport providers;
- Reduced traffic levels with fewer vehicles;
- Improved pedestrian/cyclist environment as a result of measures to improve access for those that walk and cycle; and
- Reduced overspill parking into residential streets.

3.4 The Environment

- Reduction in environmental impacts; and
- Improved local air quality.

3.5 Commitment of the Trust

St Helens Hospital and Whiston Hospital together employ 4,979 staff members, with around 80% working at the Whiston site². Due to the location and nature of the operations at Whiston Hospital, car use is likely to be the default option for the majority of both staff and

² Data received in May 2009 directly from The Trust.

patients and visitors. However, this has impacts for car parking demand as well the environment.

Therefore, the Trust is committed to achieving a high level of trips by means other than the private car, and for setting a high standard in achieving them.

4 Site Audit

4.1 Site Location

Whiston Hospital is situated within the suburban area of Whiston, in the Borough of Knowsley in Merseyside. Whiston lies between the town of St Helens to the north east and Huyton-with-Roby to the south west.

The Hospital is located on Warrington Road (A57) near to the junction with Delph Lane (B5201) as shown in Figure 1. The location of the hospital is significant in terms of the modal choices adopted by users of the facility as the Hospital is located within a very suburban area with a relatively poor provision of public transport services relative to the nature of the development.

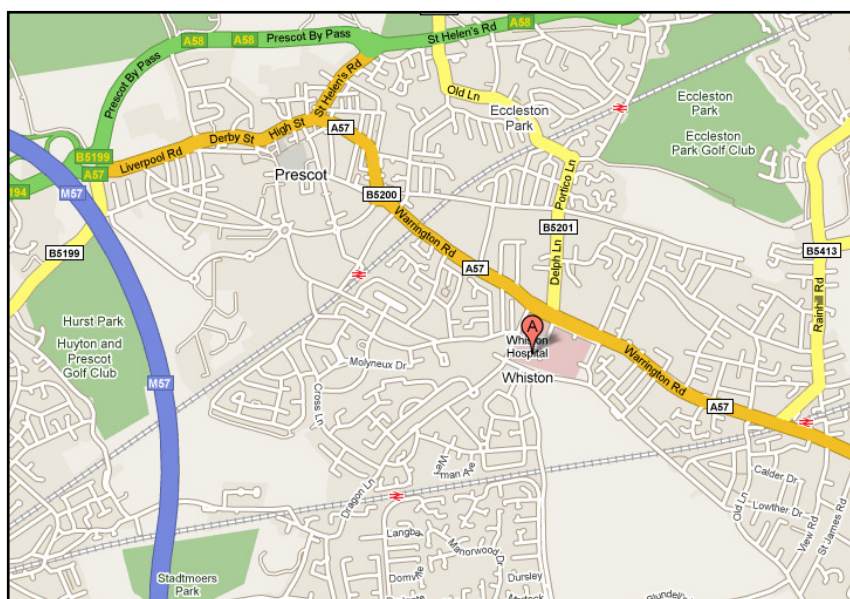


Figure 1: Site location of Whiston Hospital

4.2 Walking and Cycling Provision

There are three signal-controlled pedestrian crossings near to Whiston Hospital, one on Warrington Road at Delph Lane and one at the main outpatient's entrance (used by ambulances and staff vehicles) and one at the junction of Shaw Lane and Dragon Lane.

The footways along Warrington Road are of variable quality with good surfacing and drop down kerbs in places. However, some sections of uneven paving and poorly located street furniture pose a difficulty for mobility impaired users as seen in Photograph 1. In some places the footway narrows and can get quite congested especially during the periods either side of the start and end of the school day.



Photograph 1: Condition of footway

The provision of cycle facilities around Whiston Hospital is poor. There are no designated on road cycle routes within the vicinity of the Hospital, though there are a number of suggested cycle routes including along Delph Lane, Dragon Lane, Stoney Lane and Holt Lane. There is cycle parking provision to the north west of the hospital along Warrington Road, but this is not covered and is not secure.

At present there are a number of cycle improvement schemes that KMBC are undertaking which when implemented should benefit those cycling to and from Whiston Hospital. One scheme of significance is the improvement to the cycle link between Stadt Moers Park and St Luke's School which is close to the Hospital and could potentially be used by people cycling to the Hospital from that direction.

The Trust piloted an interest free cycle loan scheme to staff between 12th May and 12th June 2009. The scheme encouraged staff to apply for an interest free loan which was deducted from their monthly salary; allowing them to purchase a bicycle to be hopefully used to commute to the Hospital. This was the first time this scheme had been offered to staff and during the month, 23 staff members decided to join the scheme. The Trust has planned to offer the scheme to staff again next year and then every year thereafter.

There are a limited number of signs for pedestrians and cyclists to identify the route to the hospital, though there is adequate signage on the local highway network for drivers.

The provision of street lighting around the hospital is good, with street lamps along Warrington Road. However, the pedestrian route from Warrington Road to Prescott Train Station from the Hospital is along a narrow footpath away from the road and is poorly lit and isolated.

4.3 Public Transport Provision

There are a number of bus stops which serve the main entrances at Whiston Hospital along Warrington Road, Dragon Lane and Stoney Lane. Destinations reached by these services include Prescott, Kirby, St Helens and Rainhill. There are services from both Liverpool Queens Square Bus Station and Paradise Street Bus interchange which stop along Warrington Road and takes approximately just over an hour to reach the Hospital with some services as regular as every 15 minutes. Table 1 shows the services which serve the site.

Route	Serving	Mon – Fri Daytime	Sat Daytime	Eves, Sun & Bank Hols
7B	Liverpool – Huyton – Prescott – Rainhill Stoops	No Service	No Service	Hourly
10A	Liverpool – Old Swan – Prescott – St Helens	10mins	10mins	30mins
61	Liverpool – Huyton – Prescott – Widnes or Runcorn	30mins	30mins	5 afternoon journeys
89	St Helens – Prescott – Huyton – Hunts Cross – Speke – John Lennon Airport	20mins	20mins	30mins
110	Liverpool – Old Swan – Prescott – St Helens	2 morning journeys	2 morning journeys	4 morning journeys
137	Billinge – St Helens – Lea Green – Thatto Heath – Rainhill – Whiston – Prescott	Hourly	Hourly	No Service
138	St Helens – Prescott – Lea Green – Whiston – Rainhill – Thatto Heath – St Helens – Billinge	Hourly	Hourly	No Service

139	Liverpool – Wavertree – Old Swan – Huyton – Whiston – Prescott	30mins	30mins	No Service
161	Liverpool – Huyton – Prescott – Rainhill Stoops	No Service	No Service	4 morning journeys
194	St Helens – Prescott – Lea Green – Whiston – Rainhill Stoops – Thatto Heath – St Helens	No Service	No Service	Hourly
195	St Helens – Lea Green – Thatto Heath – Rainhill Stoops – Whiston – Prescott	No Service	No Service	Hourly
199	Whiston – Prescott – Whiston	Hourly	Hourly	No Service
248	Huyton – Whiston – Prescott	No Service	No Service	Hourly
265	Halewood – Whiston – Rainhill – Bold Heath	Every 90mins	Every 90mins	No Service
290	Kirkby – Knowsley Village – Prescott – Rainhill	No Service	Every 45mins	No Service
889	St Helens – Prescott – Huyton – Hunts Cross – Speke – John Lennon Airport – Garston	3 morning journeys	3 morning journeys	No Service

Table 1: Bus routes serving Whiston Hospital

The closest railway stations to Whiston Hospital are Prescott Station (1.4km, approximately a 15 minute walk) and Rainhill (2km, approximately a 23 minute walk). Whiston Station is less than a 20 minutes walk from the Hospital due to the location and the connectivity to the north of the station. However, as already mentioned in there is poor pedestrian signage from Prescott Station to the Hospital as well as part of the route being poorly lit and very isolated.

Table 2 shows the destination and travel times for trains from Prescott Train Station. Services run every 30 minutes between Wigan and Liverpool.

Station	Travel Time
Wigan NW	26
St Helens Central	8
Huyton	4
Wavertree	12
Liverpool Lime Street	24

Table 2: Travel times from Prescott Train Station

An initiative promoted within the St Helens Hospital Travel Plan was the use of a Shuttle Bus between the St Helens site and the Whiston site which is free for staff, patients and visitors to use. This runs at regular times throughout the working day with stops situated in both sites. People queuing for the Shuttle Bus at Whiston Hospital can be seen in Photograph 2.



Photograph 2: People waiting for the free Shuttle Bus

The shuttle bus has proven popular amongst staff and patients, and this is discussed further in Section 6.5.

4.4 Local Highway Network

Warrington Road (A57) connects the Hospital with the A58 which leads to Liverpool to the west and to St Helens to the north east. It is a two lane dual carriage way with traffic signals at the main junctions at regular intervals (see Photograph 3). The local speed limit is 30mph for the length of the road. The nearest strategic route is the M62 motorway at Junction 7 to the south east of the site.



Photograph 3: Warrington Road

4.5 Car Parking

The site creates a substantial demand for car parking throughout the day. This demand is met in several ways.

Delph Lane multi storey car park is located across Warrington Road from Whiston Hospital.

As the Hospital is located within a residential urban area, there is competition between the local residents and hospital staff, visitors, patients for use of the kerbside space available.

This situation is unpopular with local residents who often find it difficult to park outside their properties.

Traffic Regulation Orders (TROs) prohibit parking directly outside the hospital on Warrington Road.

The car parking charge in hospital car parks for a staff permit of £10 per month is low, particularly if this is compared to ticket prices for bus and rail use. The hidden costs of driving such as vehicle maintenance, insurance and vehicle depreciation are not often considered by most motorists who drive to work; only the marginal costs of fuel and parking charges. It is these marginal costs which are used to simplistically compare private motoring costs with public transport or other mode costs.

