



# TRAVEL LINK

**SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL  
TRAVEL FOR WORK PLAN 2008-11**

**May 2008 Version 5**

**TRAVEL LINK: SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL  
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**Contents**

				<b>Page</b>
	<b>i</b>	<b>Brief Summary</b>		<b>3</b>
	<b>ii</b>	<b>Executive Policy Statement</b>		<b>4</b>
<b>1</b>		<b>Introduction</b>		<b>5</b>
<b>2</b>		<b>Roles and Responsibilities</b>		<b>9</b>
<b>3</b>		<b>Current Travel Patterns, Travel Issues and Site Assessment</b>		<b>10</b>
<b>4</b>		<b>Travel Surveys</b>		<b>17</b>
<b>5</b>		<b>Vision and Objectives</b>		<b>22</b>
<b>6</b>		<b>Targets</b>		<b>23</b>
<b>7</b>		<b>Actions</b>		<b>26</b>
<b>8</b>		<b>Monitoring and Evaluation</b>		<b>40</b>
<b>9</b>		<b>Resources</b>		<b>41</b>
<b>10</b>		<b>Further Information</b>		<b>43</b>
		<b>Appendices</b>		
<b>A</b>		<b>Location of site</b>		<b>44</b>
<b>B1</b>		<b>SCDC Employee Survey</b>	<b>February 2008</b>	<b>45</b>
<b>B2</b>		<b>SCDC Employee Survey Report</b>		<b>53</b>
<b>C1</b>		<b>SCDC Councillor Survey</b>	<b>March 2008</b>	<b>60</b>
<b>C2</b>		<b>SCDC Councillor Survey Report</b>		<b>68</b>
<b>D1</b>		<b>SCDC Visitors Survey</b>	<b>January to April 2008</b>	<b>73</b>
<b>D2</b>		<b>SCDC Visitor Survey Report</b>		<b>75</b>

## Brief Summary

Traffic congestion and pollution is an ever-increasing part of everyday life and it is taking longer, getting more expensive and proving more stressful for people to commute by car to and from work and on council business. Vehicle pollution is also causing health problems and is harming the natural environment. A Travel for Work plan includes a series of measures and policy objectives to reduce the environmental impact of travel by staff and others to workplaces and public buildings and their transport arrangements.

A review of the 2004 Travel for Work Plan has identified a number of actions that have either not been implemented effectively or regularly reviewed to ensure that the agreed objectives and targets were achieved following the council's relocation to Cambourne. In particular the target to reduce the number of lone driver journeys has not been met. Further the council's emerging role in terms of community leadership and 'place shaping' have placed new demands in terms of hosting major events, meetings and conferences.

The vision for the new Travel for Work Plan – Travel Link is:

*To promote a wide range of sustainable travel choices for our existing and future employees, councillors and visitors, in order to support their travel needs, reduce environmental impact from travel and to make the most efficient use of resources in delivering services to our customers and providing leadership to our local communities.*

The overarching aim is to achieve a lasting reduction in 'lone driver' car use (and thus CO<sub>2</sub> emissions) by staff and elected members to and from all council premises and other business related destinations whilst improving the accessibility of the Cambourne office for members of the public.

A number of actions have been identified that will contribute to meeting the following objectives that will help achieve this vision:

- to reduce the need for business travel
- to reduce the demand from staff and councillors for car parking at South Cambridgeshire Hall
- promote flexible and remote working to reduce the need to travel
- encourage bus use through increased publicity of existing and promote provision of new or additional services to and from Cambourne
- promote wider travel choice in partnership with other local employers working on travel plans in and around Cambourne and increase awareness of options and travel information to individuals

The Council's TFW Plan will be co-ordinated by a Travel for Work Steering Group that will comprise representatives from each of the key service area. This group will have the responsibility for ensuring the plan is delivered and will highlight any significant barriers to progress.

## **Executive Policy Statement**

There are many reasons for needing a Travel for Work (TfW) plan including:

- government policy direction on transport, health and pollution
- road congestion issues
- global problems such as Climate Change
- setting an example for local businesses in South Cambridgeshire
- South Cambridgeshire Hall car park management

In June 2000 the Council published its award winning first Travel for Work Plan (TfW) for its offices in Cambridge and Oakington. The plan, which was devised in response to the Government's requirement for local authorities to prepare green travel plans, set annual targets for demonstrating year on year improvements by reducing car use. It encouraged more car sharing and promoted the use of public transport and other sustainable forms of commuting.

This new plan focuses on what we can achieve following the relocation of the Council's headquarters to Cambourne in 2004. The plan also considers how the previous plan has progressed between 2004 and 2007 by referring to the results of recent surveys of staff, councillors and visitors in addition to the annual surveys undertaken by the Cambridgeshire Travel for Work (TfW) Partnership.

The plan will be actively progressed and monitored through regular meetings of a Travel for Work steering group that will be chaired by the Planning Services Portfolio Holder Councillor Nick Wright and supported by relevant officers from across the Council to ensure that the objectives and associated actions set out in the plan are delivered.

Greg Harlock  
Chief Executive.  
June 2008

## 1. Introduction

### 1.1 Background Information

Cambridgeshire is one of the fastest growing counties in the country. Whilst this brings with it economic growth and prosperity, it also increases the pressure on the county's infrastructure – in particular the transport network. Since 1990, the use of motorised transport in Cambridgeshire has increased at more than twice the national rate. The specific intensity of transport movements within South Cambridgeshire is reflected in the high carbon emissions arising from this sector (over 40% of the total for the district). The geography of this local area, as a ring of small settlements around the city of Cambridge, is a major influence upon this figure with many journeys to places of work or rail network stations in the city and beyond.

Traffic congestion and pollution is an ever-increasing part of everyday life and it is taking longer, getting more expensive and proving more stressful for people to commute by car to and from work and on council business. Vehicle pollution is also causing health problems and is harming the natural environment. These problems are likely to worsen unless significant action is taken.

As a result an increasing number of organisations are devising Travel for Work (TfW) plans. These plans include a series of policy objectives and measures to reduce the environmental impact of travel by staff and others to workplaces and public buildings and their transport arrangements. In addition the plan involves consultation and the collection of baseline information on more environmentally friendly forms of travel.

TfW's are important to both public and private organisations not only locally but across the UK. They form one element of a range of "smarter travel measures", such as school travel plans, travel awareness campaigns and personalised travel planning, which aim to encourage a reduction in car use and promote alternative forms of travel.

A TfW plan is essentially a package of measures, initiatives and promotions aimed at developing and encouraging sustainable travel. It aims wherever possible and practical to reduce the amount of people driving in favour of walking, cycling, public transport and car sharing as well as smarter and flexible ways of working. The benefits are numerous at an organisational, local and global level and include:

- increased health, fitness and productivity
- greater efficiency leading to cost-savings
- the potential for better work-life balance
- reduced amounts of traffic and congestion
- fewer impacts on the local environment, such as air pollution
- fewer impacts on the global environment, such as emissions of greenhouse gases.

## 1.2 Policy Context:

Nationally, the Government has introduced a number of policies and targets aimed at promoting sustainable forms of transport in the UK. The longer-term objectives include establishing an integrated transport system, dramatically reducing greenhouse gas emissions (principally expressed in terms of carbon dioxide) via the Climate Change Bill and encouraging the development and wider use of fuel efficient and cleaner vehicles.

The Government is seeking to:

- place the UK on a path to cut CO<sub>2</sub> emissions by at least 60% by 2050, with real progress by 2020
- reduce traffic congestion
- continually monitor and improve air quality
- ensure effective traffic management and smarter travel measures (e.g. green travel plans) are introduced at a regional and local level
- promote cycling

At the local level, Cambridgeshire County Council has the statutory requirement to help deliver these national targets through its Local Transport Plan and other associated measures and also host's the countywide Travel for Work Partnership (to which the Council is a contributory Steering Group member).

The Council's TfW plan sits alongside and complements a number of other strategies, policies and plans (both internal and external) including:

- **Workforce plan and recruitment and retention policies** –the Council's approach to the resourcing, leadership, management, development, deployment, performance, culture and reward of the workforce
- **The Corporate Plan** and objectives and service priorities
- **Customer Service Strategy** – developing the way the Council delivers services to its customers in the most effective way.
- **Flexible Working Policy** – supporting employees to work in a flexible way (both in terms of place and time) to allow them to perform their roles most efficiently
- **Local Transport Plan** – the County Council's statutory plan to deliver a sustainable and integrated transport network for Cambridgeshire
- **The Nottingham Declaration** and Climate Plan, alongside previous LA21 principles now taken forward through the Sustainable Community Strategy
- **Local Development Framework (LDF) Core Strategy** –strategic objectives include:  
To locate development where access to day-to-day needs for employment, shopping, education, recreation, and other services is available by public transport, walking and cycling thus reducing the need to travel, particularly by private car
- **ICT Strategy** – support for the business requirements of the Council

A TFW plan should be a dynamic, flexible and evolving process intended to help the Council encourage its staff, councillors and others traveling to and from its headquarters in Cambourne and on council business within and outside the district to consider (and use!) more environmentally friendly forms of travel. It considers various incentives and disincentives, for example, car-sharing, promoting public transport, providing facilities that encourage walking and cycling, restricting the availability of on-site car parking and supporting alternative working practices (e.g. home/teleworking) that reduce the need to travel. As a parallel to this it should also reflect, as a matter of principle, corporate commitments to ensuring a more sustainable future for the district and encouraging residents and businesses to live and work today with tomorrow in mind.

### **1.3 Organisation context:**

South Cambridgeshire Hall is the Council's headquarters and is a new purpose built facility based on the Business Park in Cambourne, a new village development located 10 miles to the west of Cambridge. The building which is owned and managed by the Council opened in May 2004 when the Council relocated from its former offices in Hills Road and Station Road in central Cambridge and Water Lane, Oakington.

The building provides public access for the community and provides a range of key local services including housing, planning and environmental health functions and is therefore a destination for not only staff and councillors but visitors from partner organisations as well as members of the public. It is also, however, a significant journey generator, as many employees (and councillors) need to travel to other locations, for example, to make site and home visits, attend meetings at other venues in the district and beyond.

### **1.4 Reason for a Travel for Work Plan for South Cambridgeshire District Council**

The Council published its award winning first Travel for Work Plan in June 2000 and this was updated following the office relocation to Cambourne from Cambridge in May 2004. However, a desk top review of the 2004 Travel for Work Plan has identified a number of actions that have either not been implemented effectively or regularly reviewed to ensure that the agreed objectives and targets are achieved. In particular the target to reduce the number of lone driver journeys to South Cambridgeshire Hall at Cambourne has not been met. The imbalance between supply of and demand for car parking spaces at South Cambridgeshire Hall has been a constant issue since the offices were first occupied in May 2004. Further the council's emerging role in terms of community leadership and 'place shaping' have created new demands on car parking in terms of hosting major events, meetings and conferences.

The current position in relation to Travel for Work and related car parking issues led to Cabinet agreeing in September 2007 to the investigation of other short term and long term parking solutions with associated resource issues in terms of both staffing and financial implications. At the same

time a new Travel for Work Plan has been developed that can offer longer term options to meet agreed objectives in relation to sustainable travel to and within the organisation.

The council is a Steering Group member of the Cambridgeshire Travel for Work (TfW) Partnership and as part of its membership has a commitment to develop and review a travel for work plan principally for its Cambourne headquarters but many of the initiatives can be applied to employees based at other Council sites including its Waterbeach depot and sheltered housing schemes.

Also as part of the planning permission for South Cambridgeshire Hall a TfW plan needs to be developed for the site that is consistent and integrated with the TfW plan for the wider Cambourne Business Park. As owners and managers of the building the Council is the lead organisation for its own travel plan – however, the support of other partners located on the Business Park and other major employers within Cambourne, including the County Council and Primary Care Trust (PCT) is vital for the plan to be successful.

Details of the Cambridgeshire County Council travel for work strategy, including a specific plan for Sackville House at Cambourne, can be found at: [http://www.cambridgeshire.gov.uk/environment/travelwise/Our\\_TfW\\_Plans.htm](http://www.cambridgeshire.gov.uk/environment/travelwise/Our_TfW_Plans.htm)



## **2 Roles & Responsibilities**

The Council's TfW Plan will be co-ordinated by a steering group that will comprise representatives from each of the key services located within the Council's offices at Cambourne and dispersed services including those based at Waterbeach and sheltered housing schemes across the district. This group will have the responsibility for ensuring the plan is delivered and will highlight any significant barriers to progress.

The Corporate Manager – Planning & Sustainable Communities will champion the TfW plan on behalf of the Executive Management Team (EMT) with the Head of Revenues leading on the implementation of the plan. A Travel for Work co-ordinator will be identified and/or appointed to support the TfW steering group in delivering the plan.

The TfW steering group will meet on at least a quarterly basis to review progress on the implementation of the travel plan and make recommendations for changes as necessary to ensure that the objectives and associated targets and actions are both appropriate and deliverable.

The Council is not alone in promoting sustainable travel to employees, councillors, visitors and other users of South Cambridgeshire Hall. As indicated previously Cambourne Business Park and Cambridgeshire County Council (for Sackville House) are also implementing their Travel for Work Plans. Efforts will therefore be made to work in partnership on schemes and initiatives as well as share information and experiences. This will be extended to other employers as they move onto the Business Park and/or into the Cambourne area

### **3 Current Travel Patterns, Travel Issues and Site Assessment**

#### **3.1.1 Location and Facilities**

Cambourne Business Park is located in the new village of Cambourne south of the A428 approximately 10 miles west of Cambridge. The A428 provides the site with a direct link to Cambridge, the M11, A14 and A1 so providing access to all major services and facilities and national major road networks.

Around 40% of the planned total of 750,000 sq ft of office space on the business park at Cambourne has been developed to date but it is likely to be several years before the remainder of the Business Park is fully developed. There are currently 1300 employees based on the Business Park. Once all of the developed space is fully occupied as at May 2008, the existing office buildings could accommodate a further 350 people. If the Business Park is developed in accordance with the current master plan there could be between 4,00 to 5,000 employees based here.

The Council's car park initially provided 239 parking spaces adjacent to the rear of the building for employees, councillors and visitors. Ten of these spaces were for people with a disability. Parking is only allowed in designated parking spaces. No double parking should be permitted. However, unauthorised parking around the civic square has been a problem since the Council relocated to Cambourne.

An initial 10 spaces were designated for car-sharers but the number has been increased with effect from May 2008 to encourage more car sharing alongside the planned cessation of staff buses, a review of the car park management arrangements and the lease of a temporary overflow car park facility from the Business Park up to the end of March 2009 having secured the appropriate amendment to the existing planning consent in April 2008.

#### **3.1.2 Public Transport**

The Stagecoach Citi 4 bus service runs between Cambridge and Cambourne. The service runs every 20 minutes and the journey to the centre of Cambridge takes around 30 minutes. In July 2007 the service was extended to run to Arbury Park, a major new development on the north eastern edge of Cambridge giving a direct link to the Science Park and the north of Cambridge. The village also benefits from other bus services including the Stagecoach 18 and Whippet 1 services.

Cambourne Business Park is therefore served by reasonably good bus services between Cambourne and Cambridge. However, the westward links to St Neots in particular have scope for improvement and it will, therefore, be important to work with service providers to secure enhanced bus services to help promote public transport as a viable alternative to the car for more people. Any improvements in links between Cambourne and St Neots could encourage more people to travel by train and bus as there are good rail links from St Neots.

In terms of rail travel options stations at Cambridge, Huntingdon, Royston, and St. Neots provide good rail access across Cambridgeshire and stations in London, the Midlands, and the North.

Bus timetables are available at [www.stagecoachbus.com/express](http://www.stagecoachbus.com/express), and [www.go-whippet.co.uk/timetables.php](http://www.go-whippet.co.uk/timetables.php)

Train timetables are available via [www.wagn.co.uk](http://www.wagn.co.uk). and [www.firstcapitalconnect.co.uk/Main.php?sEvent=Timetables](http://www.firstcapitalconnect.co.uk/Main.php?sEvent=Timetables)

### **3.1.3 Walking**

The site is well located in relation to the residential areas of Cambourne village and benefits from high levels of accessibility by foot and cycle that have been catered for within the master plan for Cambourne.

Walking provides a viable means of getting to work for journeys of up to 2 - 3 km from the work place at least in good weather conditions but, in certain circumstances, could also be combined with other modes of travel such as public transport as an alternative to the car depending on number, nature, frequency, flexibility and reliability.

The design of the Business Park is such as to adequately calm the speed of traffic with crossing points on the spine road adjacent to traffic calmed junctions providing for safe and convenient pedestrian movements. There are also good links with existing cycle and pedestrian routes within Cambourne.