Parking for patients and visitors is set at a maximum of £1.50 per visit, but this is to be reviewed by the Trust in the future.

According to research undertaken by the Travel Plan Co-ordinator for Newcastle hospitals, on average, it costs more than £400 per year to run and maintain a parking space, based on the costs of security, lighting, maintenance and the salaries of parking attendant.

A simple calculation indicates that if a member of staff occupies the same parking space for an entire year, paying £10 per month to do so, this space will have made a net loss of £280 over the year. Even if it is efficiently used by two members of staff over a 16 hour period per day it still generates a loss of £160 per annum.

Multiply either of these losses by around 1,000 (the number of people who are estimated to drive to work on any given day, a result of the 68.6% modal split of the 1,500 staff likely to be on site at any given time), and the annual losses to the Trust resulting from car park provision are significant (c.£160-280K per annum). Generation of revenue – on a user pays basis, to meet the costs of providing and managing the car parking provision would release additional funds for projects elsewhere within the hospital site.

From another perspective this cheap parking could be viewed as a discount or staff benefit by HM Revenue and Customs; with the associated tax implications for those employees taking advantage of it.

Our understanding is that the Trust envisages that car parking charges will only increase by the rate of inflation over the next two years.

The Trust currently provides directions to the Hospital via public transport as well as identifying the car parks that can be used. This information is conveyed to patients via their outpatient's appointment letter. A copy of the information sent to patients can be found in Appendix A.

5 Hospital Development

The new Whiston Hospital is scheduled to open in April 2010 and several key design features have been incorporated to encourage staff, patients and visitors using the Hospital to travel there by a sustainable mode of transport. These include:

- Shower and changing facilities exclusively for staff, not for patients, that principally cycle to work. Secure lockers will also be provided for staff using this facility.
- High quality cycle parking facilities in secure locations. See Section 5.1 for more details.
- A clear designation of parking spaces between staff and patients to avoid confusion and improve efficiency. A limited number of designated spaces may also assist in encouraging more members of staff to consider using alternative means to travel to and from the Hospital.

5.1 Cycle Parking

Planning guidance from the Supplementary Planning Document, *Ensuring a Choice of Travel* states that for a hospital the size of the Whiston development, 150 secure cycle spaces and 60 cycle stands are required. However, at St Helens Hospital, 80 cycle stand spaces and 60 lockers were provided for staff and observations have shown that they are currently underutilised.

Based on the staff travel survey results conducted in June 2009 only 1% of staff cycle to work. Using the data from the survey that would indicate that, of the projected 1,500 staff members that would be present on site at any one time; 15 currently cycle to work on any given day. One of the targets for Whiston Hospital is to quadruple the number of staff cycling to work. This would mean that there is the potential for 60 staff members to be cycling to and from work at any one time. It is therefore recommended that 60 cycle stands and 60 secure spaces with lockers are provided. The use of the cycle spaces should be closely monitored over the next two years and in light of the results of the next staff travel survey, the spaces should be increased as demand dictates.

Appendix B depicts the location of the proposed cycle parking provision and shows a number of spaces situated at the main entrances of the Hospital for convenient use by patients and visitors.

5.2 Car Parking

There has been a designation of 736 spaces for staff, 555 spaces for patients and visitors, 96 consultant spaces, 122 disabled spaces and 14 spaces designated for parents with children within the grounds of the new Hospital. However, there is also a multi-storey car park opposite the Hospital on Delph Lane which can also be used by either staff or patients and visitors.

Staff parking is regulated using permits and is monitored through Medirest who ensure that tickets and permits are valid. Staff permits are issued to any staff member who requests one at the cost of £10 per month. Patients and visitors are able to park in the multi-storey car park on Delph Lane for £0.50 for the first hour and £1.50 for the following 24 hours. However the Trust plan to increase the charge in the future based on length of stay. There is also a Pay on Foot car park by Dragon Lane where by the first hour is free, up to three hours is £1.50, three to five hours is £3.00 and over five hours is £6.00.

Clearly, this charge is far lower than equivalent bus or rail fares and is one likely factor in determining the level of car use for staff, patients and visitors travelling to and from the Hospital.

It would be interesting to know whether the car park is able to cover its running costs on the basis of revenue generated at these tariff levels. The issue of car parking is discussed further in Section 9.9.2.

6 Staff Travel Survey

6.1 Overview

Staff travel surveys were conducted in November 2007 as part of the development of the Travel Plan for the new St Helens Hospital. Staff, patients and visitors were surveyed at both St Helens and Whiston sites as many staff would be transferring sites once the new Hospital was open.

In June 2009 further staff, patients and visitor surveys were conducted at Whiston Hospital for the development of this Travel Plan. This is advantageous for the development of this Travel Plan as it provides up to information of staff, patient and visitor travel behaviour, but by comparing the 2007 and the 2009 results, it allows any patterns of change to be identified. A copy of the survey can be found in Appendix C.

6.2 Methodology

The process undertaken to distribute the travel surveys to staff members was similar to that used to distribute the staff surveys in 2007 and was as extensive as possible in order to achieve the maximum level of responses. This consisted of:

- Circulation of a number of emails to all staff members regarding completion of the survey.
- Hard copies of the survey circulated to all departments to be completed by staff and handed back for inputting by Travelwise.
- The staff travel survey was listed as an agenda item for all departmental meetings and management meetings.

6.3 Issues and Constraints

As with all surveys, the pattern of results is determined by those that respond to them. As the staff travel surveys were confidential, it is difficult to determine whether the responses represent a balanced cross-section of employees at the site, and thus whether the results accurately reflect the situation.

However, the Trust took all possible measures to ensure that all employees were aware of the survey and were encouraged to complete it. Management and team leaders were specifically targeted to set an example for others to follow.

Similarly, it would be very difficult to determine the accuracy of the responses given, as many aspects of personal travel and experience are determined by individual interpretations. For example, distances people travel are individually estimated and may be inaccurate as perceptions of distance and time can vary significantly, time travelled may vary day to day, and in terms of opinions on public transport, walking and cycling provision, some people may have responded in the way they thought they had to, rather than in a way which reflects their real views.

These are all issues encountered in any survey or research study, but every effort has been made to achieve a high response rate and provide as comprehensive a picture as possible of the present staff travel situation.

6.4 Key Results

There are 4,510 employees at the Whiston Hospital site at present. There were 493 completed staff travel surveys which equates to a response rate of 11%.

The modal split derived from the staff travel survey is shown in Table 3.

Mode	% of Staff
Walk	13.5
Bicycle	1.0
Moped/Motorcycle	0.2
Car Alone	68.6
Train	0.6
Bus	8.4
Car Share	6.1
Other	1.4

Table 3: Modal Split, Whiston Hospital – June 2009

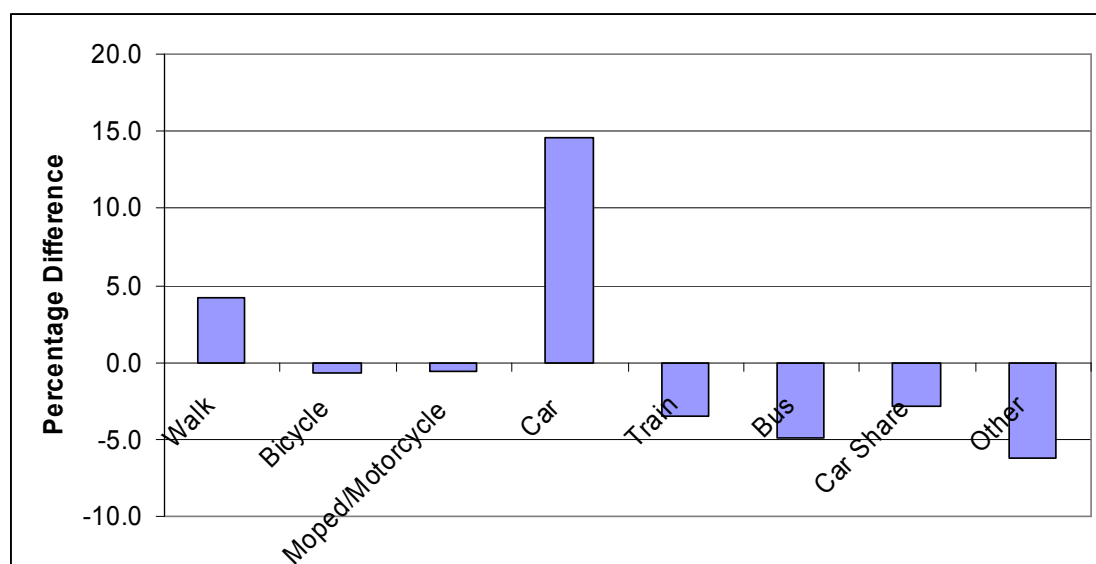
Table 3 demonstrates that 68% of Whiston Hospital staff travel to and from work by car. An additional 6% also travel by car but this is in a multi occupancy vehicle. Walking and taking the bus are popular ways to travel to and from work, however using the train and cycling are not.

Table 4 shows the average journey to work modal split data for the Borough of Knowsley as a whole compared to that of Whiston Hospital.

Mode	% of Staff	Knowsley Average
Walk	13.5	9.3
Bicycle	1	1.7
Moped/Motorcycle	0.2	0.8
Car Alone	68.6	54
Train	0.6	4.1
Bus	8.4	13.3
Car Share	6.1	9
Other	2.2	8.4

Table 4: Modal split for Whiston Hospital and Knowsley Borough

Figure 2 shows the difference in modal split data from the staff travel survey compared to the journey to work averages for Knowsley Borough as a whole³.