### **3.1.4 Cycling**

Cycling is suitable for short to medium journey lengths and is an efficient means of personal transport. It is around four times faster than walking and a typical journey to work distance of 8km can be undertaken in less than 30 minutes.

The Council is actively encouraging the provision of cycle routes throughout South Cambridgeshire. The network of cycle routes provided as part of the infrastructure of Cambourne and the Business Park has been designed to segregate cyclists from vehicular traffic and enables employees who wish to cycle to work to do so relatively quickly and safely. Cycle route details are available at [www.cambridgeshire.gov.uk/transport/around/cycling/cycle\\_route\\_maps\\_for\\_cambridge\\_beyond.htm?wbc\\_purpose=http%3a%2f%2fwww.intel.com%3f%22%3e%3c%22%3e%3c](http://www.cambridgeshire.gov.uk/transport/around/cycling/cycle_route_maps_for_cambridge_beyond.htm?wbc_purpose=http%3a%2f%2fwww.intel.com%3f%22%3e%3c%22%3e%3c)

The Council has provided covered cycle storage facilities for both its employees and visitors enabling cycles to be stored securely and within clear view so as to minimise potential cycle theft. One hundred covered bike racks are available comprising 75 racks situated close to the staff entrance at the rear of the building and a further 25 racks towards the front. Additional facilities for staff cyclists include six shower cubicles (three male, three female), changing rooms and lockers.

A Bike User Group (BUG) for the Business Park was established early in 2005 by their TfW Adviser to support and encourage people who wish to cycle to work. Regular cyclists from all organisations on the Business Park have joined the group including Council employees.

### **3.1.5 Motorcycling**

An area of parking for motorcycles is available within the cycle sheds – the amount of space available has been reviewed to take on board the number of users to ensure that there are adequate spaces for both cyclists and motorcyclists and that the best use of facilities is made for the benefit of employees and the effective implementation of travel for work initiatives.

### **3.1.6 Size of organisation.**

The Council is the largest single employer on the Business Park, accounting for 27% of the total employees. The council employs 415 full time and 51 part time staff who are based at the following locations:

- Cambourne
- Waterbeach depot
- Sheltered housing schemes

Of the full time employees 309 are counted as Cambourne based, as are all of the 51 part time employees. However, both these numbers include some sheltered housing officers who are located at schemes across the district and only attend the council's headquarters at Cambourne for occasional meetings.

The Council transferred ownership of Milton Country Park to Cambridgeshire Sporting Lakes in April 2008 and a review of the Council's depot facility at Waterbeach will be included as part of the review of options for the waste management contract which is due for renewal within the next twelve months.

### **3.1.7 Activity of the organisation**

The Council is a provider of key services to the local communities it serves and has an enhanced role of community leadership and 'place shaping' that brings additional responsibilities to be accessible to the public as well as partner organisations. The Council's offices attract a range of visitors for a number of reasons including:

- service enquiries
- meetings with officers
- council meetings
- partnership events

As an organisation it is therefore very different to others located on the Business Park particularly in terms of its need to cater for significant and unpredictable numbers of visitors to its headquarters in Cambourne.

Further the nature of the duties undertaken by a significant number of its employees require them to make available their own transport to enable them to carry out site and home visits and attend meetings within and outside the district of South Cambridgeshire on a regular basis.

### **3.1.8 Development plans**

The Council is currently looking at the future ownership and management of its council housing in full consultation with its tenants and other key stakeholders – *Housing Futures*. The result of a ballot of tenants that will determine the outcome of the Housing Futures process is expected to take place by Spring 2009.

In the event that housing transfer is supported by tenants through a ballot then this could be completed by late 2009 or early 2010. It is anticipated that the new local housing association would share the council offices for a period up to 12 months following the completion of a housing transfer. By no later than early 2011, therefore, the number of council employees could decrease by around 140-150 staff reducing the number based at Cambourne to around 200. The Council could seek to lease surplus office space to other employers, which could include partner organisations, to maximise income and the use of the building. If another public sector organisation(s) should decide to take up the option of co-location with the Council it is envisaged that there would be little change to the number of staff that could be based at Cambourne and the number and type of visitors. However, there is likely to be an impact on travel for work although it is unknown if this will be a positive, negative or neutral impact as much will depend on the nature and size of any other employer sharing the Council's offices.

Given the timescale outlined above and the likely implications of a housing transfer the TFW plan assumes that there will be no significant change in overall staffing levels over the life of this version of the plan. It is also assumed that the Council's longer term office accommodation strategy is to retain its headquarters at Cambourne and that no other significant increases or decreases in staffing numbers are anticipated within the next three years.

### **3.1.9 Review of current HR and other policies**

The council has a number of key policies and established a number of initiatives that if successfully implemented, monitored and reviewed can contribute positively to the achievement of the objectives and targets within this TFW plan.

Policy	Details
<b>Car Park Management</b>	<p>In response to ongoing problems with demand exceeding supply the Council has reviewed its car park management policy and re-designated the visitor car parking spaces to increase those available to car sharers and visitors with mobility problems. Employees and visitors now park in the main car park. A temporary overflow car park has been secured on the Business Park providing an additional 74 spaces for use when there is high demand from members of the public and/or those attending events held at the Council's offices. This facility will be available until March 2009. A proposal for increasing on site car parking by 27-28 spaces to provide permanent and some occasional overflow parking should enable the council to enhance its community leadership role whilst reducing demand through the travel for work initiatives set out in this plan. The use of the main and overflow car parks will be actively managed and regularly monitored to ensure that there is no unauthorised parking.</p>
<b>Car Sharing</b>	<p>Car sharing is where two or more people travel to work (or on council business) together instead of using separate cars. They may either pool their cars and alternate between them or regularly use a single vehicle and contribute to costs. The arrangement could be for any number of days in a given week – it does not have to be for a full week or even every week - it depends on other commitments and domestic arrangements of those participating in the car share scheme. Increasing occupancy removes vehicles from the road, reducing congestion and pollution and the demands on car parking at work (and meeting venues).</p> <p>Staff wishing to car-share can identify and contact colleagues through Camshare – a secure online web-based facility. A revised and updated version of Camshare will be made available and actively promoted during June 2008. Staff will also be invited to attend a series of postcode coffee mornings involving other organisations based at Cambourne Business Park. Further information and details about how to register on Camshare are available at <a href="http://www.camshare.info">www.camshare.info</a>. The postcode coffee mornings will be organised in conjunction with the Business Park's TfW Adviser.</p>

Policy	Details
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<b>Guaranteed Lift Home Policy</b>	The Council has a guaranteed lift home policy for staff whom experience problems arising from car sharing and other travel arrangements. Information on this policy needs to be made more accessible, for example through InSite and awareness raised through the promotional events that will be organised as part of the implementation of the new TfW plan.
<b>Essential Car Users</b>	Essential car users are not required to commute by car unless their car is required for Council business.
<b>Lease Car Scheme</b>	The Council has a lease car scheme available to members of staff who are required to undertake significant annual business mileage to enable them to carry out their duties effectively and/or meet the needs of customers. The scheme will be subject to further review in terms of both its availability and eligibility criteria within the next two years. For example the criteria could provide incentives to achieve a reduction in business mileage and use of 'greener' vehicles.
<b>Car Loans</b>	An assisted car purchase scheme is available to employees who wish to purchase a safe, reliable and suitable vehicle.
<b>Public Transport</b>	<p>An interest free loan is available (deducted monthly from salary) to staff who opt to purchase an annual public transport season ticket.</p> <p>For a trial period the Council is providing Megarider bus passes to employees traveling on council business and these will continue to be made available and more actively promoted if they prove a popular alternative means of travel. The PA to the Executive Director is managing this trial arrangement. The travel for work steering group will review the success of this pilot and agree if/when this can be made a more permanent option and who will manage the scheme.</p>
<b>Bicycle Loans</b>	Interest free loans of up to £500 are available (deducted monthly from salary) to staff who want to purchase a bike and cycling equipment.
<b>Car Share and Bike Mileage Allowances</b>	<p>Cycle business mileage allowance: 20p per mile.</p> <p>Car share business mileage allowance: 2p per mile.</p> <p>Councillors car share business mileage allowance: 3p per mile for first passenger and 2p thereafter (maximum four people).</p>

Policy	Details
<b>Motorbike Mileage Allowances</b>	Engine sizes; Below 150cc: 9p per mile 151cc to 500cc: 12.5p per mile Above 500cc: 17.5p per mile
<b>Bike Availability and Use</b>	Five foldable bikes and one hard-frame bike are available for employees: <ul style="list-style-type: none"> <li>• commuting to and from work;</li> <li>• using Park and Ride sites;</li> <li>• wishing to combine their business travel mode.</li> </ul> <p>The foldable bikes are intended to help promote cycle use by providing staff with more flexible options (e.g. carrying bikes in their cars, on buses and on trains). Each bike is equipped with lights, locks, helmets, reflective clothing and panniers.</p>
<b>Flexible and Home Working Policies</b>	The Council has introduced policies and ICT systems to promote flexible and home/teleworking arrangements to: <ul style="list-style-type: none"> <li>• help reduce unnecessary travel to reduce car usage, cut CO2 and greenhouse gas emissions, lower vehicle running costs and decrease road congestion;</li> <li>• meet individual needs with regards to working hours and transportation issues.</li> </ul> <p>The current flexible working policy and the ICT strategy are both in the process of being reviewed and will need to incorporate measures that will help promote travel for work initiatives. Further details about these policies are available from Human Resources.</p>



## 4. Travel Surveys

### 4.1 Staff and Councillors

During February and March 2008 the Council conducted travel surveys of all staff and councillors. The surveys were made available in two formats hard copy and electronic via the internal website – InSite. Staff and councillors were given two weeks to complete the survey. Copies of the survey questionnaires and reports are attached at appendix A and A1 (staff) and appendix B and B1 (councillors). There was a 40% response rate from staff and 37% response rate from councillors.

Key findings on current modes of transport from the survey were:

- the main mode of transport is lone car driving (73%) for both staff and councillors. The reasons given were the convenience the car provided, the lack of alternatives, and the need for activities/responsibilities before or after work.
- car sharing was the second highest mode of transport for both councillors at 20% and staff at 11% (this total includes sharing with non Council staff). The main issue raised was the restricted flexibility and the need for help to find a partner and guaranteed ride home.
- the use of public transport was low; staff at 8% and no councillors indicated that they used public transport, due to the bus journey time being too long and lack of any service to Cambourne from many areas.
- only 4% of staff walked to work
- 3% of staff and 7% of councillors cycled - most others would not cycle or walk due to the distance involved.

Being a public service the Council has to meet certain needs within the community it serves. This means that site visits are a necessary part of the organisation. Going out to meet and engage with both public and other agencies/organisations create working partnerships and ensuring that those that may be vulnerable are appropriately supported. Over the last two years the mileage claims for both staff and councillors have dropped.

<b>Business Mileage</b>	<b>2005/06</b>	<b>2006/07</b>	<b>% reduction on previous year</b>	<b>2007/08</b>	<b>% reduction on previous year</b>
Employees	391,473	367,369	6%	356,250	3%
Elected Members	65,316	46,941	28%	Not available	Not available

The mode of transport most used for council business was 'own car' (66% for staff and 80% for councillors). 17% of staff are car sharing and thus helping in the reduction of car journeys taken. 4% of councillors used car share, 4% cycled and 4% used Park and Ride which does tend to fit in with the use of various modes of transport available from their parish/ward.

It was interesting to note that of those staff that responded 56% were required to travel on council business as part of their contract of employment, and 12% traveled 4-5 times a week.

71% of staff would be interested in home working although at present compatibility with service needs, lack of suitable ICT at home and access to computer systems is restricting this option.

From the analysis of the survey results it is clear that home working and car sharing are two areas that need further investigation and support. Assistance in finding partners to share with and increased awareness of a guaranteed ride home policy would help raise the interest in the use of car sharing. Looking at how ICT can be improved to assist home working including the software to aid remote access to systems would allow more flexible working. The Council has discontinued the staff bus that was provided as part of the relocation package for the move to Cambourne in 2004 at the end of April 2008 and it will be useful to find out if, through joint working with other employers on the business park, a new service would be viable as this would alleviate the issue of those staff who travel by car alone – or trying to assist those staff to car share.

Councillors are keen to use public transport but many raised the issue of no direct service or no service at all, this would only become possible if the bus companies were prepared to extend services. Although recent experience has not been positive it is important that the major employers, including the Council, and developer consortium in Cambourne work together to persuade bus service providers of the potential business case for enhanced services especially as more businesses come to the business park in the future.

Those staff who live locally should be encouraged to cycle and walk to work. This is a quick, efficient and healthy option and the results showed that a large group of staff (24%) lived within the immediate CB23 area. Initiatives raising awareness of bike purchase options, Council pool bikes available for booking and adult cycle training run via the County Council would all assist this.

Staff and councillor business travel is focused upon attending meetings, site visits and training. This highlights a need to look at what types of meetings are held, why and where, alongside exploring alternatives such as telephone/video conferencing (car sharing not only with colleagues but partner organisations), bus use (although this could mean staff out of the office longer), and more use of the park and ride facilities.

## **4.2 Visitor survey**

From the end of January to the end of March 2008 the Council monitored how visitors traveled to the Cambourne offices by asking them to complete a short survey. There were 45 forms completed in this period. The quantity completed fluctuated depending on how busy the reception staff were as the priority is the service to and for our customers. A copy of the survey form and a detailed analysis are attached as appendix C and C1.

The headline results are as follows:

- 95% of visitors travel by car.
- of those who travel by car 65% are lone drivers.
- the highest proportions of visitors come from Cambourne and Cambridge and travel by car although there are other travel options including public transport from Cambridge and walking/cycling within Cambourne
- there are no other particular areas within South Cambridgeshire that attract more visitors than others
- the three main services that people visit are: Housing 23%, Planning 21, Benefits 15%.

Comments from visitors on travel related issues include: lack of signage for the office, distance involved means public transport not viable, distance from bus stop in Cambourne create difficulties for less able visitors.

## **4.3 Travel for Work Partnership Survey**

The Council is a member of the Cambridgeshire Travel for Work Partnership and participates in an annual TfW survey.

The most recent TfW Partnership survey for participating organisations that include those based on Cambourne Business Park as well as the Council was conducted during seven days from 29 September 2007 to 5 October 2007. There was a high 41% response rate. In terms of the Business Park overall results are heavily influenced by the Council's data.

The survey data shows that the proportion of Council employees driving to work alone is 10% higher than that of the other organisations on the Business Park. If the number of car sharers are added to the number of lone car drivers 82.7% of Council respondents travelled to work by car in the week of the survey. This compares to 70.4% for the rest of the Business Park.

There are some other differences in the travel patterns of Council employees and those of other employers on the Business Park:

- double the number of car sharers
- half the proportion of tele/home workers

- more working at 'other workplaces' (would include Waterbeach depot and sheltered housing scheme based employees who were included in the survey)
- lower proportion of staff walking to work (the Council's survey of February 2008 suggests there is a high proportion of staff living within CB23 and CB24 postcode areas which should include a number of people living within walking or cycling distance)
- no users of the public bus services

The following are the main points raised by respondents:

- cessation of the council bus will have an effect on car use.
- public transport not a viable option.
- no direct public transport links.
- no bus service in home area that comes to Cambourne.
- need car for work.
- have commitments outside work that require a car for
- difficulty finding car share partners.
- part time worker

A summary of the results of surveys undertaken since the Council relocated to Cambourne are set out in the following table.

<b>Mode of Travel</b>	<b>October 2004</b>	<b>October 2005</b>	<b>October 2006</b>	<b>October 2007</b>	<b>All Cambourne Business Park Employers</b>
Bicycle	2.51%	1.77%	3.34%	3.76%	4.2%
Car share	7.98%	16.34%	10.58%	9.20%	6.5%
Drive alone	70.16%	63.36%	65.86%	74.09%	63.9%
Home	1.48%	1.32%	1.86%	1.42%	4.1%
Motorcycle	0.3%	1.99%	1.11%	1.04%	2.2%
Other	0.3%	0.00%	0.19%	0.00%	0.00%
Other workplace	3.25%	1.99%	2.23%	2.72%	2.1%
Public bus	1.62%	0.00%	1.67%	0.00%	9.6%
Staff bus	9.9%	9.71%	9.83%	4.92%	0.00%

<b>Mode of Travel</b>	<b>October 2004</b>	<b>October 2005</b>	<b>October 2006</b>	<b>October 2007</b>	<b>All Cambourne Business Park Employers</b>
Train	0.15%	0.22%	0.93%	0.00%	3.2%
Walk	2.36%	3.31%	2.41%	2.85%	7.4%
Number of one way trips	677	453	539	772	32962
Teleworking	4.73%	3.31%	4.09%	4.15%	4.1%

## **5 Vision and Objectives**

### **5.1 Vision:**

To promote a wide range of sustainable travel choices for our existing and future employees, councillors and visitors, in order to support their travel needs, reduce our environmental impact from travel and to make the most efficient use of resources in delivering services to our customers and providing leadership to our local communities.