**Figure 2: Whiston Hospital staff travel patterns compared with Knowsley Borough as a whole**

Car use by staff at Whiston Hospital is well above the borough average (exceeding it by nearly 15%), whereas bicycle, train, bus and motorcycle use are all below the borough

³ Travel to Work data for Whiston Hospital is available only from the 2001 Census. Consequently there is an 8 year time difference between the two datasets in which circumstances may have changed in the intervening period. However it has been presumed that statistics will be broadly similar in 2009. These averages consider primary work-related journeys only and not leisure, retail or other trips.

average. However, the number of staff walking to work is above the borough average by over 2%.

Other key results from the survey include:

- Over **50%** of staff travel between 2 and 10 miles to reach work;
- The average distance staff members live from the Hospital is **7.4 miles**;
- For over **75%** of staff, it takes less than 30 minutes to reach work;
- The average time it takes staff members to reach the Hospital is **24 minutes**;
- At least **50%** of staff work 'normal' working hours (classed as between the hours of 9am and 5pm);
- Only **1.2%** of staff have a disability that dictates the use of a certain mode of transport to travel;
- Nearly **36%** of staff that travel to work by car, park in Delph Lane Car Park; and
- Over **90%** of staff are aware of the Shuttle Bus service operating between St Helens Hospital and Whiston Hospital.

A plan showing the spatial distribution of staff, and the modal choice is shown as Appendix D.

6.5 Analysis

Hospitals, by their nature, are often beyond urban cores and are more likely to be located within residential or suburban areas – as is the case with Whiston hospital. Due to this, and the nature of the operations at hospitals (high frequency trips made by staff are more likely than in other places of employment such as offices or educational institutions), car-borne trip rates are usually higher than the average for the town or city in which the hospital is situated, and this is evident in Figure 2.

However, even accounting for the high car-borne trip rate due to the nature of the hospital, there is still a high proportion of staff at Whiston Hospital that travel by car. Figure 3 shows the reasons cited by staff for using the car to travel to and from work.

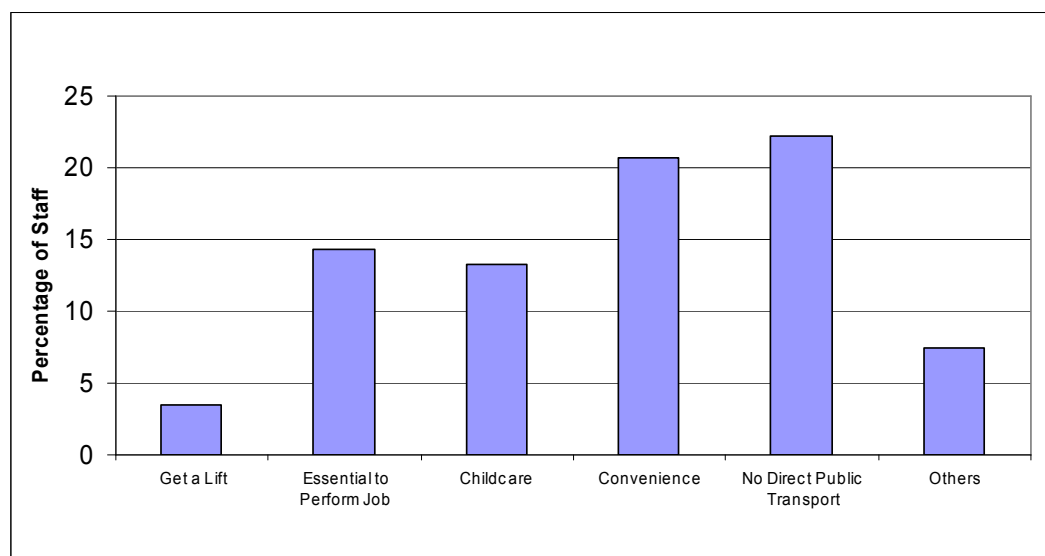


Figure 3: Reasons cited by staff for using the car to travel to and from work

The two main reasons for using the car to travel to and from work are because of convenience or due to a lack of direct public transport routes. This perceived lack of direct public transport routes and inconvenience may account for the relatively low proportion of

staff travelling to work by bus or train (8.1% and 0.8% respectively). A site visit was conducted prior to the development of this document and it was found that the pedestrian route from Prescot Station to the Hospital was very isolated. The route was badly signposted and the road leading to the Station was very quiet and isolated. This method of travel may not be appealing to staff who work shift patterns and would have to walk along this very early in the morning or late at night.

Encouragingly, of the staff that completed the survey, over 40% use the Shuttle Bus provided by the Trust between St Helens Hospital and Whiston Hospital. This equates to a significant reduction in the number of car journeys conducted by either taxi ride or private car journey between the two sites. In the general comments section of the survey, a large proportion of staff said that the Shuttle Bus was an extremely good service and was used regularly. Consequently, whilst home-to-work commuter trips are car-based and have shown little sign of change in the last 2 years overall, inter-site journeys have seen a significant shift. Figure 4, below, shows the overall increasing trend in usage of these services over a four month period. It should be noted, however, that even the current patronage levels are low.

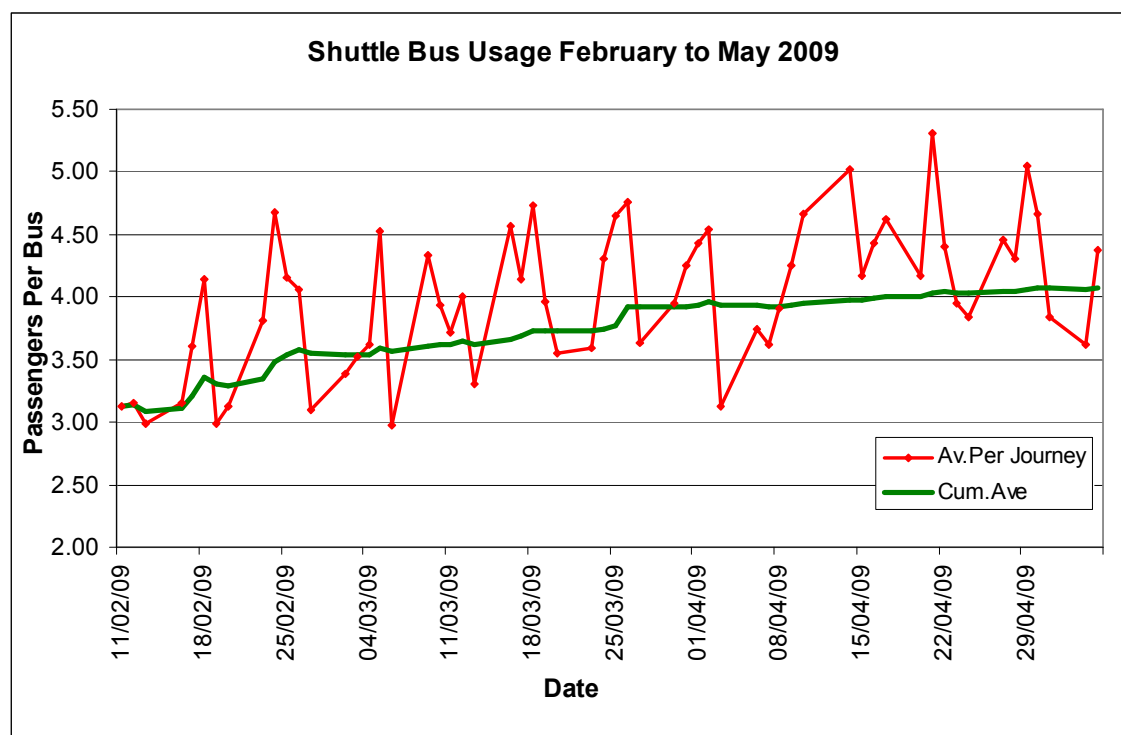


Figure 4: Shuttle Bus usage statistics - February to May 2009

As demonstrated in Figure 2, the number of people that walk to work is proportionally higher than the Borough average which is very encouraging. Walking is most suitable for journeys of less than 2 kilometres and it should be the case that the people who can feasibly walk to the hospital already do so. If people live further away from the hospital, then it is not reasonable to expect them to walk. Another factor that may have contributed to the high proportion of staff walking to work is the time of year that the survey was conducted. The survey was distributed in June, which means, on average, less inclement weather and more hours of daylight, which would encourage more people to walk.

In contrast, the proportion of staff that cycle to work is below the borough average. This may be because there is a perceived aversion to cycling from people for reasons including personal safety, bicycle safety, weather conditions and lack of showering facilities at the workplace. From the comments questions on the survey, a recurring comment from staff was the need for better cycling facilities such as secure cycle lock-ups at the Hospital and better showering facilities for people who cycle.

7 Patient and Visitor Survey

7.1 Overview

While the staff surveys were being distributed in June 2009 so too were surveys for patients and visitors. These were adapted versions of the surveys given in hard copy to patients and visitors in 2007 in order to gain a full picture of the travel situation at the Hospital.

The questions on the survey were broadly the same as those in the staff surveys, however it had to be remembered that patients and visitors only had a limited time to complete the survey as they could be called at any moment for their appointment. For this reason, the survey was much shorter and there was only one perception question at the end. A copy of the survey can be found in Appendix E.

7.2 Methodology

Surveys were distributed by staff on all patient-facing departments during June 2009. The survey was designed to take less than 3 minutes to complete and was issued on both sides of a single sheet of A4.

All surveys were distributed in hard copy and gathered back to be inputted manually by Travelwise staff.

7.3 Issues and Constraints

Whilst the approach to undertaking the patient and visitor surveys varied considerably from that adopted for staff, many of the constraints and issues faced were the same. It was not possible to obtain results from all patients or visitors or cover the entire period of time the Hospital is used. Consequently, these surveys provide a snapshot of the conditions relating to transport access to Whiston Hospital, but nonetheless are useful in determining where any problem areas may be, which will enable identification of solutions to these problems.

7.4 Key Results and Analysis

Overall, 156 surveys were completed for patients and visitors attending Whiston Hospital. Some of the questions asked included: how they had travelled to the hospital, their postcode, if a disability had dictated that they use a specific mode of transport to reach the hospital, were they aware of the free Shuttle Bus and if they were aware of travel cost support. The patient and visitor surveys are only a sample as it was impossible to survey every single patient and visitor to Whiston Hospital over the survey period.

Mode	% of Patients and Visitors
Car	70.3
Bus	17.2
Bicycle	0.7
Train	0
Walking	8.3
Taxi	2.8

Table 5: Patient and visitor modal split

Table 5 shows the modal split for the patient and visitors surveyed and demonstrates that the majority of patients and visitors access Whiston Hospital by car. The second most popular mode is travelling by bus, followed closely by walking, but a low percentage of patients and visitors travel to the Hospital by taxi and bicycle. However, not one respondent accessed the Hospital by train, which may be attributed to the poor accessibility of Prescot Station from the Hospital. A plan showing the patient distribution, by modal choice, is shown in Appendix F.

Only 7% of the patients and visitors surveyed declared that a disability dictated that they travel to the hospital using a specific mode of transport which indicates that the majority of patients and visitors are able to choose how to travel to the Hospital, if the options were available to them.

There are a higher proportion of patients and visitors that travel to the Hospital by car than staff, but this may be because the journey is not conducted regularly. Patients and visitors will only tend to go once or twice a year and therefore the journey is not that familiar unlike staff who make the journey most days during their working week. For this reason, patients and visitors may use their car due to the convenience that the car provides unlike relying on a public transport route they are unfamiliar with. Similarly the car provides the isolation and security that people, especially patients, may desire when visiting a hospital.

The Shuttle Bus is a very popular initiative for staff which helps them move easily between the St Helens site and the Whiston site. However as Figure 5 shows, this initiative is not as well used by the patients and visitors.

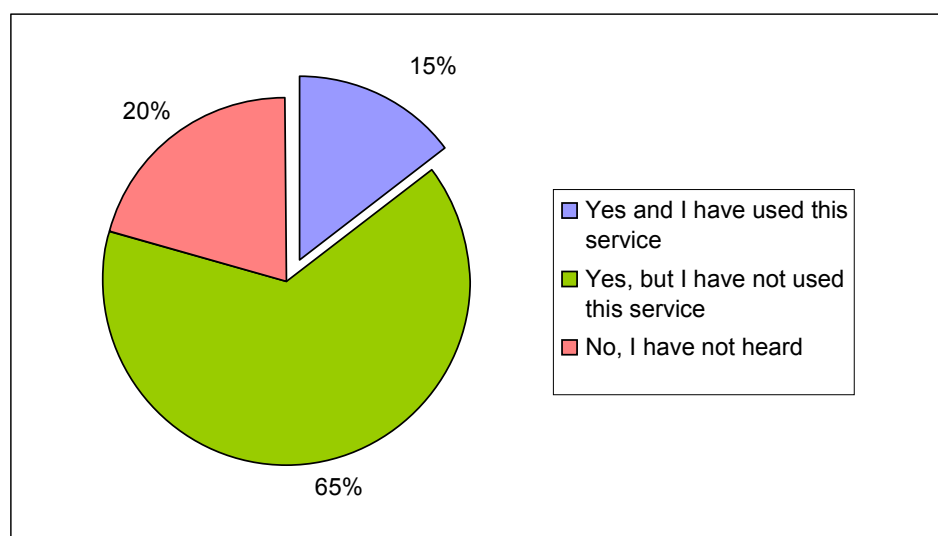


Figure 5: Patient and visitor use of the free Shuttle Bus

Only 15% of the patients and visitors surveyed have used the Shuttle Bus. Another 65% of patients and visitors are aware of the service, but have not used it. The reason for this may be that there is no need for either the patient or the visitor to travel between sites. Again, as staff will conduct the journey more frequently than patients and visitors, it may be the case that patients and visitors are unaware of the timetable or of the Shuttle Bus.

From the general comments question at the end of the survey, apart from the subject of the Shuttle Bus, there were two common responses. The first was that there are inadequate public transport routes serving the Merseyside area travelling to Whiston Hospital, which will account for the high proportion of people that travel by car. The second however, was that better parking facilities were needed. The range of comments regarding car parking included: the need for more car parking spaces, and the need for more car parking spaces to be situated closer to the hospital.

8 Comparison of 2007 and 2009 Staff Travel Survey Results

8.1 Staff Travel Survey

In November 2007 a staff travel survey was conducted at both St Helens Hospital and Whiston Hospital for the development of the Travel Plan for the new St Helens Hospital which opened in November 2008. The survey was conducted at both sites because a number of staff would be moving sites and so an accurate picture of staff travel patterns that were based at St Helens was required.

It is beneficial to the development of this Travel Plan to examine the results from the staff travel survey conducted in 2007 for staff staying on the Whiston site and compare them with the results from the 2009 survey. This will give an indication as to any staff travel patterns that are prevalent in both 2007 and 2009, but also identify any change in travel habits which may influence the Travel Plan.

It should be noted that the two surveys were conducted at different times of the year, one in November and one in June which may influence the results. In general, the weather will be better in June than November which may encourage people to walk or cycle to work which would mean that these results have a higher proportion of staff adopting these modes in June than in November.

8.1.1 Comparison of 2007 and 2009 Results

Table 6 show the modal split data for staff at Whiston Hospital in 2007 and 2009.

Mode	2007 Modal Split (%)	2009 Modal Split (%)
Walk	13.3	13.5
Bicycle	0.7	1.0
Moped/Motorcycle	0.4	0.2
Car Alone	68.6	68.6
Train	0.7	0.6
Bus	8.1	8.4
Car Share	6.0	6.1
Other	2.2	1.6

Table 6: Modal split data for staff in 2007 and 2009

Figure 6 shows the difference in modal split proportions between the 2007 and the 2009 results.

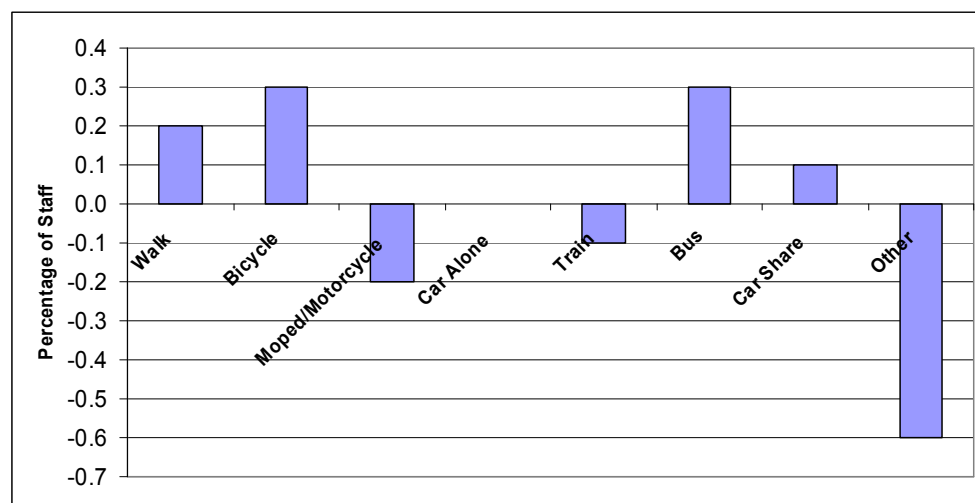


Figure 6: Modal split difference between 2007 and 2009 data

There has been a slight increase in the number of staff who walk to work, who travel in a multi occupancy vehicle and by bus since the 2007 survey was conducted which is encouraging as these are all sustainable modes of transport. However, the number of people that cycle to work has increased by 0.3% which could be attributed to the time of year the 2009 survey was conducted. However, the level of single occupancy car journeys has stayed the same and it is discouraging, especially given the time of year that the proportion of staff travelling by this mode has not decreased since the survey in 2007.

A question on the 2009 survey asked staff if they had completed the 2007 survey, had their travel habits changed. Of the staff that had answered the 2007 survey, the majority said their travel habits had not changed. However, 20% of staff said that they use the Shuttle Bus more for trips between sites and 10% of staff said that they has changed their travel habits due to completing the 2007 survey and contemplating how they travel to work.

It is encouraging to see that single occupancy car use among Whiston staff has not increased; however, this could be down to a number of factors other than behaviour changes, such as staff leaving or relocating.

8.2 Patient and Visitor Survey Results

The patient and visitor survey was conducted at the same time as the staff surveys in 2007. Again, it should be remembered that the 2007 and 2009 surveys were conducted in different months of the year and so could lead to a variation in results.

8.2.1 Comparison of 2007 and 2009 Results

Table 7 shows the modal split results for the 2007 and 2009 patient and visitor surveys:

Mode	2007 Modal Split (%)	2009 Modal Split (%)
Car	74.5	70.3
Bus	15.2	17.2
Bicycle	0	0.7
Train	0.5	0
Walking	4.1	8.3
Other	5.7	3.5

Table 7: Patients and visitor modal split data for 2007 and 2009

Figure 7 demonstrates the difference in modal split between the 2007 and 2009 survey results.