### **5.2 Overarching aim:**

To achieve a lasting reduction in 'lone driver' car use (and thus CO<sub>2</sub> emissions) by staff and elected members to and from all council premises and other business related destinations whilst improving the accessibility of the Cambourne office for members of the public.

### **5.3 Objectives:**

- to reduce the need for business travel
- to reduce the demand from staff and councillors for car parking at South Cambridgeshire Hall
- promote flexible and remote working to reduce the need to travel
- encourage bus use through increased publicity of existing and promote provision of new or additional services to and from Cambourne
- promote wider travel choice in partnership with other local employers working on travel plans in and around Cambourne and increase awareness of options and travel information to individuals

## 6 Targets

### 6.1 Council employees

The following targets have been set for modes of travel by staff within the Travel for Work plan:

Mode of Travel	Baseline October 2007	October 2008	October 2009	October 2010	October 2011
Bicycle	3.76%	5%	6%	8%	9%
Car share	9.20%	12%	13%	15%	16%
Drive alone	74.09%	70%	66.5%	57.5%	52.5%
Home	1.42%	3%	5%	9%	10%
Motorcycle	1.04%	1.5%	1.5%	1.5%	1.5%
Public bus	0.00%	1%	2%	2.5%	3.5%
*Staff bus	4.92%	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Train	0.00%	0.00%	0.00%	0.00%	0.00%
Walk	2.85%	4%	4.5%	5%	5.5%
Other	2.72%	3%	1.5%	0.5%	0.5%
<b>TOTALS</b>	100%	100%	100%	100%	100%

\* the staff bus was provided as part of relocation arrangements for employees when the Council moved to its new Cambourne headquarters in from Cambridge May 2004 and was for an agreed term of four years that expired at the end of April 2008.

The targets above have been set with the following assumptions:

- increased potential to walk and cycle to work as the Cambourne area and population continues to develop.
- as the Cambourne development progresses, further local bus routes serve the area.
- car sharing promotions take place with other local employers to increase the scope and attractiveness of car sharing as an alternative.
- technology and modernisation of services will enable greater flexible and remote working across the Council.
- that public transport links from the west will be improved over time and this will enable more people to travel by bus to Cambourne.

## 6.2 Trips on Council Business

The delivery of several key areas of the Council's services is dependent on our employees traveling to meet customers or visit partner organisations and attend meetings across the district and beyond. Therefore, there is a business mileage threshold below which the delivery of services would suffer. That threshold level is unknown – however, it is believed that savings in mileage (and CO<sub>2</sub> emissions) can be achieved through better time and diary management, use of public transport where available, car sharing on business trips and increasing use of audio (and possibly video) conferencing facilities.

Therefore the Council has set a target to **reduce its total business mileage by a total of 5% a year in the next three years** (using 2007/08 as a baseline measure). This will contribute significantly to helping reduce business mileage and generate efficiency savings that can be included within the councils overall efficiency savings targets in that period.

<b>Business Mileage</b>	<b>2006/07</b>	<b>2007/08</b>	<b>Target % Reduction</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>
Employees	367,369	356,250	5%	338,450	321,500	305, 425
Councillors	46,941	*44,600	5%	42,375	40,250	38,250

\*as the mileage for elected members for 2007/08 was not available at the time of production of the Travel for Work Plan 2006/07 has been taken as the baseline and a 5% reduction assumed for 2007/08.

## 6.3 Trips made by our Customers and Visitors

It is difficult to accurately predict the trips customers/visitors will make to the council offices and other sites or to directly influence how these journeys are made. Given the potentially diverse nature of trips made by customers/visitors, **no overall target** is being set for this group. However, the council will promote sustainable ways of accessing its offices through meeting requests and 'how to get to' guides on its website. In addition, with the development of the contact centre managed through Cambridgeshire Direct, the council is offering an increasingly wide range of service delivery mechanisms. This helps to make services more accessible at a local level. The council already monitors the uptake of services via Cambridgeshire Direct.



#### **6.4 Trips made by councillors**

The number of miles claimed by councillors has decreased in recent years as a result of reducing the number of meetings held to conduct Council business and use of venues across the district for specific meetings such as Scrutiny and Overview Committee to make the council more accessible to its local communities. Further work will be done to encourage councillors to consider alternatives to single user car journeys and to minimise visits to Cambourne by promoting contact with officers outside of formal meetings by e-mail and telephone or face to face meetings around attendance at scheduled council meetings.

## 7 Actions

The following actions will be implemented as part of the Council's TfW plan.

<b>Targets</b>	<b>Actions</b>	<b>Implementation Date</b>	<b>Resources Required</b>	<b>Responsibility</b>	<b>Comments</b>
<b>General</b>					
To achieve a lasting reduction in 'lone driver' car use (and thus CO <sub>2</sub> emissions) by staff and councillors to and from all council premises and other business related destinations whilst improving the accessibility of the Cambourne office for members of the	Review and agree membership of a corporate Travel for Work Steering Group	May 2008	Staff time of members of the group	Corporate Manager – Planning & Sustainable Communities	The steering group will monitor and review the Travel for Work plan to ensure that the actions agreed are progressed and are effective in delivering the required outcomes.
	Appoint a Travel for Work Co-ordinator	July 08	£15,000 per annum	Corporate Manager – Planning & Sustainable Communities	To take forward travel for work initiatives, monitor and report on progress on the TfW plan to the steering group
	Allocate budget to deliver the TfW plan	June 2008	£16,500 (including direct staffing costs)	Corporate Manager – Planning & Sustainable Communities	To fund promotional events and the repair and maintenance of travel for work facilities including folding bikes, lockers, etc.

<b>Targets</b>	<b>Actions</b>	<b>Implementation Date</b>	<b>Resources Required</b>	<b>Responsibility</b>	<b>Comments</b>
	Attend Employer Forum meetings organised by Business Park TfW Adviser	Quarterly	Staff time to attend meetings and progress agreed actions	TfW Co-ordinator and/or Corporate Manager – Planning & Sustainable Communities	This forum enables the council and other Business Park organisations and other key employers within Cambourne – including Cambridgeshire County Council/Cambridgeshire PCT at Sackville House – to discuss and co-ordinate joint initiatives and promotions and pool resources to meet common objectives.
	Produce a brief annual progress report for the Travel for Work steering group and disseminate headline results to employees and councillors and promote initiatives	April 2009 April 2010 April 2011	Staff time to produce reports	TfW Co-ordinator and/or Corporate Manager – Planning & Sustainable Communities	To help the steering group assess the impact of travel for work initiatives and progress on meeting targets within the TfW plan.

<b>Targets</b>	<b>Actions</b>	<b>Implementation Date</b>	<b>Resources Required</b>	<b>Responsibility</b>	<b>Comments</b>
<b>Objective 1: reduce business travel</b>					
<b>Car</b>					
To reduce car business mileage  To reduce the number of single occupant car journeys to meetings  To reduce the number of single occupant car journeys to work	Review status of essential and casual car users when posts become vacant	As vacancies arise between July 2008 and March 2011	Managers time to complete assessment and HR input	All Corporate Managers	To ensure that there is a business case for designation of posts as essential car users. A set of criteria will need to be established as a check list for managers and could include: <ul style="list-style-type: none"> <li>- frequency of visits</li> <li>- viability of alternative options to carry out role</li> <li>- annual mileage of post-holders</li> <li>- value for money</li> </ul> Once assessment is completed the relevant Corporate Manager will sign off a decision.
To reduce the number of staff using a car for all or part of their journey to work	Complete a review the Councils car leasing scheme	April 2010	HR Team staffing resources	Chief Executive	The review should incorporate similar criteria to any agreed for the assessment of essential car user designation.
	Review number of official council meetings and venues	May 2008 May 2009 May 2010	Staff time – Democratic Services	Democratic Services Manager	This will include further investigation of options for taking the Council to the community and planning of meetings/cycles to minimise number of journeys required by councilors and other attending council meetings whilst encouraging increased attendance/participation by members of the public in the Council's decision-making processes.

<b>Targets</b>	<b>Actions</b>	<b>Implementation Date</b>	<b>Resources Required</b>	<b>Responsibility</b>	<b>Comments</b>
	Review audio/video conferencing options	August 2008	Staff time – TfW Co-ordinator and Head of ICT	Corporate Manager – Planning & Sustainable Communities	May incur expenditure to improve facilities
<b>Objective 2: Alternative travel options</b>					
<p>To increase the number of staff who travel to and for work by alternative modes of travel to the 'lone driver' car on at least one day per week</p> <p>To increase the number of people attending meetings using alternatives to the 'lone driver' car including public transport</p>	Provide information to visitors to the offices on alternative options for traveling to the Council offices	<p>1) June 2008 and ongoing thereafter</p> <p>2) At least Quarterly reviews from June 2008 to April 2011</p>	Staff time – TfW Co-ordinator	Corporate Manager – Planning & Sustainable Communities	<p>To encourage more travel to the Council's offices by bus by making available up to date and accessible information on services that are available through:</p> <ul style="list-style-type: none"> <li>• material available from reception staff</li> <li>• up to date information and/or links to travel information on the website</li> <li>• providing travel information in communications with customers</li> <li>• articles in <i>South Cambs Magazine</i></li> </ul>

<b>Targets</b>	<b>Actions</b>	<b>Implementation Date</b>	<b>Resources Required</b>	<b>Responsibility</b>	<b>Comments</b>
	Provide 'How to get to South Cambridgeshire Hall' information to customers and meeting attendees	June 2008 and ongoing thereafter	Staff time – meeting organisers and service managers	Service Managers	Information on parking and alternative means of travel to and from Cambourne to be provided to customers and meeting attendees with communications material/leaflets to help manage car parking demand and raise awareness of parking arrangements at South Cambs Hall. This should encourage more people to car share and/or travel by other means to Cambourne to attend meetings and access services.
	Publicise maps of local cycle routes	June 2008 and as and when necessary thereafter	Staff time	TfW Co-ordinator	This will included promotion through: <ul style="list-style-type: none"> <li>- internal publications including SCene</li> <li>- external publications including <i>South Cambs Magazine</i></li> <li>- InSite</li> <li>- Weekly Bulletin</li> <li>- website</li> </ul>
	High profile launch event for new TfW Plan	June 2008	Staff time – Communications team and steering group members	Communications Manager	Publicity through Chief Executive's weekly message, Scene, InSite, <i>South Cambs Magazine</i> . Also presentation of mystery prize for winner of name for the new TfW plan following its adoption by Cabinet.

<b>Targets</b>	<b>Actions</b>	<b>Implementation Date</b>	<b>Resources Required</b>	<b>Responsibility</b>	<b>Comments</b>								
	Continue to participate in TfW Partnership annual survey	October 2008 October 2009 October 2010	Staff time – Communications team and TfW Co-ordinator	TfW Co-ordinator	These snapshot surveys will show progress against targets and help raise awareness. Articles in Scene and other internal publications, including Chief Executive's weekly message, InSite, website, <i>South Cambs Magazine</i> can be used for this purpose.								
	Continue to publicise results of annual TfW Survey	January-March 2009 January-March 2010 January-March 2011	Staff time – Communications team and TfW Co-ordinator	TfW Co-ordinator	TfW Partnership snapshot survey in October each year will show progress against targets.								
<b>Car sharing</b>													
To increase the number of staff, councillor and visitor car sharing on journeys to Cambourne  To increase the number of staff, councillors and visitors sharing a car to attend meetings	Undertake car sharing promotion events	<table border="1"> <thead> <tr> <th>Year</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>3</td> </tr> <tr> <td>2009/10</td> <td>3</td> </tr> <tr> <td>2010/11</td> <td>3</td> </tr> </tbody> </table>	Year	Target	2008/09	3	2009/10	3	2010/11	3	Staff time – TfW Co-ordinator and Communications team	TfW Co-ordinator	It is anticipated that these will be joint promotion events with the Business Park TfW Adviser although some Council organised activities may also be appropriate.
	Year	Target											
	2008/09	3											
2009/10	3												
2010/11	3												
Promote car sharing to meetings	At least quarterly from June 2008	Staff time – TfW Co-ordinator and Communications team	TfW Co-ordinator	Raise awareness in SCene and on InSite and externally, e.g. via the website and <i>South Cambs Magazine</i> , to councillors and visitors									
Participate in national promotional events eg liftshare day in June 2008	June 2008 and annually thereafter	Staff time – TfW Co-ordinator and Communications team	TfW Co-ordinator	It is anticipated that these will be joint promotion events with the Business Park TfW Adviser although some SCDC specific activities may be organised where appropriate.									

<b>Targets</b>	<b>Actions</b>	<b>Implementation Date</b>	<b>Resources Required</b>	<b>Responsibility</b>	<b>Comments</b>
	Launch new Camshare database	June 2008	Staff time – TfW Co-ordinator and Communications team	Corporate Manager – Planning & Sustainable Communities and/or TfW Co-ordinator	It is anticipated that there will be a joint promotion event led by the County Council and local participation by all Business Park organisations who are members of the TfW Partnership.
<b>Objective 3: Encourage use of bus and other public transport</b>					
To increase the number of staff, councillors and visitors using public transport	Encourage and monitor take up of mega-rider bus tickets for staff attending meetings in Cambridge	At least quarterly from June 2008	Staff time – TfW Co-ordinator	TfW Co-ordinator	This will help reduce costs of business travel as well as increase bus patronage to and from Cambourne.
To increase the number of staff and councillors claiming back public transport fares	Provide up-to-date bus service information for employees as well as councillors and visitors	Review material displayed at least quarterly from June 2008 to April 2011	Staff time – TfW Co-ordinator, Communications team and reception staff	TfW Co-ordinator	This information can be provided through the following: <ul style="list-style-type: none"> <li>- displays in common areas of the building</li> <li>- a 'stall' in the street at least twice a year</li> <li>- InSite</li> <li>- SCene and other internal communications</li> </ul>
To ensure staff have the most up to date and					



<b>Targets</b>	<b>Actions</b>	<b>Implementation Date</b>	<b>Resources Required</b>	<b>Responsibility</b>	<b>Comments</b>								
	Circulate email updates to all employees on bus service changes	June 2008 to April 2011	Staff time – TfW Co-ordinator	TfW Co-ordinator	Once circulated the e-mail updates will be used to ensure the most current information is available on InSite, the website and other internal and external information points at all times.								
	Work with the Developer Consortium and bus companies to get improved westward links to/from Cambourne	April 2009	Staff time – TfW Co-ordinator and Corporate Manager	Corporate Manager – Planning & Sustainable Communities	This will help increase the potential for more employees, councillors and visitors to travel by bus and rail/bus for work or business purposes.								
<b>Walk/Cycle</b>													
To increase the number of people who live within two miles who cycle or walk	Run promotions on the health benefits of walking and cycling each year	<table border="1"> <thead> <tr> <th>Year</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>2</td> </tr> <tr> <td>2009/10</td> <td>2</td> </tr> <tr> <td>2010/11</td> <td>2</td> </tr> </tbody> </table>	Year	Target	2008/09	2	2009/10	2	2010/11	2	Staff time – TfW Co-ordinator and Communications team	TfW Co-ordinator	These could be co-ordinated with Business Park wide travel for work initiatives.
Year	Target												
2008/09	2												
2009/10	2												
2010/11	2												
	Improve facilities available for cyclists and those who walk to work	May 2008	Staff time – TfW Co-ordinator and Communications team	TfW Co-ordinator	New lockers are being provided in consultation with existing users to increase the number available and ensure these are fit for purpose. A clothes drying area, pool of umbrellas could be investigated.								

<b>Targets</b>	<b>Actions</b>	<b>Implementation Date</b>	<b>Resources Required</b>	<b>Responsibility</b>	<b>Comments</b>
	Review layout and use of bike sheds to maximise availability for those traveling by cycle or motorcycle to Cambourne	May 2008	Staff time	Property Services Manager	The aim is to ensure that the bike sheds are used appropriately and that the facilities are suitable for both cyclists and motor-cyclists and can cater for increased demand over time
<b>Objective 4: Promote flexible and remote/home working</b>					
To investigate measures which would facilitate an increase in the number of staff who take up flexible working options	Review flexible working policy including eligibility and range of options	October 2008 and annually from April 2009	Staff time – HR team  ICT Costs – to be addressed through ICT Strategy	HR Manager	To increase the opportunities for staff to work from home either on a regular or ad hoc basis and on part time or full time arrangements depending on the needs of the service.
To investigate measures which would facilitate an increase the number of staff who work from home on at least one day per week	Review the ICT Strategy	April 2009 and annually thereafter	Staff Time – ICT team and ICT Officer Groups	Head of ICT	To investigate ICT development opportunities that would support increased home working and in turn reduce the need to travel to work by staff and elected members and business travel. To investigate development of the enablement of services through the website and the contact centre to make services more accessible to the local communities the Council serves and reduce the need for people to visit the Council offices to make enquiries about services.

<b>Targets</b>	<b>Actions</b>	<b>Implementation Date</b>	<b>Resources Required</b>	<b>Responsibility</b>	<b>Comments</b>
	Pilot home working	July 2008	Service managers and staff involved in pilot, ICT and HR	HR Manager	To be within designated teams and the pilot will aim to measure impact of home working against agreed outcomes in terms of performance management.
	Promote new flexible working policy	April 2009	Staff time – HR and Communications team	Communications Manager	To raise awareness of new policy through internal publications and InSite.
	Monitor outcomes of flexible working policy	April 2010 and annually thereafter	Staff time – HR team	HR Manager	To measure impact of policy on performance and other key indicators e.g. sickness absence rates.
	Promote flexible working as part of recruitment and retention policies	June 2008 onwards	Staff time – HR team	HR Manager	Include information on all job advertisements and in recruitment packs and as part of corporate induction training/information packs.
	Update other Human Resources policies	September 2009	Staff time – HR team	HR Manager	A review and updating of other HR policies e.g. recruitment and retention, induction can provide opportunities to ensure that they are linked to and/or supportive of travel for work initiatives including flexible and remote working.

<b>Targets</b>	<b>Actions</b>	<b>Implementation Date</b>	<b>Resources Required</b>	<b>Responsibility</b>	<b>Comments</b>
	Provide advice note on start and finishing work from home for staff who carry out significant site visits and/or attend meetings off site	September 08	Staff time – Service Managers, TfW Co-ordinator and HR	TfW Co-ordinator	To actively promote options for a start and/or finish from home for staff who carry out significant site visits and/or attend meetings off site to help with time management and minimising the number of journeys to and from work as well as for business purposes and reduce costs and well as increase efficiency.

**Objective 5: To manage, in a controlled fashion and in keeping with TfW principles, the additional on-site parking pressures arising from heightened demand for the council to host an increasing number of partnership and/or other public events**

<b>Targets</b>	<b>Actions</b>	<b>Implementation Date</b>	<b>Resources Required</b>	<b>Responsibility</b>	<b>Comments</b>
To increase the number of designated parking areas for people with mobility problems and car sharers	Implement new car park management policy	April 2008	Staff time – steering group members and TfW Co-ordinator	Property Services Manager	This has included re-designation of visitor car parking spaces for car sharers and people with mobility problems and visitors being provided with unrestricted access to the main car park along with staff and councillors subject to availability.
To reduce the number of long stay car parking requirements of staff and councillors at South Cambridgeshire Hall					
	Monitor number of meetings and car parking requirements	Weekly	Staff time - TfW Co-ordinator to collect and analyse data	Corporate Manager – Planning & Sustainable Communities	To identify any ongoing issues with the current car park management policy and to inform a review of that policy
To increase by 27-28 the number of on-site car parking places to facilitate access to visitors and hosting Council-sponsored events	Monitor use of the temporary and permanent overflow car parks	May 2008 to April 2011	Staff time of caretaking staff and TfW Co-ordinator to collect and analyse data	Property Services Manager	To monitor use of temporary car park and ensure appropriate car park management arrangements are in place upon expiry of the lease in April 2009. To monitor use of the on site overflow car parking once provided at end of 2008.

<b>Targets</b>	<b>Actions</b>	<b>Implementation Date</b>	<b>Resources Required</b>	<b>Responsibility</b>	<b>Comments</b>
	Maintain an adequate longer term supply of car parking through implementation of proposals to increase permanent car parking spaces by 27-28 places	December 2008	Staff time - Property Services  Capital of £100k	Corporate Manager – Planning & Sustainable Communities	A planning application based on the proposals considered and agreed by the TfW project steering group, in consultation with staff, was submitted on 2 May 2008. A tendering process will be run in parallel with the planning application process with a view to a start on site in September, subject to the necessary planning consents, and completion in November/December 2008.
	Review the car park management policy  This should follow a further review of areas of the car park designated for staff, disabled, car sharers, visitors, councillors once additional on site car parking has been provided	May 2009	Staff time including members of the TfW steering group	Corporate Manager – Planning & Sustainable Communities	To ensure that the demands on the site car park facilities can be managed within the available resources following the expiry of the lease for the temporary overflow car park and the provision of additional permanent and overflow parking on site.  This may include the investigation of options for designation of car parking spaces e.g. short stay and long stay, increased numbers for car sharers and people with disabilities in consultation with employees and unions.

<b>Targets</b>	<b>Actions</b>	<b>Implementation Date</b>	<b>Resources Required</b>	<b>Responsibility</b>	<b>Comments</b>
	Investigate measures to address any issues raised by the review of the car park management policy	Sept 2009	Staff time including members of the TfW steering group	Corporate Manager – Planning & Sustainable Communities	For example re-designation of car parking areas and eligibility for parking by employees, elected members and visitors.

## 8. Monitoring & Evaluation

The Council's Travel for Work steering group, chaired by the Planning Services Portfolio Holder and led by the Head of Revenues will be responsible for monitoring the implementation and effectiveness of the strategy and will meet at least quarterly.

An annual monitoring report will be produced by the Travel for Work Co-ordinator for consideration by the Planning Services Portfolio Holder and an updated action plan will be produced to ensure that the TfW plan remains fit for purpose and is effective in delivering its objectives and targets in partnership with Cambourne Business Parks Ltd and other organisations within Cambourne.

The monitoring report will be informed by the Travel for Work Partnership staff travel survey carried out in October each year which will help demonstrate performance and how successful the travel for work initiatives have been in achieving agreed targets.

A new plan will be produced by 2011 as this is the end of the period covered by the current plan.

Specific indicators that will be used to assess modes of travel and effectiveness of Travel for Work initiatives include the following:

- Travel for Work Partnership employee surveys
- council surveys of staff, councillors and visitors
- annual business mileage:
  - number of passenger miles claimed
  - councillor business mileage claimed
- number of people using public transport to attend meetings
- number of staff who work flexibly
- number of staff who work from home on a regular basis equivalent to at least one day a week
- use of main (and temporary) car park monitoring reports
- number of on-site car parking places



## 9. Resources

### 9.1 Staffing

The Planning Services Portfolio Holder will be the elected member ‘champion’ for the TfW plan to secure political support and commitment to delivering its objectives. The Corporate Manager – Planning & Sustainable Communities will act as the senior officer ‘champion’ for the TfW plan on the Executive Management Team (EMT) with the Head of Revenues as the lead officer for implementation and review of the TfW plan.

A Travel for Work Co-ordinator (part-time) will need to be identified/appointed to ensure that specific actions within the TfW plan can be delivered and co-ordinated within the Council and ensure that it is aligned with other key and/or linked policies and strategies. The role will also encompass working in partnership with Cambourne Business Parks Limited own TfW Adviser to develop, promote and deliver joint initiatives.

A steering group with officers from across the Council including HR, Communications and Strategic Sustainability will meet at quarterly intervals to review progress with the TfW plan and to be held accountable for actions that are attributed to or led by members of the group.

A budgetary provision will need to be made available for the following:

- awareness and promotional events
- sundry expenditure eg servicing and repairs to pool bikes
- guaranteed ride home policy (if these are not to be absorbed within staffing budgets for service areas that incur the expenditure)
- future improvements to and maintenance of facilities eg lockers, clothes drying area and replacement pool bikes
- audio/video conferencing facilities

### 9.2 Revenue Expenditure

Indicative additional costs are as follows:

	2008/09 £	2009/10 £	2010/11 £
Travel for Work Co-ordinator (0.5 FTE)	15,000	15,750	16,550
Promotional events	500	500	500
Improvements/maintenance of on-site facilities	500	500	500
Miscellaneous expenditure	500	250	250
	<hr/> 16,500	<hr/> 17,000	<hr/> 17,800

### 9.3 Capital Expenditure

	2008/09	2009/10	2010/11
	£	£	£
Additional 15-16 permanent and 12 overflow on-site car parking spaces	90,000	0	0

### 9.4 Key Assumptions

- some targets (including efficiencies) if achieved will lead to some savings which could be offset against the above costs
- costs can be minimised by joint working with Cambourne Business Park Limited and other organisations on the Business Park and employers elsewhere in Cambourne e.g. Sackville House
- the TfW Co-ordinator role could be an additional post or allocated to an existing member of staff with the capacity to take on the role if a suitable candidate with the right skills and commitment can be identified within the organisation
- these costs are in addition to those that will need to be made available to deliver other key strategies and plans that support or underpin travel for work initiatives e.g. recruitment and retention, flexible working, ICT
- the Business Park have committed the £10k raised through the lease of the temporary overflow car park being used towards travel for work initiatives that means the Council and other organisations on the Business Park will be beneficiaries of investment of these financial resources.

## 10. Further contacts and useful information

### 10.1 For more information on the council's travel for work plan – Travel Link contact Lee Phanco Head of Revenues:

Email: [lee.phanco@scambs.gov.uk](mailto:lee.phanco@scambs.gov.uk)

Telephone: 01954 713110

Alternatively details on Travel Link and related information can be found on InSite at <http://insite/default/htm>.

### 10.2 For more information on the Sackville House Travel for Work Plan contact the County Council's Environment Manager (Travel Planning):

Email: [Hannah.Fox@cambridgeshire.gov.uk](mailto:Hannah.Fox@cambridgeshire.gov.uk)

Telephone: 01223 717500

### 10.3 For more information on the Travel for Work Partnership: [www.tfw.org.uk](http://www.tfw.org.uk) Please direct queries to Mark Webb

Email: [info@tfw.org.uk](mailto:info@tfw.org.uk)

Telephone: 01223 712429

### 10.4 Travel and transport information...

Traveline – public transport information Tel: 0870 608 2 608, Website: [www.traveline.org.uk](http://www.traveline.org.uk)

TransportDirect [www.transportdirect.info](http://www.transportdirect.info)

National Rail Information

Telephone: 08457 48 49 50, Web: [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

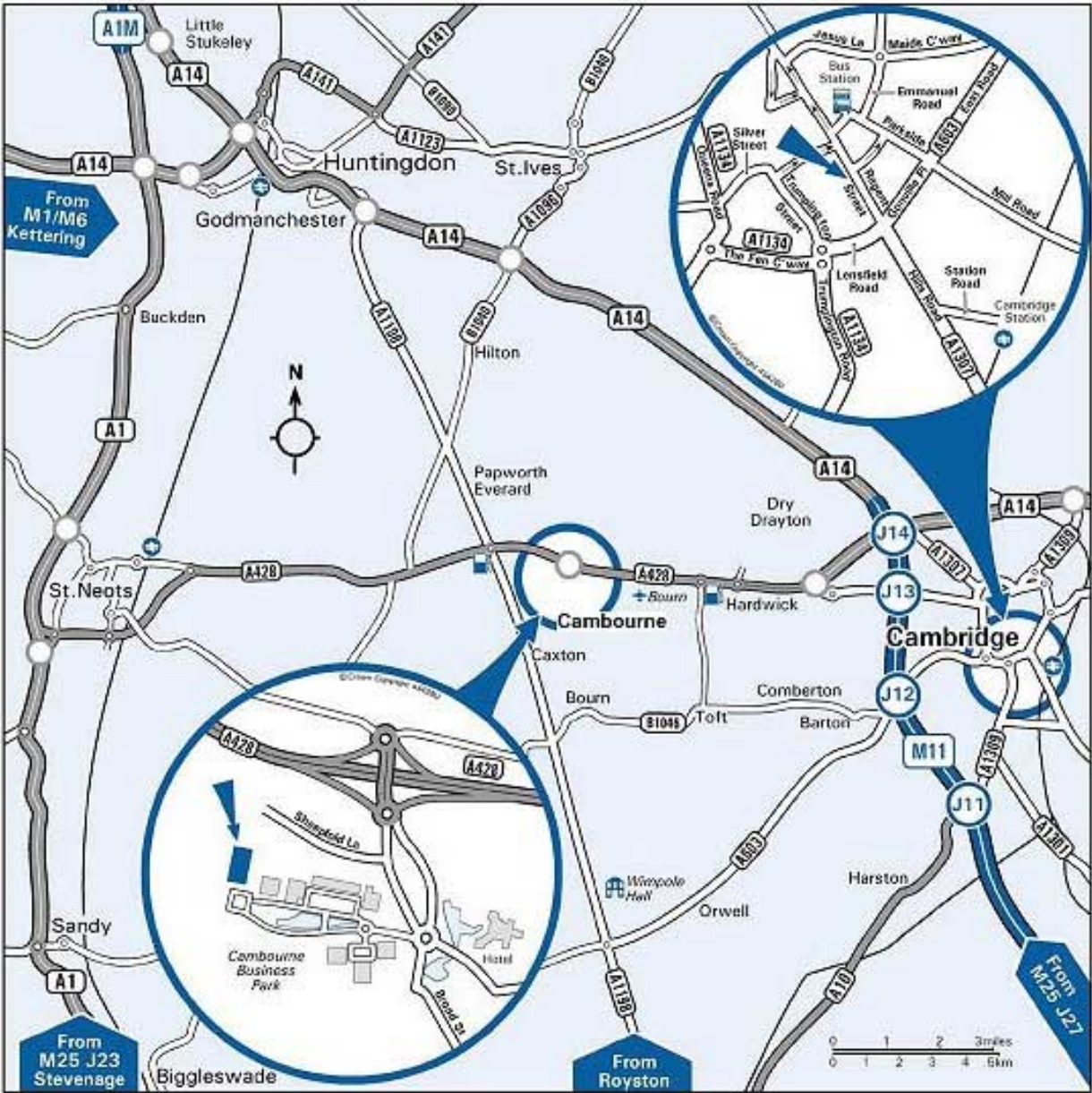
CamShare – Cambridgeshire car share scheme [www.camshare.info](http://www.camshare.info)

Sustainable Travel in Cambridgeshire [www.cambridgeshire.gov.uk/environment/travelwise/](http://www.cambridgeshire.gov.uk/environment/travelwise/)

Walking the Way to Health Initiative [www.whi.org.uk](http://www.whi.org.uk)

Adult Cycle Training Scheme [www.cambridgeshire.gov.uk/transport/safety/education/adult+cycle+training.htm](http://www.cambridgeshire.gov.uk/transport/safety/education/adult+cycle+training.htm)

Location Map



<p><b>Employee Travel Survey</b></p>		<p><b>South Cambridgeshire District Council</b></p>
<p><b>February 2008</b></p>		

### **What is a Travel for Work Plan?**

A Travel for Work Plan aims to reduce the number of journeys made by single occupancy cars in favour of other forms of transport as well as encouraging flexible and remote ways of working. This has wider benefits in terms of work-life balance for employees, reduced congestion in the local area and helping to protect the wider environment.

### **What should I do next?**

Please complete all the following sections as indicated - there are four in total and the survey should take no more than a few minutes to complete. If any questions are not relevant to you please leave blank and go to the next question.

The entry prize is a folding bicycle; to be in with a chance to win don't forget to put your name at the end of the survey. **The closing date for completed forms is 22 February 2008.**

The information collected by this survey is strictly confidential and will not be shared with any third parties. The information collected will only be used for the purposes of travel for work planning.



## **SECTION ONE: ABOUT YOUR JOURNEY TO WORK**

**Question 1:** Where does your journey to work normally start? Please enter your full home postcode:

--	--	--	--	--	--	--	--

**Question 2:** On a typical working day, what time do you start and finish work?

<b>START</b>			:				<b>FINISH</b>				
--------------	--	--	---	--	--	--	---------------	--	--	--	--

**Question 3:** Usual place of work – building/site:  
.....

**Question 4:** Do you currently use any of the following flexible working patterns? Please select all that apply (leave blank if none)

Home working	<input type="radio"/>
Annualised hours	<input type="radio"/>
Condensed hours	<input type="radio"/>
Term time only	<input type="radio"/>
Others: please specify:	

**Question 5:** On average, how often do you travel to your main office base to start your working day? (Please select one option only.)

One day a week	<input type="radio"/>
Two days a week	<input type="radio"/>
Three days a week	<input type="radio"/>
Four days a week	<input type="radio"/>
Five days a week	<input type="radio"/>
Six days a week	<input type="radio"/>
Seven days a week	<input type="radio"/>
If none of the above, please state	

**Question 6:** How do you travel to work? For each of the following modes of travel, please select how often (if at all) you use them for the main part of your journey to work (i.e. greatest distance). Please select an option for **each** form of travel.