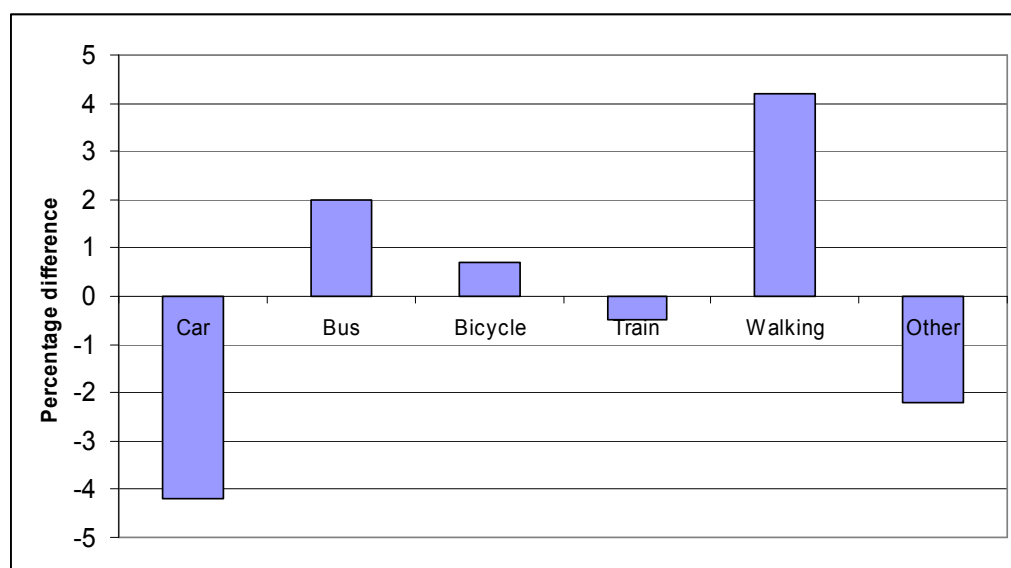


Figure 7: Modal split percentage differences between the 2007 and 2009 survey results

The modal split has shifted considerably as car use has decreased by over 4% whereas walking to the Hospital has increased by the same percentage. However, this may be due to the time of year the surveys were taken. The 2009 survey was conducted in June which usually has more favourable walking conditions than November which was when the 2007 survey was conducted. The percentage of patients and visitors travelling to the Hospital by bus and bicycle has increased since 2007, whereas the percentage of patients and visitors accessing the Hospital by train have decreased.

A possible reason for the decrease in patients and visitors travelling to Whiston Hospital by car could be the car parking facilities. The main response to the general comments question on both the 2007 and 2009 survey was that there were inadequate car parking facilities for patients and visitors. This may deter some patients and visitors from travelling to the Hospital by this mode, if there is a feasible alternative available to them.

9 Targets and Objectives

The Whiston Hospital Travel Plan must have targets and objectives that are quantifiable and measurable over time, as a means of assessing whether the methods implemented to influence travel behaviour amongst staff, patients and visitors have been successful. These must be ambitious enough to provide operators with the incentive to make every effort to achieving a significant change in travel patterns, yet still be realistic and achievable.

Targets and objectives are set out below. The targets are specific, numeric values with a set date by which to obtain or exceed the level stated. Objectives are less specific, though of equal importance, and discuss the overriding principles behind the targets.

In order to produce the most robust and effective Travel Plan for Whiston Hospital a brief review of other relevant hospital travel plans was undertaken. They included, St Helens Hospital and Newcastle-upon-Tyne NHS Foundation Trust Hospitals. The information gleaned from this research should highlight what initiatives have worked and which haven't and subsequently help inform the development of the targets and objectives for the Whiston Hospital Travel Plan.

9.1 St Helens Hospital Experience

The Travel Plan for St Helens Hospital has been in place for just under 9 months. The Travel Plan targets and objectives are due to be reviewed in November 2009 and for this reason no modal split data is available. However, through discussions with the Trust, they were able to identify some of the initiatives that were already proving successful.

A target for the St Helens Travel Plan was to re-timetable the free Shuttle Bus that runs between the two sites so it provides a more regular service for staff, patients and visitors. This has proved to be a great success as staff use this service rather than driving between the two sites. However, greater promotion of the service is required as it is not widely used by patients and visitors due to the fact that timetable information is not prominently displayed or readily available. As a consequence, potential users of the service are unaware of it.

In light of the improved Shuttle Bus service, management of the Trust have restricted the use of taxis between sites for staff. A taxi can only be used for between site trips in exceptional circumstances. This has reduced the number of taxi rides conducted between the sites each day and will also save the Trust money. As this condition was only implemented in July, no data is available regarding the value of these savings.

As the Travel Plan has been in place for only a short while there is no data available to demonstrate if there has been a modal shift by staff, patients and visitors travelling to the Hospital. It is therefore difficult, at this time, to judge how effective the initiatives put in place have been.

9.2 Newcastle-upon-Tyne Hospitals

David Malone is the Travel Plan Officer for the Newcastle-upon-Tyne Hospitals NHS Foundation Trust. David has had great success encouraging a modal shift from staff, patients and visitors and was contacted to discuss what initiatives he put in place to achieve such a shift.

The conversation centred mainly on the provision and cost of car parking because if there is too much at too low a price, then people will not be encouraged to travel by another mode of transport.

In the Newcastle Hospitals (Freeman and Royal Victoria Infirmary) staff are granted a parking permit if they meet certain criteria, which include living a certain distance away from the hospital and not living in proximity to major public transport routes. The car parking permits are then charged out so that over the year, the cost of the permit outweighs the cost of the parking space including maintenance, lighting CCTV use, salary of car parking

attendants and land value. The Trust are not subsidising travel costs for those who travel to work by car. An argument for not subsidising car parking spaces is that if the Trust were to subsidise the cost of parking then they should also subsidise the cost of public transport travel for those who do not drive.

Other points that were raised during the discussion included:

- Compound storage for bicycles is a lot more appealing to cyclists as they are more secure than cycle stands;
- Season ticket loans and cycle loans are essential to encourage staff to travel by public transport or to cycle to work; and
- A dedicated Travel Plan Coordinator is vital for the success of the Travel Plan.

9.3 Staff Travel Plan Targets

- To reduce the overall number of sole-occupancy vehicles trips to Whiston Hospital within 2 years from opening. **Target Rate – 60%.**
- To double the number of people using bicycle as their principal means of transport within 2 years from opening. **Target Rate – 4%.**
- To increase use of public transport as a principal means of transport within 2 years of opening. **Target Rate – 13%.**
- To maintain levels of walking at **13.5%** within 2 years of opening. **Target Rate – 13.5%.**
- To increase car sharing levels within 2 years of opening. **Target Rate – 10 %.**
- This leaves **1.5%** to account for motorcycles and "other".
- The net result of these measures, would be a reduced number of staff vehicles accessing Whiston Hospital from 717 vehicles per 1,000 employees (assuming the car sharing ratio is two per vehicle), to 650 – a reduction of 67 vehicles per 1,000 people or 6.7% (both current and projected figures exclude "other" modes, such as motorbikes or taxis) within 2 years of opening.

9.4 Staff Travel Plan Objectives

- To establish a car-sharing scheme on the Trust's intranet site within 6 months of opening. The system will be promoted to all existing staff and all new staff at recruitment, to make them aware of the facility. During the first few months of implementation of the Travel Plan, www.MerseyCarShare.org will be promoted until an in house system has been developed. This will be launched, with appropriate promotion to staff. **Target date – July 2010.**
- To promote the free Shuttle Bus, with the intention that at least half of all inter-site trips are made using it within 12 months of opening. **Target Rate – January 2011.**
- Look into the possibility of introducing a season ticket loan scheme, whereby interest-free loans for the purchase of a public transport season ticket is provided and then deducted, pro-rata, from staff salaries each month. **Target Date - December 2011.**
- Continue discussions with bus operators to improve public transport accessibility and to maximise the potential use of buses by staff members. To promote the integration of transport modes, potentially by rescheduling bus timetables to connect directly with incoming rail services.
- To try and discourage staff, patients and visitors from informally parking on the surrounding residential streets by raising awareness of this issue.

9.5 Patient and Visitor Travel Plan Targets

- To double cycling levels within 2 years of opening. **Target Rate – 2%.**
- To increase public transport use within 2 years of opening. **Target Rate – 20%.**

9.6 Patient and Visitor Travel Plan Objectives

- To increase awareness of public transport options, by improving marketing and promotion of these services. As with the staff objectives above, this could include potential interlining connections between bus and rail services.
- To provide a better, up to date website that will clearly advocate the use of public transport with clear directions showing how to reach the Hospital using sustainable modes of transport.
- To ensure that there is up to date public transport information provided in all outpatient appointment letters.
- To encourage walking to the site for local patients, by means of advertising the health and environmental benefits of doing so.
- To try and discourage staff, patients and visitors from informally parking on the surrounding residential streets by raising awareness of this issue.

9.7 Discussion

The targets and objectives outlined in Section 9.3 to 9.6 are intended to maximise the efforts made by the Trust to encourage more sustainable transport needs, without setting unrealistic, unachievable ones. Whiston Hospital is served by a number of bus routes; however, connectivity with the rail network is poor due to the location of the Hospital in relation to Prescott Station and the nature and quality of the pedestrian links serving it. For this reason, public transport use is consolidated into a single combined bus/rail target.

Whiston Hospital already has a high proportion of staff who walk to work, so for this reason the main objective is to at least maintain this level and review it in two years, with the view to raising it if possible. In contrast, a very small proportion of staff cycle to work, but this may be due to the current cycling facilities. The new Whiston Hospital has been designed with showers and changing facilities as well as secure cycle lock ups. It is therefore envisaged that, with the right promotion, more staff will be encouraged to cycle to work. The target for cycling reflects this.

Overall, the main target is to reduce the proportion of people driving alone – amongst staff, patients and visitors. The initial targets, to be achieved within the first 24 months of operation, are simply the initial figures to be reached. Targets will be revised for future years as the Travel Plan continues and the full scale of the situation becomes apparent.

9.8 Potential Measures

- To re-route or lengthen the operational hours of the day of existing bus services, or add additional bus services to enhance the accessibility of the hospital.
- To integrate bus services more closely with rail timetables.
- To provide legible, comprehensive pedestrian and cycle signage to and from the Hospital to Whiston town centre and the nearby rail stations.
- To provide, and maintain, up-to-date public transport, walking and cycling maps and information. The information points, to be installed by Cityspace, will be displayed in a location accessible to all visitors, staff and patients in the main entrance of the Hospital.
- To provide a freephone direct link with local taxi firms within the main entrance of the hospital, in close proximity to the information point.

9.9 On-going Issues

9.9.1 Public Transport Use

The most effective options available for improving the use of public transport lie within the dual approaches of improving bus connectivity to and between sites, and more effective promotion and marketing of all the services available. However, it is accepted that all bus operations are subject to commercial viability pressures and therefore any alterations to services – such as re-routeing, the introduction of additional vehicles or new routes – must be commercially viable, unless Merseytravel are prepared to partially/fully support them as socially necessary services.

9.9.2 Car Parking

One of the principle reasons why many people choose to drive to and from work, apart from the convenience, is the availability of, and low the cost of using, parking spaces on site, especially staff.

Comments made by staff, patients and visitors at Whiston Hospital in both the 2007 and 2009 surveys explain how car parking facilities are poor mainly due to the fact that trying to find car parking spaces is perceived as difficult. The low charges associated with parking for staff, patients and visitors on site will not encourage people to seek an alternative mode of transport while they remain, due to the relatively low perceived cost to travel to and park at the Hospital by car. The low cost must to some degree negate the perceived difficulties in locating a space.

However, with the current level of demand for car parking spaces, this clearly exceeds on-site supply and has implications for local residents, the local community and the genuinely deserving car borne visitors/patients who, for disability reasons have fewer choices available to choose from. Even such deserving car travellers may be forced to park informally along residential streets a distance away from the Hospital.

Until car parking charges are reviewed by the Trust, and raised to a level which both covers the cost of provision and begins to act as a deterrent to casual use, this problem will continue.

10 Travel Plan Management and Implementation

10.1 Travel Plan Management

Upon opening of the facility, the Whiston Hospital Travel Plan will be managed by the Trust's Department of Service Development. The Travel Plan will be managed by the same team and in the same way as the St Helens Hospital Travel Plan.

The Travel Plan will be monitored on an ongoing basis by the Trust to ensure that the measures are implemented and that information available to both staff, patients and visitors is maintained and up to date.

10.1.1 Travel Plan Officer

The Travel Plan Officer (TPO) will be Andrea Turner, Strategic Planning Facilitator for St Helens and Knowsley NHS Trust. Andrea's contact details are 0151 430 1325
Andrea.Turner@sthk.nhs.uk

The TPO will head a Steering Group, set-up by the Trust, which will consist of various stakeholders and parties with interests in sustainable transport issues. It is recommended that the group consist of staff from within Personnel/HR, facilities management, marketing and strategic planning departments of the Trust, and all staff should be made aware of the Group's activities, and should be encouraged to contribute towards their discussions. The Group will meet at reasonable intervals – perhaps monthly or quarterly – to discuss ongoing issues, targets, objectives and developments.

10.2 Implementation

The new Whiston Hospital is scheduled to open in April 2010. The Staff Travel Information Packs will be prepared in October 2009, ready for distribution to all staff in November 2009. This timescale allows a month for any questions or queries staff may have regarding the Travel Plan and the associated initiatives and measures. Included in the Information Packs will be a summary of what the Travel Plan is including a description of the initiatives and why it is being implemented. The information will include details of the Bicycle Loans and how they can be taken up. A guide to upcoming events such as cycle to work week will also be contained within the pack.

In conjunction with the distribution of the Staff Information Packs, awareness will be raised about the Travel Plan with posters around the Hospital leading up to a launch event on the day of implementation. Thereafter, a newsletter will be produced regularly for all staff detailing promotional events past and present, progress of the Travel Plan and related articles as well as highlighting the importance of any surveys that will be conducted in the near future. A simplified version of this will also be made available to patients.

The Travel Plan Officer, Andrea Turner, is responsible for implementing the St Helens Travel Plan, and will take on the Whiston Travel Plan prior to the Hospital's scheduled opening in April 2010. The resources and budget of the Travel Plan will operate under the remit of the Trust.

11 Monitoring and Review

Below is a provisional timetable detailing the implementation / monitoring procedures for the Whiston Hospital Travel Plan. The targets will be reviewed every two years by means of a full staff travel survey and revising the targets accordingly. However, in order to fully monitor the Travel Plan and ensure its success, every year a snap shot survey will take place which will primarily concentrate on the mode of transport used to travel to and from the hospital. The results from the snap shot survey will allow the targets to be monitored regularly and if necessary corrective action can be taken if the targets are not being met successfully.

The number of bicycle loans that are taken up can be used to assist in continually monitoring the number of staff cycling to work. Other factors such as the number of cycle spaces utilised on a daily basis, the number of staff members that have joined the Bicycle Users Group and the number of staff parking permits can give an indication if the targets will be successfully met and where action can be taken should it be necessary.

Date	Activity
September 2009	Travel Plan approval from Knowsley Metropolitan Borough Council
January 2010	Implementation and raising awareness of Whiston Hospital Travel Plan to staff, patients and visitors
April 2010	Scheduled opening of Whiston Hospital
October 2010	Snap Shot Survey conducted and review of targets and objectives. Report to be submitted to KMBC
November 2011	Full Travel Plan target review (every two years thereafter). Report to be submitted to KMBC

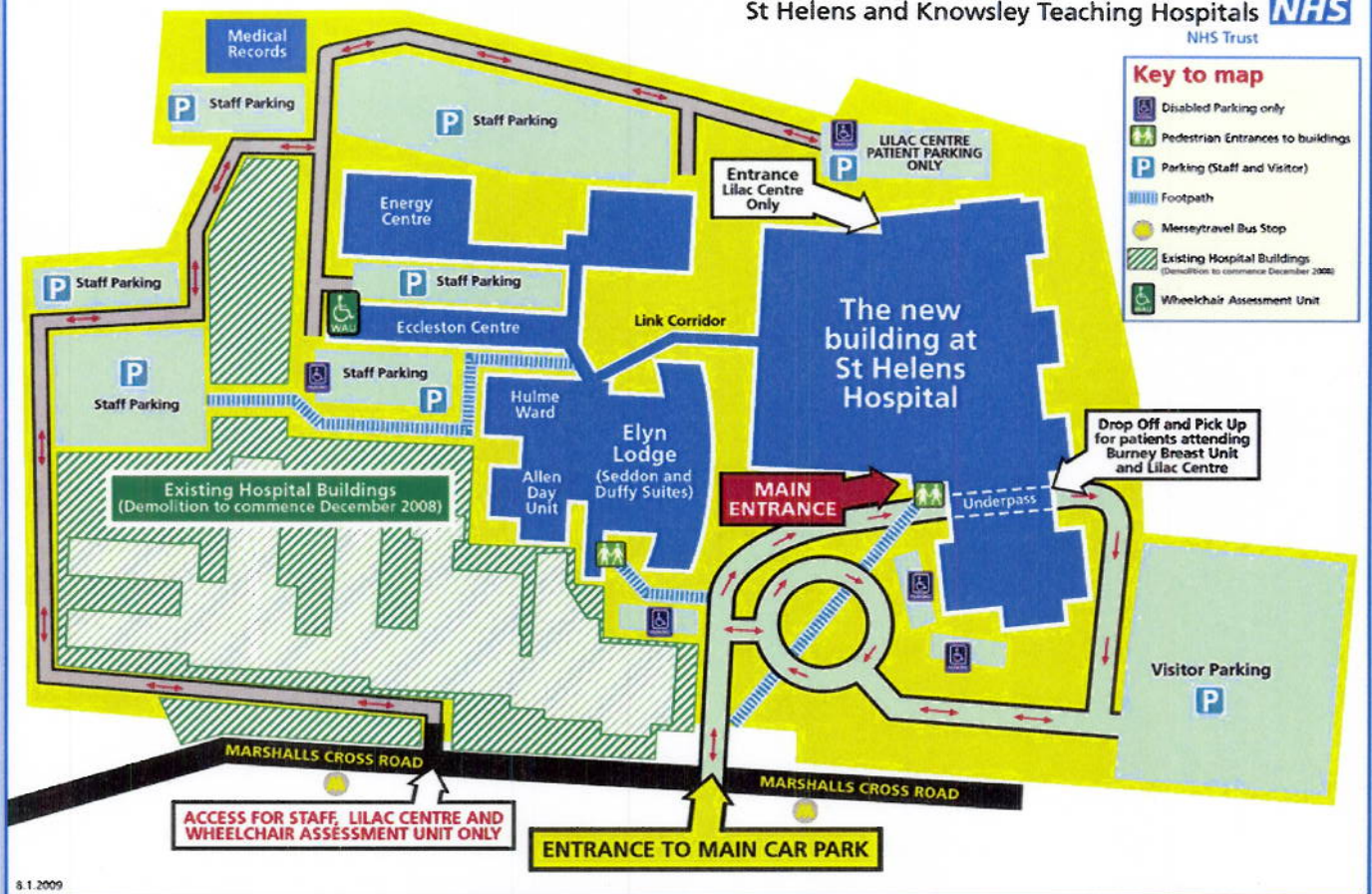
Table 8: Travel Plan monitoring programme

Appendix A

Outpatient Letter

Site map

St Helens and Knowsley Teaching Hospitals **NHS**
NHS Trust



- Please follow signposts upon arrival for permitted drop off and pick up zones.
- Disabled car parking is available for blue badge holders as indicated on the map.
- Please park in the designated visitors car park.
- Car parking charges will apply. Payment is made on foot before you return to your vehicle - please make sure you have enough money.