	7 days a week	6 days a week	5 days a week	4 days a week	3 days a week	2 days a week	1 day a week	Very occasionally	Never
Walk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bicycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Motorbike	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car driver – alone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car share – with SCDC employee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Car share – with non-SCDC employee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Question 7:** Generally, do you use the same main form of transport when going home? (Please select one option.)

Yes	<input type="radio"/>
No	<input type="radio"/>

If no, please specify which form of transport you use:

**Question 8:** If you drive to/from work what are your main reasons for using the car? Please indicate **Three** of the most important.

Cheapest means of travel	<input type="radio"/>
Need car for activities or responsibilities before/after work	<input type="radio"/>
Reliability	<input type="radio"/>
Need car for business	<input type="radio"/>
No alternatives available	<input type="radio"/>
Most convenient way of getting to work	<input type="radio"/>
Time saving	<input type="radio"/>
Need the car for lunchtime errands	<input type="radio"/>
Other, please state	

**Question 9:** If you usually travel to/from work by car, what might encourage you to switch to another method of travel? Please indicate **Three** of the most important.

Worsening traffic conditions	<input type="radio"/>
Rises in petrol prices	<input type="radio"/>
Discounted public transport	<input type="radio"/>
Improvements to existing alternatives	<input type="radio"/>
Insufficient parking space	<input type="radio"/>
Other, please state	

**Question 10:** Would you be prepared to car share as either a driver or passenger?

Yes <input type="radio"/>	No <input type="radio"/>
Already do <input type="radio"/>	

If you answered no, please indicate your reasons:

**Question 11:** Which of the following would most encourage you to car share?

Help in finding car share partners with similar work pattern	<input type="radio"/>
Guaranteed transport home if let down by car driver or there was an emergency	<input type="radio"/>
Reserved parking for car sharers	<input type="radio"/>
Incentives for car sharers	<input type="radio"/>

---

Other, please state

---

**Question 12:** If you do not use public transport for your journey to/from work, please indicate **two** of the main reasons.

Services not frequent enough

Too expensive

Need to change buses/trains

No service from where I live

Journey time too long

Unreliable

Other, please state

---

**Question 13:** Which of the following options might encourage you to use public transport, or use it more? Choose the **two** most important to you

More direct bus routes

More frequent bus service

Discounted tickets/passes for work

Improved railway station –  
Cambourne bus links

Faster journey times/quicker routes

Better quality waiting facilities

Real time information (displays details of when bus will arrival)

Other, please state

---

**Question 14:** Which of the following changes would encourage you to cycle to work? Choose the **two** most important to you.

Would never cycle to work

Better/safer cycle paths

Improved/secure cycle lockers at work place

Improved changing facilities, showers and lockers

Drying room for outdoor clothes

Guaranteed ride home in emergency

Emergency bike repair/rescue scheme

Advice or guidance on safe cycling

Other, please state

---



## SECTION TWO: ABOUT YOUR JOURNEYS ON COUNCIL BUSINESS

**Question 15:** Does your contract of employment state that you are required to travel on Council business? (Please select one option.)

- |            |                       |
|------------|-----------------------|
| Yes        | <input type="radio"/> |
| No         | <input type="radio"/> |
| Don't know | <input type="radio"/> |

**Question 16:** On average how often do you travel on Council business? (Please select one option only.)

- |                        |                       |  |
|------------------------|-----------------------|--|
| 7 days a week          | <input type="radio"/> | Please go to Question 17   |
| 6 days a week          | <input type="radio"/> | Please go to Question 17   |
| 5 days a week          | <input type="radio"/> | Please go to Question 17   |
| 4 days a week          | <input type="radio"/> | Please go to Question 17   |
| 3 days a week          | <input type="radio"/> | Please go to Question 17   |
| 2 days a week          | <input type="radio"/> | Please go to Question 17   |
| 1 day a week           | <input type="radio"/> | Please go to Question 17   |
| 1-3 times a month      | <input type="radio"/> | Please go to Question 17   |
| Less than once a month | <input type="radio"/> | Please go to Question 17   |
| Never                  | <input type="radio"/> | Please go to Question 21 ( <b>do not answer Questions 17 to 20</b> ) |

**Question 17:** In an average day, when travelling on Council business, how many journeys do you make into and out of the office **EXCLUDING** your commuting journeys at the start and end of the working day?

- |  |                       |
|--|-----------------------|
| <b>None</b> – I'm normally out all day                           | <input type="radio"/> |
| <b>One</b> journey back to the office during the day             | <input type="radio"/> |
| <b>Two</b> journeys back to the office during the day            | <input type="radio"/> |
| <b>Three</b> journeys back to the office during the day          | <input type="radio"/> |
| <b>Four</b> journeys back to the office during the day           | <input type="radio"/> |
| <b>Five</b> journeys back to the office during the day           | <input type="radio"/> |
| <b>More than five</b> journeys back to the office during the day | <input type="radio"/> |

**Question 18:** If you travel on Council business, on average how many miles do you cover in a month? (Please select one option only.)

- |                    |                       |
|--------------------|-----------------------|
| Less than 50 miles | <input type="radio"/> |
| 51 – 100 miles     | <input type="radio"/> |
| 101 – 150 miles    | <input type="radio"/> |
| 151 – 200 miles    | <input type="radio"/> |
| Over 200 miles     | <input type="radio"/> |

**Question 19a:** When travelling on Council business, how do you normally travel? (Please select no more than **two** options in column A).

**Question 19b:** Still thinking about travel for Council business, are there other travel options that you would like to use but are not currently available? (Please select all relevant options in column B).

	<b>A</b>	<b>B</b>
Car Share	<input type="radio"/>	<input type="checkbox"/>
Own car	<input type="radio"/>	<input type="checkbox"/>
Lease car	<input type="radio"/>	<input type="checkbox"/>
Own bicycle	<input type="radio"/>	<input type="checkbox"/>
Bus	<input type="radio"/>	<input type="checkbox"/>
Park & Ride	<input type="radio"/>	<input type="checkbox"/>
Train	<input type="radio"/>	<input type="checkbox"/>
Taxi	<input type="radio"/>	<input type="checkbox"/>
Walk	<input type="radio"/>	<input type="checkbox"/>
Pool bicycle	<input type="radio"/>	<input type="checkbox"/>
Other (please specify)		

**Question 20:** Finally on Council business trips, what is the nature of your journeys? Please tick all the relevant boxes below for the trips that you regularly make.

Visiting another SCDC office/site	<input type="checkbox"/>	Meetings	<input type="checkbox"/>
Visiting a client at home	<input type="checkbox"/>	Supporting client to appointment	<input type="checkbox"/>
Visiting a site	<input type="checkbox"/>	Managing dispersed work force	<input type="checkbox"/>
Visiting a community venue	<input type="checkbox"/>	Out of area visits	<input type="checkbox"/>
Visiting a partner organisation	<input type="checkbox"/>	Attending professional training	<input type="checkbox"/>
Visiting business/commercial premises	<input type="checkbox"/>	Community venues for training	<input type="checkbox"/>
Other (please <u>briefly</u> specify)			

### SECTION THREE: OPTIONS FOR WHERE AND WHEN YOU DO YOUR WORK

**Question 21:** On average, how often do you work away from your normal office (for example, working at home or in another office that is not your normal office base)? (Please select one option only.)

Never	<input type="radio"/>
7 days a week	<input type="radio"/>
6 days a week	<input type="radio"/>
5 days a week	<input type="radio"/>
4 days a week	<input type="radio"/>
3 days a week	<input type="radio"/>
2 days a week	<input type="radio"/>
1 day a week	<input type="radio"/>
At least once a fortnight	<input type="radio"/>
At least once a month	<input type="radio"/>

Less frequently

Other (please specify)

**Question 22:** Could any of the tasks you undertake for work be carried out as effectively from home, or another location within South Cambridgeshire i.e. sheltered housing communal rooms (assuming that the appropriate equipment and support systems were in place)? (Please select one option only)

Yes, all the time

Yes, most of the time

Yes, but only occasionally

No, I always need to be in the office

**Question 23:** Would you like to work more flexibly? If so what options would most suit your needs and your service area?

Home working

Annualised hours

Condensed hours

Term time only

Others please specify:

**Question 24:** Is there any reason(s) why you do not currently use any of the above flexible working options?

Not compatible with service needs

Lack of awareness they are available

Not eligible under current policy

Not interested in changing hours

Lack of suitable ICT equipment at home

Others please specify:

### ANY FURTHER COMMENTS

Please use the space below to include any further comments that are not covered elsewhere in the survey.

## SECTION FOUR: ABOUT YOU

**Question 25:** Are you...

Male

Female

**Question 26:** Which age category are you in

Under 25

25 – 34

35 – 44

45 – 54

55 or Over

**Question 27:** Do you work full-time or part-time?

Full-time

Part-time

Term-time only

**Question 28:** Which service area do you work in?

Affordable Homes

Finance and support services

Health and environmental services

Planning and sustainable communities

Policy, performance and partnerships

CEO – Legal/land charges/electoral registration/HR/payroll

**Question 29:** Do you consider yourself to have any mobility difficulties?

Yes

No

**Question 30:** Are you a registered blue badge holder?

Yes

No

To be entered into the prize draw please write your name here:

.....

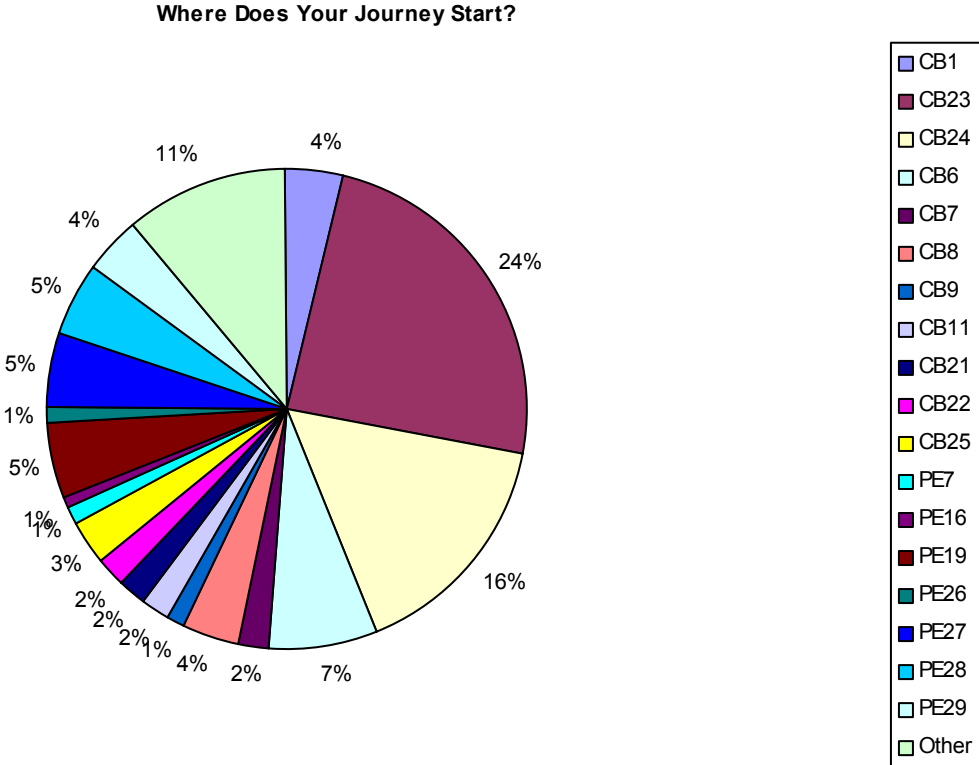
**THANK YOU VERY MUCH FOR SPENDING THE TIME TO COMPLETE THIS SURVEY**

**Please return all completed forms to:** Michele Campbell, South Cambridgeshire District Council, South Cambridgeshire Hall, Cambourne Business Park, Cambourne, Cambridge, CB23 6EA

South Cambridgeshire District Council Travel for Work Staff Survey 2008

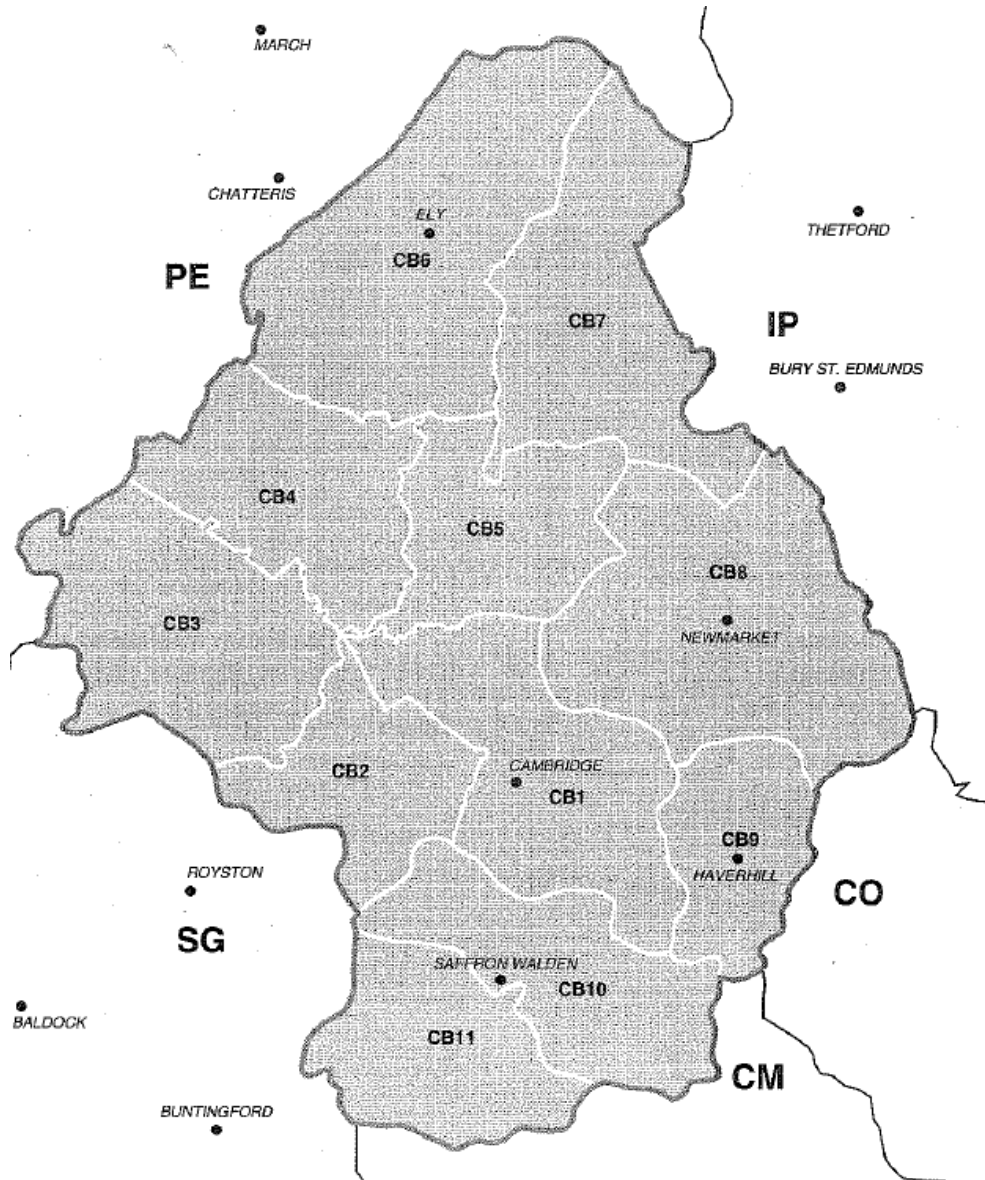
About Your Journey To Work

The majority of people who completed the survey live in CB23 (24%) followed by CB24 (16%). The third area was CB6 (11%) this is the Ely region of Cambridgeshire. It was interesting to see that PE19, PE27, PE28 all had 5% that is the fourth largest area that staff live. The figures show that a large proportion of staff live close to the area they work in.