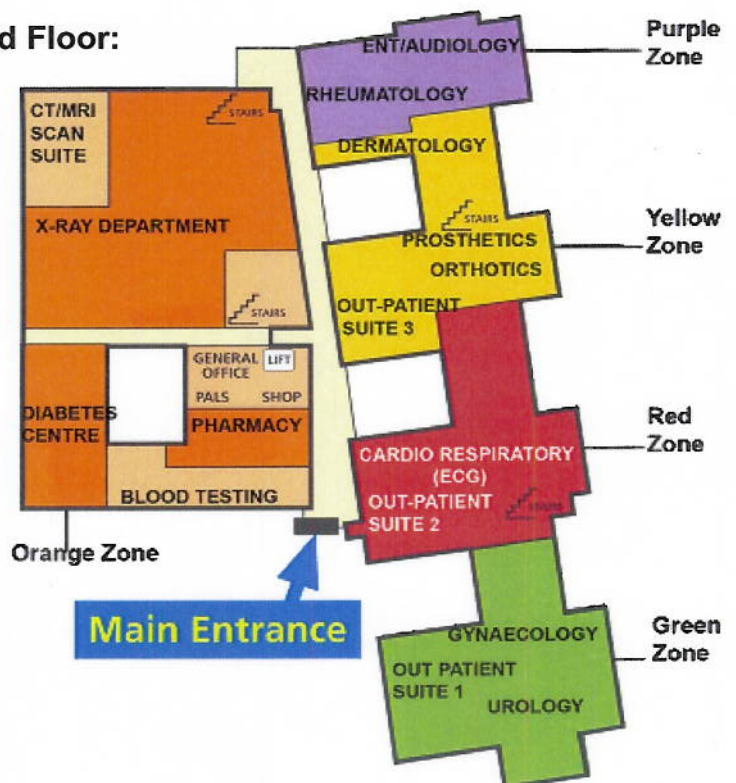
Bus Route:

No. 32,32a,33,35,17,137,138 are available from St Helens Town Centre and drops off outside St Helens Hospital.

For further up to date information, please contact:

- National Rail Enquiries: 08457 484950
- Arriva Bus: 0870 6082608
- Traveline: 0871 200 2233
- www.merseytravel.gov.uk

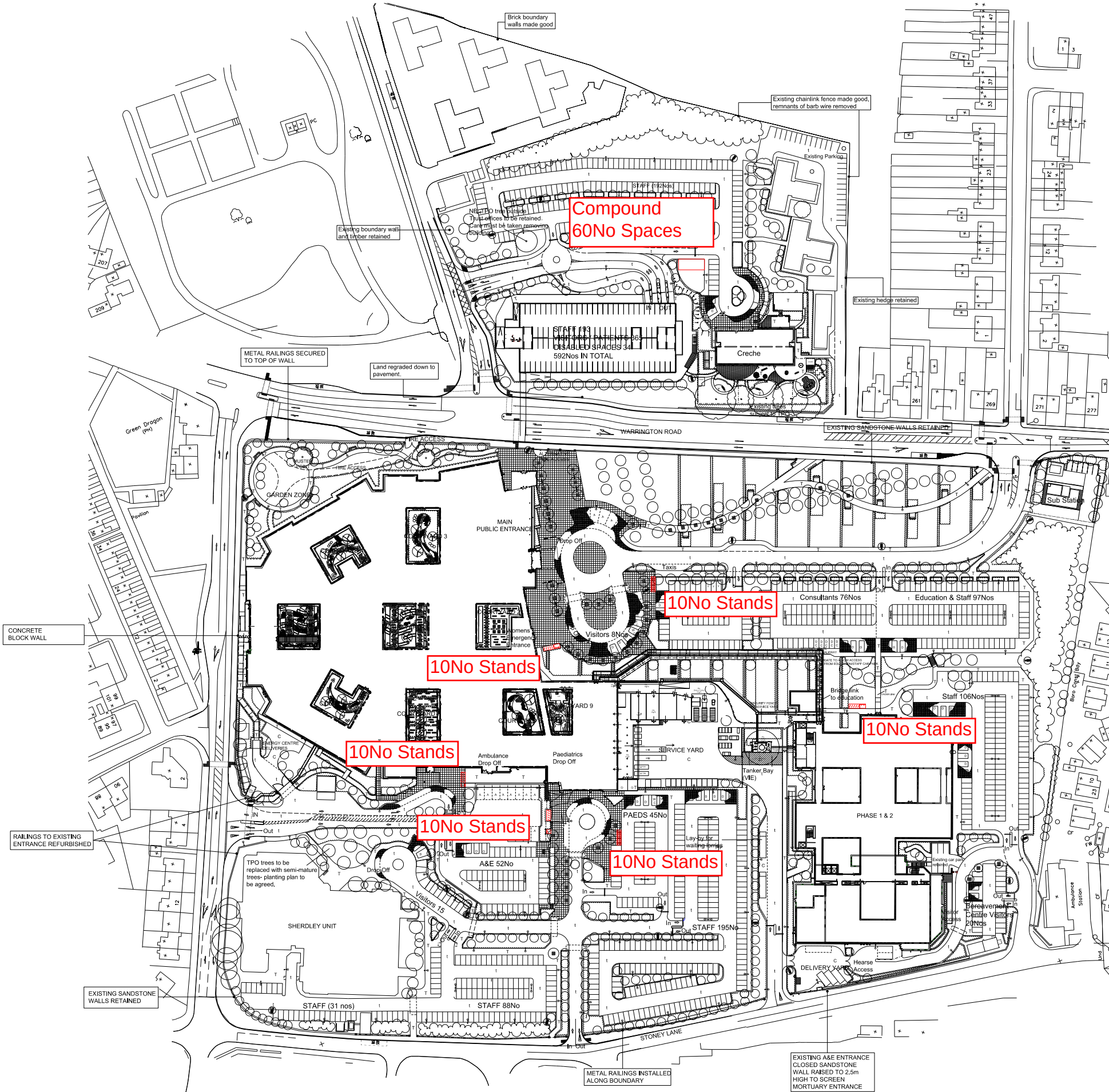
Ground Floor:



Appendix B

Cycle Parking Provision

NOTE THE PROPERTY OF THIS DRAWING AND DESIGN IS VESTED IN (DESIGNER) AND MUST NOT BE COPIED OR REPRODUCED IN ANY WAY WITHOUT THEIR WRITTEN CONSENT



- LEGEND
- EXISTING TREES
 - MAIN AVENUE & SPECIMEN TREES
 - AVENUES
 - TREES IN GRILLES
 - GROUPS OF TREES / SCREEN PLANTING
 - SHRUBS
 - HEDGES
 - GRASS
 - RED TARMAC TO ENGINEERS SPECIFICATION
 - DECORATIVE PAVING COMBINATION OF STONE PAVING AND QUALITY CONCRETE SLAB PAVING WITH FEATURE BANDING
 - RETAINING WALLS
 - CYCLE STANDS & MOTORCYCLE STANDS
 - DISABLED PARKING SPACE
 - VOLUNTEER SPACE
 - AMBULANCE PARKING
 - WOMEN AND CHILD PARKING
 - DOCTOR ON CALL PARKING
 - TARMAC FOOTPATHS
 - TARMAC ROADS BY OTHERS
 - CONCRETE AREAS BY OTHERS
 - RED TARMAC
 - LOW WALL FOR SEATING TO CRECHE
 - LOW RAISED PLANTERS TO CRECHE
 - FENCING
 - STORAGE SHED TO CRECHE
 - PERGOLA
 - POSITION SAFETY SURFACING TO CRECH - SUPPLIED BY TRUST
 - PROPOSED PLAY EQUIPMENT TO CRECHE - SUPPLIED BY TRUST
 - LIGHT COLUMNS- SINGLE AND DOUBLE
 - CCTV
 - PAY ON FOOT MACHINE
- EXACT LOCATION OF TREES TO BE CONFIRMED
- LAYOUT TO BE CO-ORDINATED WITH COMBINED SERVICE INFORMATION

PLANTING PROPOSALS FOR SECURE BY DESIGN

Security to the boundary fencing will be enhanced with the planting of thorny shrubs such as Crataegus monogyna (hawthorn), Pyracantha (frethorn) and Berberis species (barberry). Within the site, thorny shrubs will be used to deter unwanted access and further improve security.

KEY PLAN

1) Working at Heights: Risk of staff/personnel falling, & risk in supplying & using materials at heights.
2) Hazardous Materials: Some materials used may cause respiratory injuries or skin diseases.
3) Manual Handling: Musculo-skeletal injuries may occur without correct handling procedures.
4) Thumping/Feeding: Risk of injury or damage to staff/public and property during operations. Codes of practice must be followed.
5) Maintained Access to Site: Risk to vehicles & pedestrians as the bulk of the hospital site will be required to remain in operation throughout the construction phase.
6) Work adjacent to roads: Risk of collision with vehicles for maintenance staff. Codes of practice and barriers to be used.