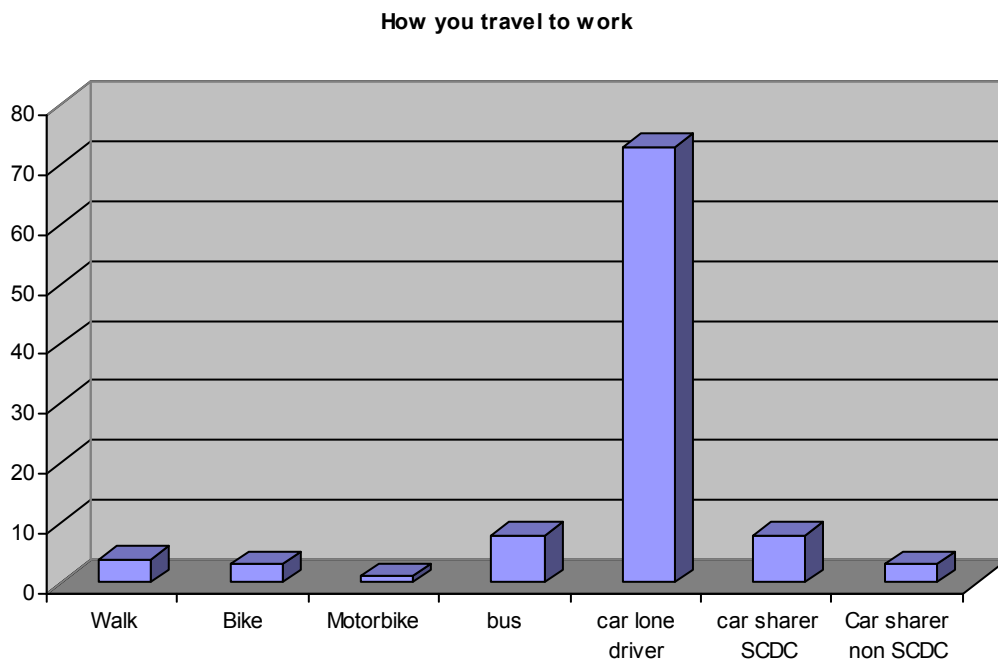


Below is a copy of the Royal Mail postcode map for the CB area.

# Postcode Map



How you travel to work is shown in the percent of modes of journeys in a typical week



This highlights the high percentage of lone drivers and also that staff tend to use the car 5 days of the week. Car sharers and those that take the bus are the next highest. It was interesting to note that those that walk and cycle do not tend to do so 5 days a week. There was a large proportion of staff that very occasionally car share but we do not know what triggers this.

The main reason staff gave for using the car for getting to/from work was the convenience it provided. There were 3 reasons equally voted for the second highest: needing the car for activities or responsibilities before of after work, needing the car for business, and no alternative. It was clear from comments made that there are many areas within Cambridgeshire that has poor public transport and distance caused problems using other means e.g. walking/cycling.

Reason	Percent
Cheapest	3
Need for before/after work	16
Reliability	8
Business	16
No alternative	16
Convenient	25
Time saving	13
Lunchtime errands	3

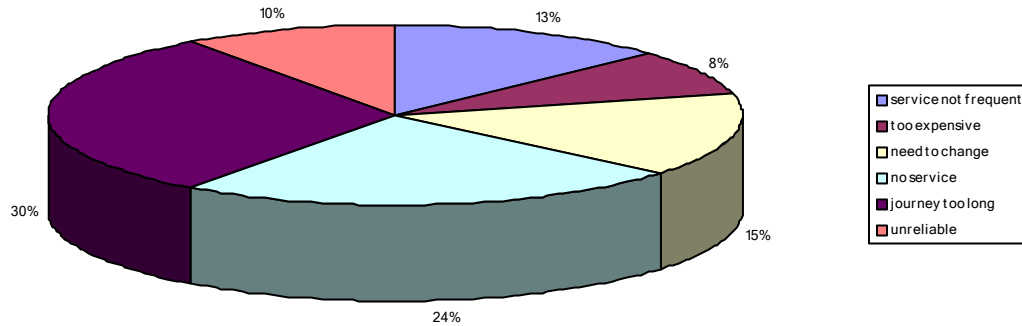
The improvement to existing alternatives was the highest factor that would encourage staff to switch to another method of travel. Followed by discounted public transport and worsening traffic conditions.

Factor	Percent
Worsening traffic	14
Rises in petrol	11
Discounted public transport	19
Improvements to existing alternatives	45
Insufficient parking	11

46% of staff would be prepared to car share with 14% already car sharing. Help finding a partner and guaranteed transport home were the factors that would encourage staff to car share. This does highlight that either the camshare system is not known about or that it is not working/used. Camshare is at the moment being revamped and this may help.

The use of public transport is low due to the journey time being too long, many people state that they would have to travel into Cambridge and then come back out. There are also some areas with no service at all. Comments from staff show that having commitments to both family and work do not make using public transport viable in many cases.

### Why Don't You Use Public Transport



The majority of people would be encouraged to use public transport if there was a more direct bus route (28%). This was followed jointly by discounted tickets and faster journey times (both 22%). Staff commented that it would be useful to have a bus as no service available in some areas.

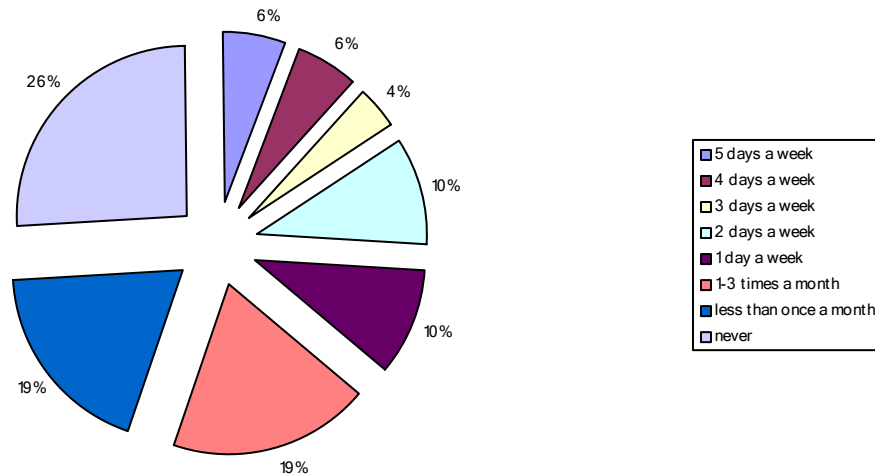
44% of staff would never cycle to work the main reason is the distance involved, also the need for improved cycle paths and routes.



### About Your Journey On Council Business

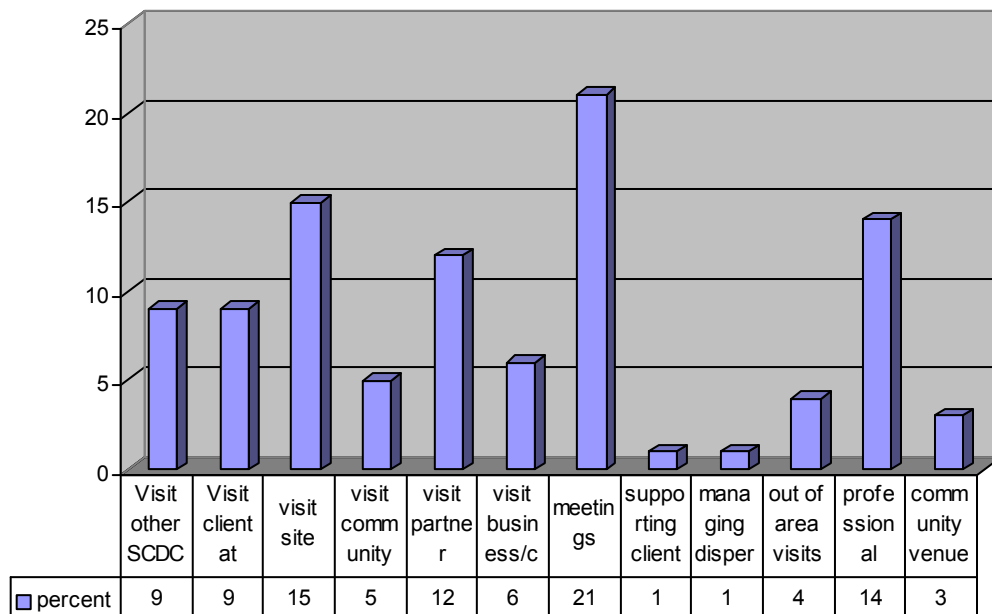
56% of staff are required to travel on Council business as part of their contract of employment. The largest proportion of these staff travel between 1-3 times a month and do less than 50 miles per month. However the second highest mileage per month category is over 200 miles at 23%. The majority of staff normally travel using their own car (66%), with the second highest being car sharing (17%). This shows that staff are thinking about the journeys they are making and sharing with colleagues.

**How Often Do You Travel On Council Business**



The top 4 reasons for travelling on Council business are meetings (21%), site visits (15%), professional training (14%), and visiting partner organisations (12%).

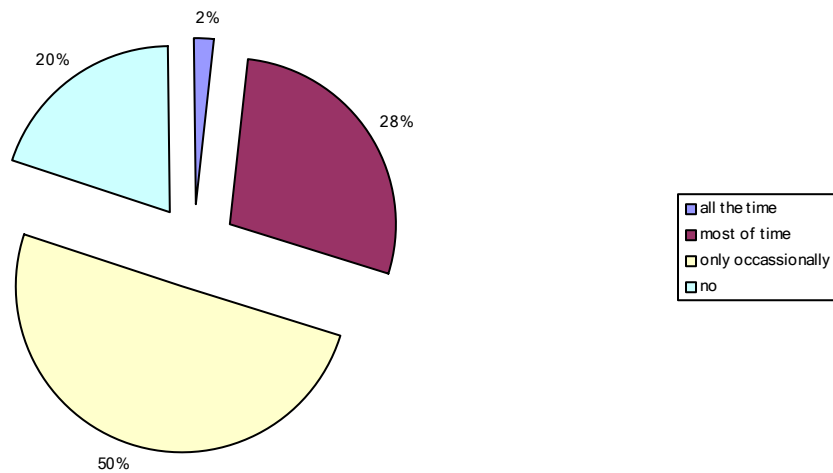
**Reasons For Travelling on Council Business**



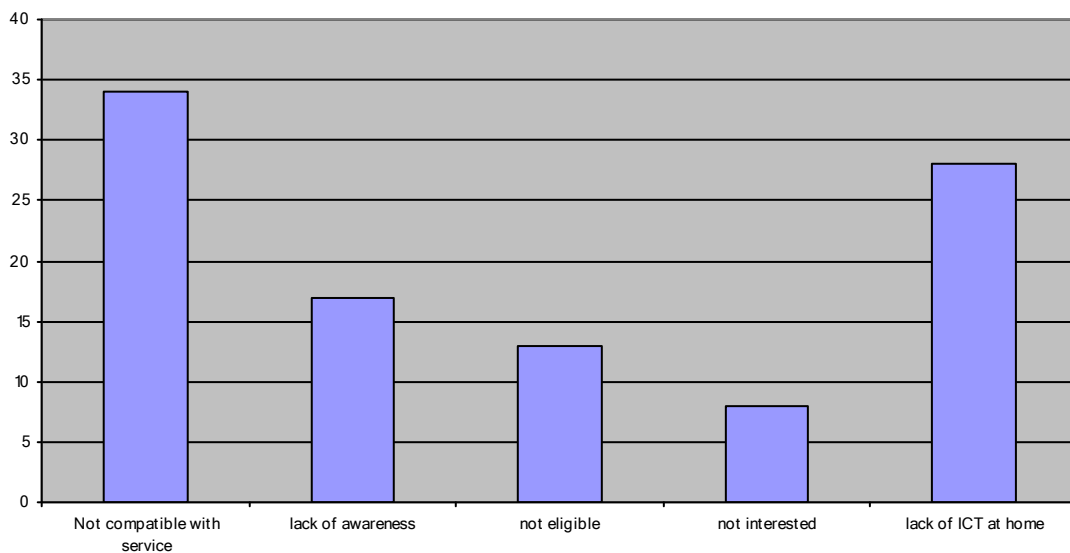
## Where And When You Do Your Work

The majority of staff never work away from the office (47%), with 37% working away from the office once a month or less. Half of those that responded said that the task they do could only occasionally be done away from the office with 28% doing work that could be done away from the office most of the time. Home working was the choice of flexible working that most staff would be interested in (71%), followed by condensed hours (16%). The two main reasons that staff were not currently using flexible working was that it was not compatible with service needs (34%), and the lack of suitable ICT at home (28%).

Can Tasks Be Done Away From Office



Reasons Why Not Currently Using Flexible Working



## About You

Those that responded 56% were female. The age breakdown shows the largest group being 25-34 (31%), followed by 35-44 with 27%.

Age	percent
under 25	5
25-34	31
35-44	27
45-54	23
55+	14

## Summary of Results

- 135 Staff completed the survey.
- Majority of staff are local to office in Cambourne.
- This said the main mode of travel is lone car driver.
- It is the convenience of the car that is the main reason; this ties in with being able to do other things coming to and from work especially family responsibilities.
- There is still a major problem with public transport from many areas in Cambridgeshire and the surrounding areas – a large percentage of staff were in CB6 postcode which covers Ely and also PE postcode which covers: St Ives, Huntingdon and St Neots.
- There is a need of the car for work although it is only a low percentage that needs it daily.
- The encouraging factor to entice staff to use other means of travel is improvements to existing alternatives, many commented on no direct bus service and some areas have no bus service at all.
- There is a high interest shown in car sharing although this would need assistance and encouragement to make it work.
- Some staff are car sharing for business travel and this should be encouraged where possible.
- The main reason for business travel was for meetings, maybe this could be looked into – types of meetings and where held. Types of options available, telephone conferencing/car sharing/bus/Park & Ride.
- A large percentage of staff were interested in home working, although there was also an awareness and concern that currently not able or available due to not being compatible with service. Could this be looked into further in teams and sections to assess impact on service?
- Another issue is the lack of ICT at home and the lack of access to documents from home – could the use of external access be further investigated e.g. netilla (remote access system to certain drives as well as email)

<p><b>Councillor Travel Survey</b></p>		<p><b>South Cambridgeshire District Council</b></p>
<p><b>February 2008</b></p>		

### **What is a Travel for Work Plan?**

A Travel for Work Plan aims to reduce the number of journeys made by single occupancy cars in favour of other forms of transport as well as encouraging flexible and remote ways of working. This has wider benefits in terms of work-life balance, reduced congestion in the local area and helping to protect the wider environment.

### **What should I do next?**

Please complete all the following sections as indicated - there are three in total and the survey should take no more than a few minutes to complete. If any questions are not relevant to you please leave blank and go to the next question.

**The closing date for completed forms is 10 March 2008.**

The information collected by this survey is strictly confidential and will not be shared with any third parties. The information collected will only be used for the purposes of travel for work planning.



## SECTION ONE: ABOUT YOUR JOURNEY TO THE COUNCIL

**Question 1:** Where does your journey normally start? Please enter the full postcode:

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**Question 2:** When attending the Council, what time do you typically arrive and depart?  
Please tick all that apply.

Arrive	<input type="radio"/>	Depart	<input type="radio"/>
8:00–10:00	<input type="radio"/>	10:00-12:00	<input type="radio"/>
10:00-11:00	<input type="radio"/>	12:00-14:00	<input type="radio"/>
11:00-12:00	<input type="radio"/>	14:00-15:00	<input type="radio"/>
12:00-14:00	<input type="radio"/>	15:00-17:00	<input type="radio"/>
14:00-15:00	<input type="radio"/>	17:00-18:00	<input type="radio"/>
15:00-17:00	<input type="radio"/>	18:00-20 :00	<input type="radio"/>
17:00-18:00	<input type="radio"/>	After 20:00	<input type="radio"/>
If none of the above, please state			

**Question 3:** On average, how often do you travel to the Council? (Please select one option only.)

Every day	<input type="radio"/>
2-4 times a week	<input type="radio"/>
2-4 times a Fortnight	<input type="radio"/>
2-4 times a month	<input type="radio"/>
4-10 times a month	<input type="radio"/>
Once a month	<input type="radio"/>
Once every 1-2 months	<input type="radio"/>
If none of the above, please state	

**Question 4:** How do you travel to the Council? For each of the following modes of travel, please select how often (if at all) you use them for the main part of your journey (i.e. greatest distance). Please select an option for **each** form of travel.

	Every day	2-4 times a week	2-4 times a fortnight	2-4 times a month	4-10 times a month	Once a month	Once every 1-2 months	Very occasionally	Never
Walk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bicycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Motorbike	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car driver – alone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car share – with SCDC Member/employee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car share – with non-SCDC employee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Question 5:** If you drive to/from the Council what are your main reasons for using the car? Please indicate **Three** of the most important.

Cheapest means of travel	<input type="radio"/>
Need car for activities or responsibilities before/after attending	<input type="radio"/>
Reliability	<input type="radio"/>
Need car for Council or other business	<input type="radio"/>
No alternatives available	<input type="radio"/>
Most convenient way of getting to the Council	<input type="radio"/>
Time saving	<input type="radio"/>
Need the car for lunchtime errands	<input type="radio"/>
Other, please state	

**Question 6:** If you usually travel to/from the Council by car, what might encourage you to switch to another method of travel? Please indicate **Three** of the most important.

Worsening traffic conditions	<input type="radio"/>
Rises in petrol prices	<input type="radio"/>
Discounted public transport	<input type="radio"/>
Improvements to existing alternatives	<input type="radio"/>
Insufficient parking space	<input type="radio"/>
Other, please state	

**Question 7:** Would you be prepared to car share as either a driver or passenger?

Yes <input type="radio"/>	No <input type="radio"/>
Already do <input type="radio"/>	

If you answered no, please indicate your reasons:

**Question 8:** Which of the following would most encourage you to car share?

Help in finding car share partners with similar attendance pattern	<input type="radio"/>
Guaranteed transport home if let down by car driver or there was an emergency	<input type="radio"/>
Reserved parking for car sharers	<input type="radio"/>
Incentives for car sharers	<input type="radio"/>
Other, please state	

**Question 9:** If you do not use public transport for your journey, please indicate **two** of the main reasons.

Services not frequent enough	<input type="radio"/>
Too expensive	<input type="radio"/>
Need to change buses/trains	<input type="radio"/>
No service from where I live	<input type="radio"/>
Journey time too long	<input type="radio"/>
Unreliable	<input type="radio"/>
Other, please state	

**Question 10:** Which of the following options might encourage you to use public transport, or use it more? Choose the **two** most important to you

More direct bus routes	<input type="radio"/>
More frequent bus service	<input type="radio"/>
Discounted tickets/passes	<input type="radio"/>
Improved railway station – Cambourne bus links	<input type="radio"/>
Faster journey times/quicker routes	<input type="radio"/>
Better quality waiting facilities	<input type="radio"/>
Real time information (displays details of when bus will arrival)	<input type="radio"/>
Other, please state	

**Question 11:** Which of the following changes would encourage you to cycle to the Council? Choose the **two** most important to you.

Would never cycle to the Council	<input type="radio"/>
Better/safer cycle paths	<input type="radio"/>
Improved/secure cycle lockers at work place	<input type="radio"/>
Improved changing facilities, showers and lockers	<input type="radio"/>
Drying room for outdoor clothes	<input type="radio"/>
Guaranteed ride home in emergency	<input type="radio"/>
Emergency bike repair/rescue scheme	<input type="radio"/>
Advice or guidance on safe cycling	<input type="radio"/>
Other, please state	

## SECTION TWO: ABOUT YOUR JOURNEYS ON COUNCIL BUSINESS

**Question 12:** On average how often do you travel on Council business?

Every day	<input type="radio"/>
2-4 times a week	<input type="radio"/>
2-4 times a fortnight	<input type="radio"/>
2-4 times a month	<input type="radio"/>
4-10 times a month	<input type="radio"/>
Once a month	<input type="radio"/>
Other, please state	

**Question 13:** What committees/groups are you a member of?

Cabinet	<input type="radio"/>	LSP Executive Group	<input type="radio"/>
Cambridge East Joint Member Ref Group	<input type="radio"/>	Northstowe Development trust Working Group	<input type="radio"/>
Climate Change Working Group	<input type="radio"/>	Northstowe Joint Development Control Committee	<input type="radio"/>
Community Services Portfolio Holder Meeting	<input type="radio"/>	Planning Committee	<input type="radio"/>
Constitution Review Working Party	<input type="radio"/>	Planning Sub Committee	<input type="radio"/>
Corporate Governance Committee	<input type="radio"/>	Policy Sub Committee	<input type="radio"/>
Council	<input type="radio"/>	Post Office Sub Group	<input type="radio"/>
Electoral Arrangement Committee	<input type="radio"/>	Recycling Unwanted Stationery and Equipment Group	<input type="radio"/>
Employment committee	<input type="radio"/>	Resources Portfolio Holder Meeting	<input type="radio"/>
Growth & Sustainable Communities/Planning Service Portfolio Holder Meeting	<input type="radio"/>	Safety Committee	<input type="radio"/>
Home Improvement Agency Advisory Committee	<input type="radio"/>	SCDC/Cambridge University Liaison Group	<input type="radio"/>
Housing and Environmental Services Portfolio Holder Meeting	<input type="radio"/>	Scrutiny and Overview Committee	<input type="radio"/>
Housing Futures Working Group	<input type="radio"/>	South Cambridgeshire Crime & Disorder Reduction Partnership	<input type="radio"/>
Housing Options Portfolio Holder Meeting	<input type="radio"/>	South Cambridgeshire LSP Board	<input type="radio"/>
Joint Development Control Committee	<input type="radio"/>	Staffing and Communications Portfolio Holder Meeting	<input type="radio"/>
Licensing	<input type="radio"/>	Standards Committee	<input type="radio"/>
Local members of Parliament	<input type="radio"/>	Windmill Estate Project Steering Group	<input type="radio"/>
Other, please state			

**Question 14:** Do you visit the Council offices on occasions for other purposes?

Yes <input type="radio"/>	No <input type="radio"/>
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**Question 15:** If yes what are the main reasons?

Training	<input type="radio"/>
Meeting with member of staff	<input type="radio"/>
To raise an issue on behalf of a local resident	<input type="radio"/>
To hand in forms/collect papers or other items	<input type="radio"/>
Other, please state	

**Question 16:** Do you tie in these additional visits with meetings of committees/groups of which you are a member?

Always	<input type="radio"/>
Usually	<input type="radio"/>
Sometimes	<input type="radio"/>
Occasionally	<input type="radio"/>
Never	<input type="radio"/>

**Question 17:** Do you attend meetings of committees/groups of which you are not a member?

No	<input type="radio"/>		
Cabinet	<input type="radio"/>	LSP Executive Group	<input type="radio"/>
Cambridge East Joint Member Ref Group	<input type="radio"/>	Northstowe Development trust Working Group	<input type="radio"/>
Climate Change Working Group	<input type="radio"/>	Northstowe Joint Development Control Committee	<input type="radio"/>
Community Services Portfolio Holder Meeting	<input type="radio"/>	Planning Committee	<input type="radio"/>
Constitution Review Working Party	<input type="radio"/>	Planning Sub Committee	<input type="radio"/>
Corporate Governance Committee	<input type="radio"/>	Policy Sub Committee	<input type="radio"/>
Council	<input type="radio"/>	Post Office Sub Group	<input type="radio"/>
Electoral Arrangement Committee	<input type="radio"/>	Recycling Unwanted Stationery and Equipment Group	<input type="radio"/>
Employment committee	<input type="radio"/>	Resources Portfolio Holder Meeting	<input type="radio"/>
Growth & Sustainable Communities/Planning Service Portfolio Holder Meeting	<input type="radio"/>	Safety Committee	<input type="radio"/>
Home Improvement Agency Advisory Committee	<input type="radio"/>	SCDC/Cambridge University Liaison Group	<input type="radio"/>
Housing and Environmental Services Portfolio Holder Meeting	<input type="radio"/>	Scrutiny and Overview Committee	<input type="radio"/>
Housing Futures Working Group	<input type="radio"/>	South Cambridgeshire Crime & Disorder Reduction Partnership	<input type="radio"/>
Housing Options Portfolio Holder Meeting	<input type="radio"/>	South Cambridgeshire LSP Board	<input type="radio"/>
Joint Development Control Committee	<input type="radio"/>	Staffing and Communications Portfolio Holder Meeting	<input type="radio"/>
Licensing	<input type="radio"/>	Standards Committee	<input type="radio"/>
Local members of Parliament	<input type="radio"/>	Windmill Estate Project Steering Group	<input type="radio"/>
Other, please state			

**Question 18:** If so what are your main areas of interest?

Relevant to my village	<input type="radio"/>
Relevant to local area	<input type="radio"/>
District wide issue	<input type="radio"/>
Subject is an area of interest	<input type="radio"/>
Other, please state	

**Question 19:** If you travel on Council business, on average how many miles do you cover in a month? (Please select one option only.)

Less than 50 miles	<input type="radio"/>
51 – 150 miles	<input type="radio"/>
151 – 250 miles	<input type="radio"/>
251 – 350 miles	<input type="radio"/>
351 – 450 miles	<input type="radio"/>
Over 450 miles	<input type="radio"/>

**Question 20a:** When travelling on Council business, how do you normally travel? (Please select no more than **two** options in column A).

**Question 20b:** Still thinking about travel for Council business, are there other travel options that you would like to use but are not currently available? (Please select all relevant options in column B).

	<b>A</b>	<b>B</b>
Car Share	<input type="radio"/>	<input type="checkbox"/>
Own car	<input type="radio"/>	<input type="checkbox"/>
Lease car	<input type="radio"/>	<input type="checkbox"/>
Own bicycle	<input type="radio"/>	<input type="checkbox"/>
Bus	<input type="radio"/>	<input type="checkbox"/>
Park & Ride	<input type="radio"/>	<input type="checkbox"/>
Train	<input type="radio"/>	<input type="checkbox"/>
Taxi	<input type="radio"/>	<input type="checkbox"/>
Walk	<input type="radio"/>	<input type="checkbox"/>
Pool bicycle	<input type="radio"/>	<input type="checkbox"/>
Other (please specify)		

**Question 21** Finally on Council business trips, what is the nature of your journeys? Please tick all the relevant boxes below for the trips that you regularly make.

Visiting another SCDC office/site	<input type="checkbox"/>	Meetings	<input type="checkbox"/>
Visiting a resident at home	<input type="checkbox"/>	Supporting resident at appointments etc	<input type="checkbox"/>
Visiting a site	<input type="checkbox"/>	Out of area visits	<input type="checkbox"/>
Visiting a community venue	<input type="checkbox"/>	Attending professional training	<input type="checkbox"/>
Visiting a partner organisation	<input type="checkbox"/>	Community venues for training	<input type="checkbox"/>
Visiting business/commercial premises	<input type="checkbox"/>		
Other (please <u>briefly</u> specify)			

**ANY FURTHER COMMENTS ON ANY ASPECT OF THE QUESTIONNAIRE**

Please use the space below to include any further comments that are not covered elsewhere in the survey.

**SECTION THREE: ABOUT YOU**

**Question 22:** Are you...

Male	<input type="radio"/>
Female	<input type="radio"/>

**Question 23:** Which age category are you in

Under 35	<input type="radio"/>
35 – 44	<input type="radio"/>
45 – 54	<input type="radio"/>
55 – 64	<input type="radio"/>
65 or Over	<input type="radio"/>

**Question 24:** Do you consider yourself to have any mobility difficulties?

Yes	<input type="radio"/>
No	<input type="radio"/>

**Question 25:** Are you a registered blue badge holder?

Yes	<input type="radio"/>
No	<input type="radio"/>

**THANK YOU VERY MUCH FOR SPENDING THE TIME TO COMPLETE THIS SURVEY**

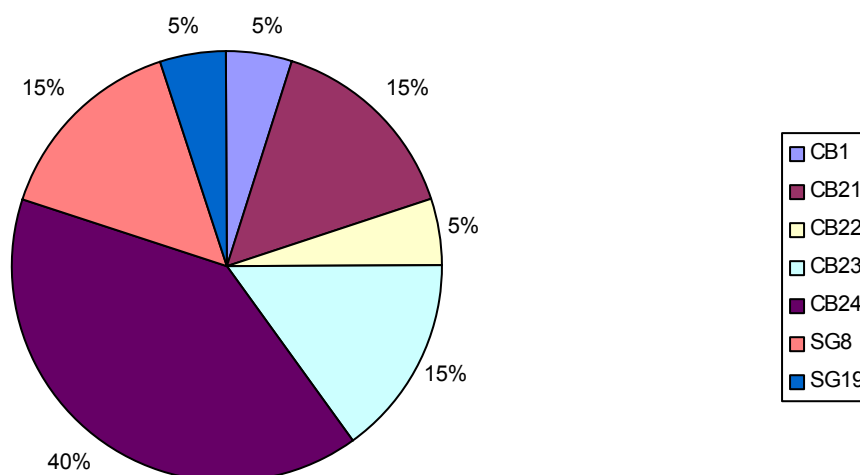
**Please return all completed forms to:** Michele Campbell, South Cambridgeshire District Council, South Cambridgeshire Hall, Cambourne Business Park, Cambourne, Cambridge, CB23 6EA

### South Cambridgeshire District Council Travel for Work Councillor Survey 2008

#### About Your Journey To The Council

The majority of councillors who completed the survey live in CB24 (40%) followed equally by CB21, CB23, and SG8 (15%). Like staff most councillors travel locally to the Council building although it is interesting to see that more councillors were located in CB24.

Where Does Your Journey Start

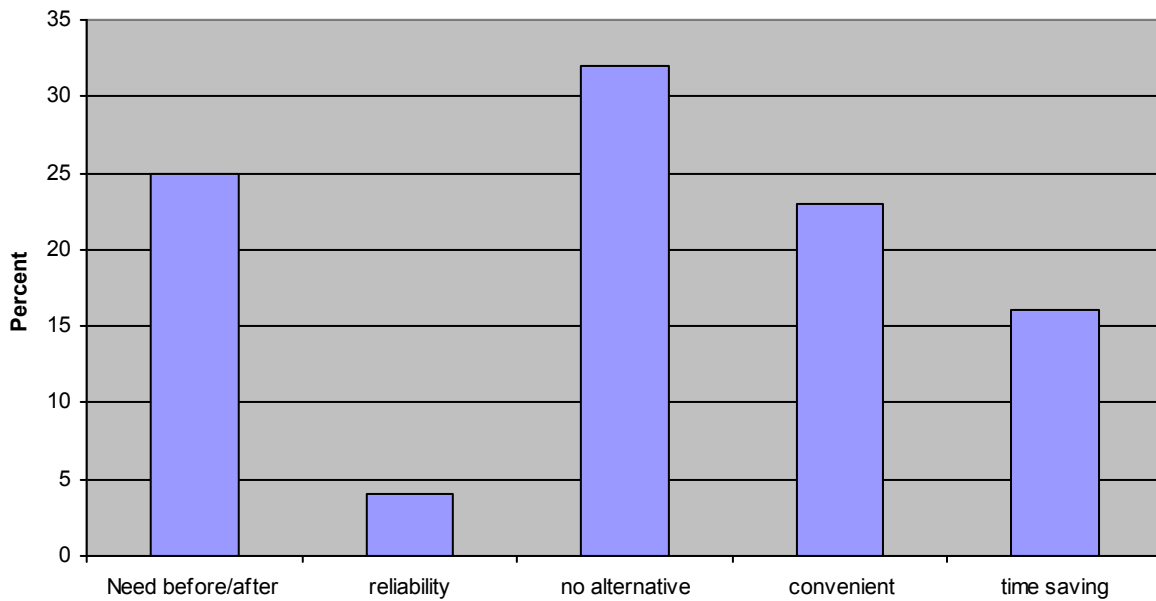


How you travel to the council is shown in the table below

	Every time	2-4 times a week	2-4 times a fortnight	2-4 times a month	4-10 times a month	Once a month	Occasionally
Bicycle	1	0	1	0	0	0	0
Motorbike	0	0	0	0	0	0	1
Bus	0	0	0	0	0	0	2
Car lone driver	2	8	3	5	2	2	0
Car share SCDC	0	1	0	2	1	2	7
Car share non SCDC	0	0	0	0	0	0	1

This highlights the high percentage of lone drivers and that of the councillors that completed the survey most attended the council 2-4 times a week. Car sharers are the next highest. There was a large proportion of councillors that very occasionally car share but like staff we do not know what triggers this, although it is more likely connected to meeting dates and times.

### Reasons for Using the car



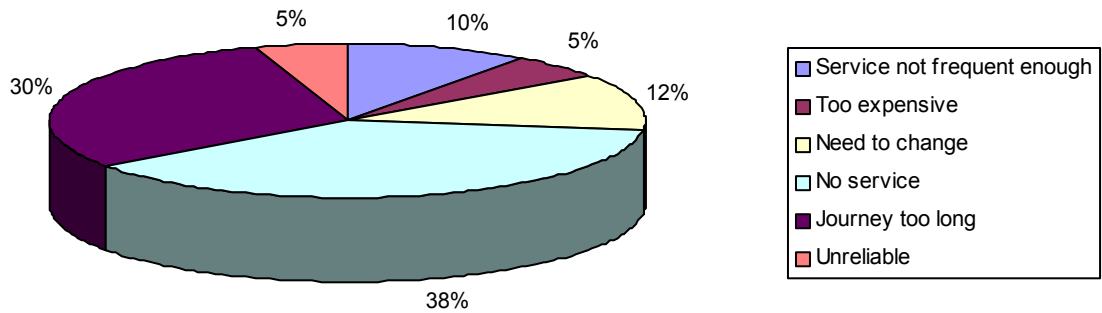
The main reason given for using the car for getting to/from the council was the lack of alternatives. The second highest was the need for the car for activities or responsibilities before of after attending, followed by the convenience it provided. It was clear from comments made that there are many areas within Cambridgeshire that has little or no public transport and long distance caused problems using other means e.g. walking/cycling.