1) Working at Heights: Risk of staff/personnel falling, & risk in supplying & using materials at heights.
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Construction Risks Maintenance/Cleaning Risks Demolition/Adaptation Risks

In addition to the hazards/risks normally associated with the types of work detailed on this drawing take note of the above.
It is assumed that all works on this drawing will be carried out by a competent contractor working, where appropriate, to an appropriate method statement.

SAFETY HEALTH AND ENVIRONMENTAL INFORMATION BOX

NOTES

REV	COMMENT	DR	CH	AP	DATE
VP	JEF				APRIL 04

SCALES @ A1
1:1000

ISSUING OFFICE
PROJECT NUMBER
LP1521

CLIENT APPROVAL

A - APPROVED	B - APPROVED WITH COMMENTS	C - AMMEND WITH COMMENTS AND RE-SUBMIT	D - DO NOT USE

STATUS
S3

PURPOSE OF ISSUE
INTERNAL REVIEW

PROJECT
WHISTON HOSPITAL

Cycle Parking Provision:
60No Stands
1 Compound of 60No Spaces

St Helens and Knowsley Hospitals NHS Trust

NewHospitals
New Directions in Healthcare Facilities

DRAWING NUMBER
WH-FL-WS-ZZ-DR-L-940001

REV
P24

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Appendix C

Staff Travel Survey

STAFF TRAVEL SURVEY
Win a £20 High Street Voucher

Complete the following survey to help develop the Whiston element of the Trusts Green Travel Plan and be entered into the **FREE** prize draw.

St Helens & Knowsley Hospitals are developing a Travel Plan in order to improve the travel options available for staff when travelling to and from both hospital sites. Your involvement in developing the Travel Plan is important to us and we ask that you spare a few minutes to complete this questionnaire.

If you have any comments or suggestions regarding this please contact Andrea Turner – Strategic Planning Facilitator - Service Development, Project Office, Delph Lane, Whiston Hospital.

Email: andrea.turner@sthk.nhs.uk

Telephone: 0151 430 1325.

1) Did you complete a similar Staff Travel Survey in December 2007?

Yes ☐

No ☐

Comments

2) If the answer to question 1 is yes, please comment on how your travel patterns have changed since December 2007 – if at all.

Comments

3) What is your full home postcode?

.....
This information will not be used to identify your individual address, but will be used to understand where our staff come from within the borough and beyond

4) How far do you currently travel to work?

- | | | | |
|--------------------------------|--------------------------|----------------------------------|--------------------------|
| Up to 1 mile | ☐ | Over 5 miles and up to 10 miles | ☐ |
| Over 1 mile and up to 2 miles | ☐ | Over 10 miles and up to 20 miles | ☐ |
| Over 2 miles and up to 5 miles | ☐ | Over 20 miles | ☐ |

5) How long does it currently take you to travel to work?

- | | | | |
|---------------|--------------------------|-----------------|--------------------------|
| 0-15 minutes | ☐ | 61-90 minutes | ☐ |
| 16-30 minutes | ☐ | Over 91 minutes | ☐ |
| 31-60 minutes | ☐ | | |

6) Which of the following is the main type of transport you use to travel to work?

- | | | | |
|-------------------|--------------------------|------------------|--------------------------|
| Car on your own | ☐ | Train | ☐ |
| Car (with others) | ☐ | Foot | ☐ |
| Bus | ☐ | Motorcycle/Moped | ☐ |
| Bicycle | ☐ | | |

Other (please specify).....

7) Do you have a disability that means you have to use a particular type of transport?

Yes ☐

No ☐

8) If you use the car to travel to work what is the main reason for this use?

- Car essential to perform job ☐
- I get a lift ☐
- Dropping/ collecting children etc ☐
- Convenience ☐
- No direct bus route ☐
- Lunchtime errands ☐
- After-work commitments ☐
- Other (please specify).....

9) If you use the car to travel to work, where do you usually park?

- Whiston Multi-Storey ☐
- Whiston Other ☐
- Delph Lane Car Park ☐
- St Helens Hospital ☐
- Paid parking off site ☐
- Un-paid parking off site e.g. (local residential roads) ☐

10) Do you normally work?

- Out of hours e.g. night or shifts ☐
- Normal working hours (9 am – 5 pm) ☐
- Flexible working hours ☐
- Other (please specify).....

11) Are you aware of the provision of a free shuttle bus service between St Helens and Whiston Hospital sites?

Yes ☐

No ☐

Comments

If the answer is yes, have you ever used this service?

Yes, frequently ☐ (at least once per week)

Yes, sometimes ☐ (less than once per week, but more than once or twice)

Yes, rarely ☐ (once or twice only)

No ☐

12) Do you have any comments regarding your travel to work patterns, or the provision of transport already at Whiston Hospital?

Comments

If you would like to enter the prize draw for one of 5 prizes consisting of a

£ 20 HIGH STREET GIFT VOUCHER

These can be used in most Major High Street Stores

Please complete your details below.

Name

Phone no

E-mail

Excellent Patient Care in World Class Hospitals

Due to the high volume of manpower required to manually input this information all questionnaires should be completed electronically.

If it is not possible to complete the survey electronically please return all hard copies to;

Service Development Department
Project Office
Delph Lane,
Whiston Hospital.

**THANK YOU FOR YOUR PARTICIPATION
YOUR VIEWS AND COMMENTS WILL HELP US TO IMPROVE
OUR SERVICES**

Appendix D

**Spatial Distribution of
Staff**

Whiston Hospital Travel Analysis (Staff) - July 2009



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Appendix E

**Patient and Visitor
Travel Survey**

PATIENT/ VISITOR TRAVEL SURVEY

Win a £20 High Street Voucher

Complete the following survey to help develop the Whiston element of the Trusts Green Travel Plan and be entered into the **FREE** prize draw.

St Helens & Knowsley Hospitals are developing a Travel Plan in order to improve the travel options available for staff when travelling to and from both hospital sites. Your involvement in developing the Travel Plan is important to us and we ask that you spare a few minutes to complete this questionnaire.

If you have any comments or suggestions regarding this please contact Andrea Turner – Strategic Planning Facilitator - Service Development, Project Office, Delph Lane, Whiston Hospital.

Email: andrea.turner@sthk.nhs.uk

Telephone: 0151 430 1325

1) What is your full home postcode?

.....
(This information will not be used to identify your individual address, but will be used to understand where our patients and visitors come from within the borough and beyond.)

2) How did you travel to the Hospital today?

Car ☐

Bus ☐

Bicycle ☐

Train ☐

Walking ☐

Taxi ☐

Ambulance ☐

Motorcycle/Moped ☐

Other (please specify)

3) Do you have a disability which means you have to use a particular type of transport?

Yes ☐

No ☐

Comments

4) Are you aware of the free shuttle-bus service between Whiston and St. Helens Hospital sites provided for both patients and visitors by the Trust?

Yes, and I have used this service ☐

Yes, but I have not used this service ☐

No ☐

Comments

5) Are you aware of travel cost support that the Trust offers for our patients who receive benefit support

Yes ☐

No ☐

Comments

6) Do you have any suggestions on how we could improve the current transport provision to Whiston Hospital?

.....

.....

.....

.....

.....

If you would like to enter the prize draw for one of 5 prizes consisting of a

£ 20 HIGH STREET GIFT VOUCHER

These can be used in most Major High Street Stores

Please complete your details below.

Name

Address

Telephone no

THANK YOU FOR YOUR PARTICIPATION
YOUR VIEWS AND COMMENTS WILL HELP US TO IMPROVE OUR SERVICES

Excellent Patient Care in World Class Hospitals

Appendix F

Spatial Distribution of Patients and Visitors

Whiston Hospital Travel Analysis (Patients) - July 2009



Our Locations

Birmingham

2 The Wharf
Bridge Street
Birmingham
B1 2JS
T. 0121 643 4694
birmingham@curtins.com

Bristol

Quayside
40-58 Hotwell Road
Bristol
BS8 4UQ
T. 0117 302 7560
bristol@curtins.com

Cambridge

50 Cambridge Place
Cambridge
CB2 1NS
T. 01223 631 799
cambridge@curtins.com

Cardiff

3 Cwrt-y-Parc
Earlswood Road
Cardiff
CF14 5GH
T. 029 2068 0900
cardiff@curtins.com

Douglas

Varley House
29-31 Duke Street
Douglas
Isle of Man
IM1 2AZ
T. 01624 624 585
douglas@curtins.com

Dublin

11 Pembroke Lane
Dublin 2
Ireland
T. 00353 1 507 9447
dublin@curtins.com

Edinburgh

1a Belford Road
Edinburgh
EH4 3BL
T. 0131 225 2175
edinburgh@curtins.com

Glasgow

Queens House
29 St Vincent Place
Glasgow
G1 2DT
T. 0141 319 8777
glasgow@curtins.com

Kendal

28 Lowther Street
Kendal
Cumbria
LA9 4DH
T. 01539 724 823
kendal@curtins.com

Leeds

Rose Wharf
Ground Floor
Leeds
L29 8EE
T. 0113 274 8509
leeds@curtins.com

Liverpool

51-55 Tithebarn Street
Liverpool
L2 2SB
T. 0151 726 2000
liverpool@curtins.com

London

40 Compton Street
London
EC1V 0BD
T. 020 7324 2240
london@curtins.com

Manchester

Merchant Exchange
17-19 Whitworth Street West
Manchester
M1 5WG
T. 0161 236 2394
manchester@curtins.com

Nottingham

56 The Ropewalk
Nottingham
NG1 5DW
T. 0115 941 5551
nottingham@curtins.com