The improvement to existing alternatives was the biggest factor that would encourage councillors to switch to another method of travel with 81%. Followed by worsening traffic conditions (13%). It was interesting to see that lack of parking did not make any difference in the responses received.

40% of councillors would be prepared to car share with 30% already car sharing. Help finding a partner and guaranteed transport home were the factors that would encourage car sharing most. This did highlight the difficulties for councillors due to the different places they attend the building from/to i.e. work, home, community, meetings and that they attend at different days and times to one another, sometimes making car sharing in practical or that more forward planning needed.

The use of public transport is low due to the lack of its availability across Cambridgeshire. Journey time being too long was the second reason; many people state that they would spend more time travelling than attending the meeting.

#### Why Don't You Use Public transport

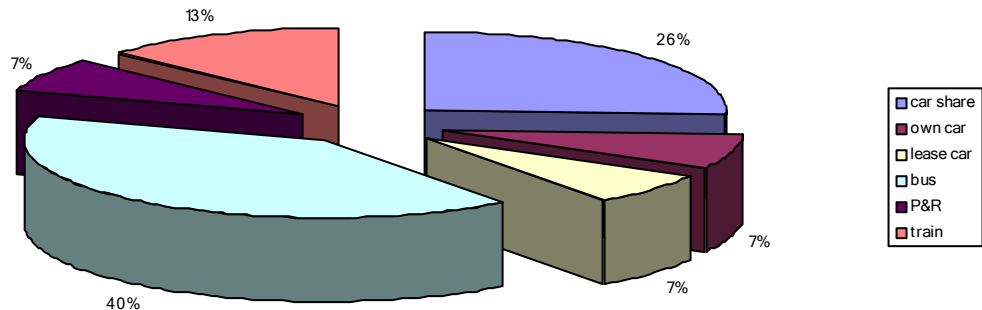


The majority of people would be encouraged to use public transport if there was a more direct bus route (48%). This was followed jointly by more frequent and faster journey times (both 21%). Councillors commented that it would be useful to have availability of any form of public transport as some areas have no service at all.

75% of councillors would never cycle to the council the main reason is the distance involved, also the need for improved changing facilities (10%).

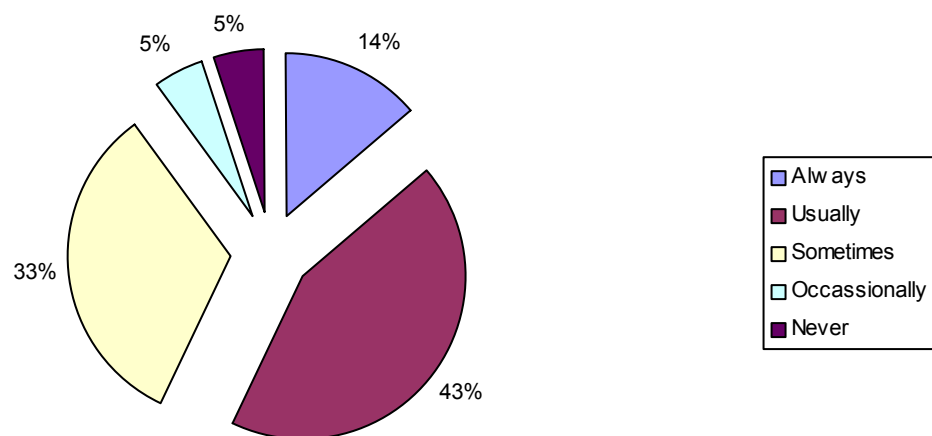
## About Your Journey On Council Business

Preferred travel options



50% of councillors travel on council business 2-4 times a week and average between 51-150 miles per month (60%). The second highest mileage per month category is 151-250 miles at 20%. The majority of councillors normally travel using their own car (80%), with 5 categories sharing second place with 4% each car share, own bike, bus, P&R, and walking. Showing that councillors possibly use different modes of transport when working within their ward/parish. It is interesting to note that the preferred transport option would be bus (40%) if available. The nature of visits carried out was mainly for meetings (20%), site visit and professional training both joint second with 15%.

Do You Tie In Additional Visits With meetings



43% of councillors usually tie in visiting the council offices for other purposes with meetings, thus cutting down on unnecessary visits. The 3 main reasons for additional visits to the council were training (41%), meeting staff (30%), and raising issues on behalf of residents (20%). The top 3 committee meetings attended were Council (20%), Planning (8%), and Planning Sub (7%). The top 3 meetings attended which councillors were not a member of

were Cabinet (24%), Scrutiny and Overview (17%), and Planning (15%). This shows that the planning committees generate a lot of attendance at the council building.

### **About You**

Those that responded 55% were male. The age breakdown shows the largest group being 55-64 (48%), followed by 45-54 with 29%.

Age	Percent
35-44	14
45-54	29
55-64	48
65 or over	9

### **Summary of Results**

- 22 councillors completed the survey.
- The majority of councillors who responded are located within postcode area CB24.
- The main mode of travel is lone car driver.
- It is the lack of alternatives that is the main reason given for this, highlighting the problem with public transport from many areas in Cambridgeshire.
- The encouraging factor to use other means of travel is improvements to existing alternatives, many commented on no direct bus service and some areas have no bus service at all.
- The preferred travel option if available would be the bus.
- The use of public transport is not being used at present due to the amount of time it takes, some journeys to/from meetings can be longer than the meeting itself making it in practical.
- There is high interest shown in car sharing although this would need assistance to work due to the dates and times of meetings varying and also where the councillor is travelling from i.e. work, home, other meetings, etc varying the start and end points of the journey.
- Some councillors are car sharing when meetings and other commitments allow, this is good and should be encouraged.
- Lack of parking made no difference to people using the car.
- The main reason for business travel was for meetings.
- Councillors tend to tie in visiting the council for meetings with other purposes this cuts down the unnecessary visits to the building.
- The main reason for visiting the building outside of attending meetings was for training.
- The planning committees attract most interest and attendance from both councillors who were members and non-members of the committee.
- The 4 main committees attended were Council, Cabinet, Scrutiny and Overview and Planning.





**SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL  
TRAVEL QUESTIONNAIRE**

We would be grateful if you could take the time to complete this short questionnaire to help the council understand the travel patterns and needs of people visiting its offices. This information will be used to help inform the review of the council's travel for work plan. If you need any help in completing the questionnaire please ask at reception.

Date		Time of arrival	
------	--	-----------------	--

1. How have you travelled to Cambourne today?  
*Please select from one of the options below*

By car                  Public Transport    Walked                  Cycled                  Other

2. If you have travelled by car please select which of the following options best applies to you.

Lone driver                  Driver with passengers                  Passenger

3. Where have you travelled here from today?

4. Why have you visited the Council's offices at Cambourne today?  
Please select from one of the options provided below

To attend a meeting                                  To make a service enquiry                                  Other

5. If you are here for a meeting who is the meeting organiser?

6. If you are here to make a service enquiry which service are you visiting?

Housing                  Benefits                  Council Tax                  Planning                  Building Control

Community Services                  Environmental Services                  Other (*please give details below*)

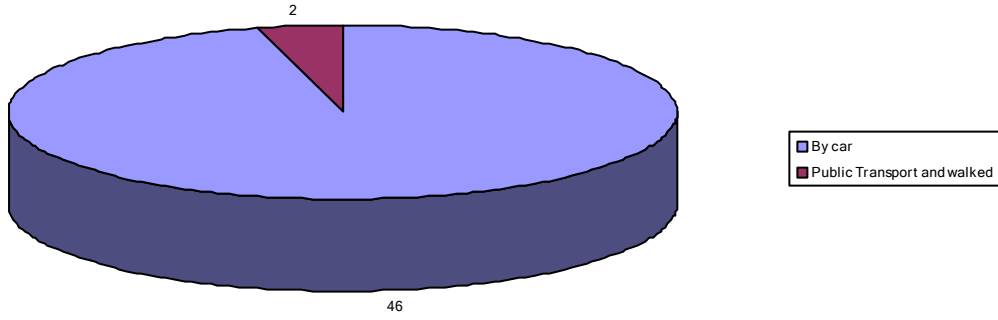
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If you have any comments about travelling to and facilities provided for visitors to the council's offices please include these in the box below:

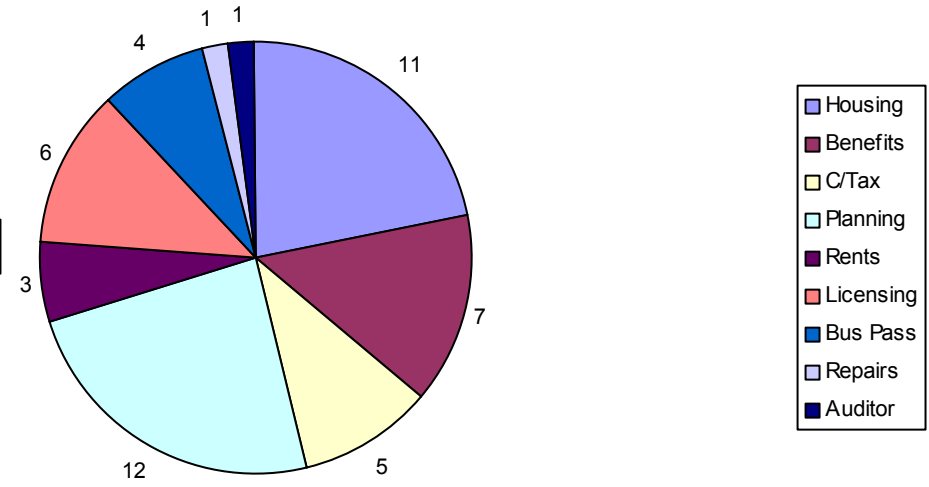
If you would like more information about the council's travel for work initiative please provide your name and contact details below:

Thank you for your help.

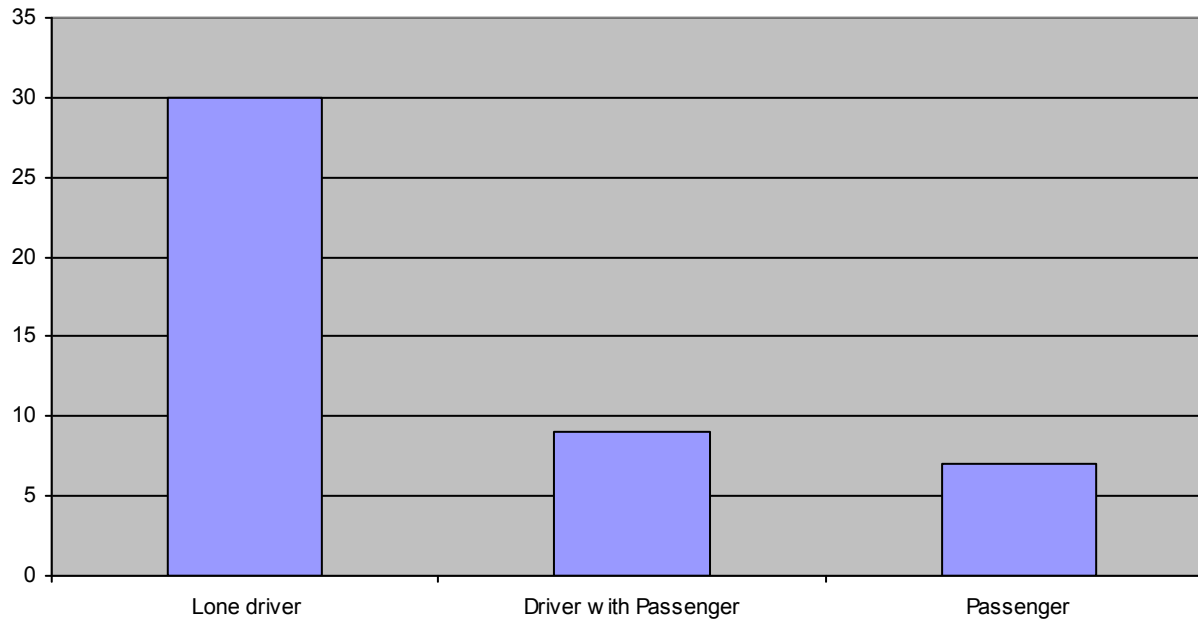
How Have You travelled To Cambourne



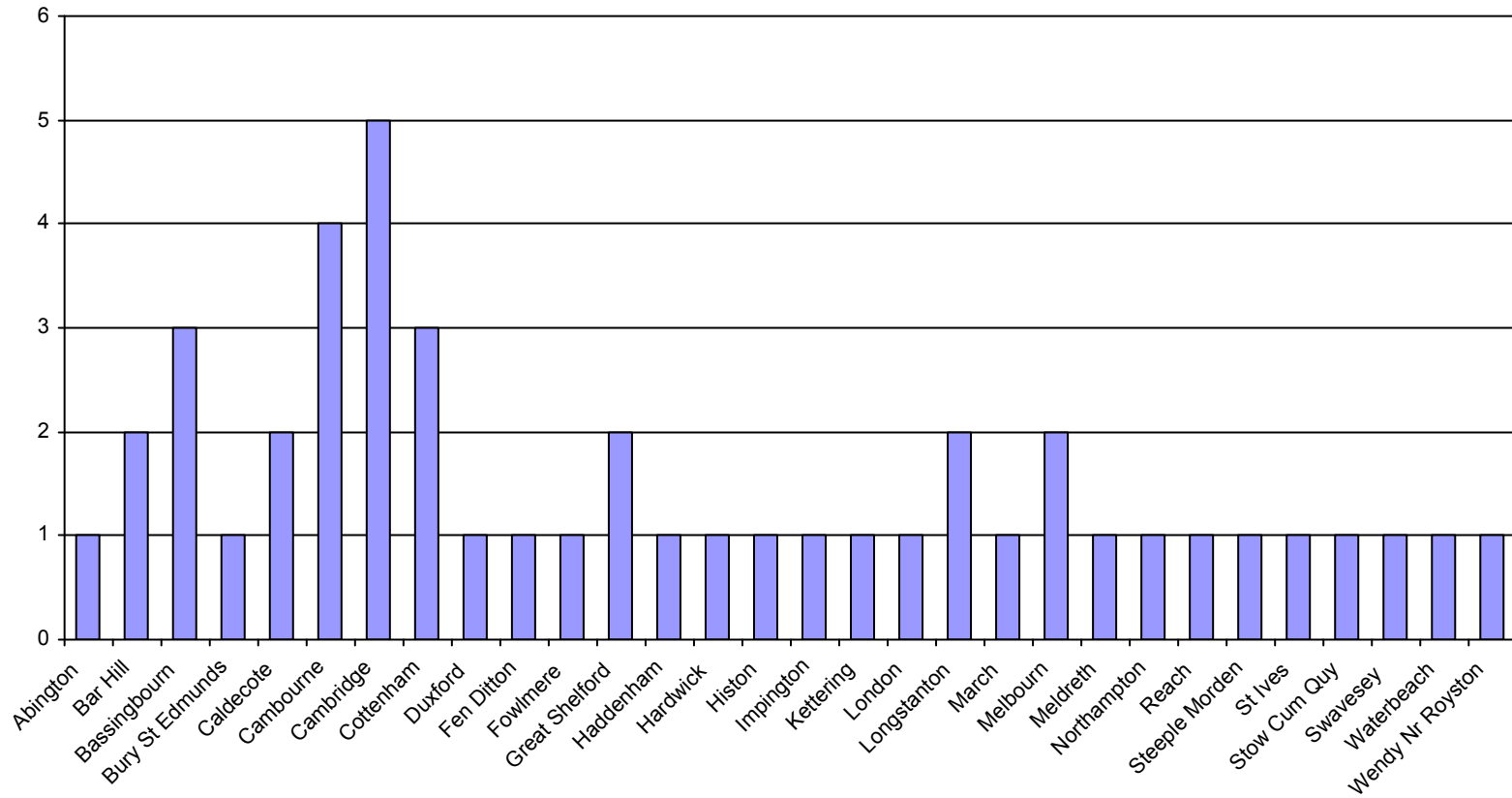
Why Have You Visited Today?



If Travelled By Car How?



### Where Have You Travelled From



Reoccurring comments made by visitors:

- Insufficient short term visitor's spaces.
- Difficulty finding parking spaces.
- Difficulty finding offices as no sign on the first roundabout.