

Boosting healthy, sustainable travel in Manchester

A large NHS Trust with more than a million visitors every year and over 13,000 staff - the environmental impact of travel is significant. Over the past four years it has focused on engaging staff and improving infrastructure to encourage uptake of sustainable and active travel.

Central Manchester University
Hospitals NHS Foundation
Trust

Travel, transport and access

What was the issue being addressed?

After procurement, staff and patient travel is the Trust's the largest source of scope 3 carbon emissions, as well as contributing to air pollution and congestion in local area. Associated car parking is costly, intensive to manage, and a cause of patient complaints.

However the main site is located on the busiest bus route in Europe [over 20 bus routes on or nearby] and in easy reach of the tram system, train links and dedicated cycle routes.

What action was taken to overcome the issue?

The Sustainable Travel Plan launched in 2015, set ambitious targets and an action plan to reduce travel impacts against a 2013 baseline.



Targets included:

- 10% modal shift away from single-occupancy car journeys
- Increase bus use by 5%
- Increase active travel modes (walking, running and cycling) by 4%

To achieve these targets the Trust made significant improvements to infrastructure, including;

- Over 200 additional cycle parking spaces
- Two cycle hubs for staff including cycle storage, clothes lockers, showers and drying rooms
- 11 electric vehicle charging points

The Trust encouraged travel behaviour change by providing;

- Personalised travel planning packs (PTPs)
- A subsidised hybrid bus shuttle service from the main train station and free shuttle service between sites.
- Improved travel information on Intranet and internet pages and patient letters.
- Three public bus routes stopping on the main site
- A car club on the main site.
- Bicycle Users Group (BUG) and Electric Vehicle (EV) Users Group
- Events including monthly cyclists breakfasts (in partnership with local Universities), monthly cycle maintenance sessions, seasonal cycling events and public transport days

What was the impact?

Each year the Trust carry out a travel survey to determine how staff travel to work, and collate feedback. Staff travelling by single occupancy car journeys has already decreased by 9.9% against the 2013 baseline.

Whilst single occupancy car journeys have decreased, staff using active travel modes (walking, running and cycling) has increased by 16%, meaning that 1 in 8 members of staff

now use a form of active travel to get to work. In total 3% of all staff (almost 400 individuals) are registered members of the cycle hubs and shelters. Staff using public transport (train, Metrolink and buses) has increased by 3.6% against the baseline.

3,350 discounted public transport tickets have been sold to staff in the last 12 months as a result of a targeted communications campaign, with staff on average saving over £50 per year. Public transport use is expected to increase dramatically in the next few years following the completion of the Oxford Road Bus Priority Scheme.

Using the SDU's [HOTT tool](#) the Trust calculated the air pollution impact of staff commuting has decreased by over 25% (£160,000). The overall cost benefit of the sustainable travel programme since 2013 is estimated at £773,000.

Lessons learned / success factors?

The travel programme has been sustained over a long period and designed to appeal to a wide range of staff. The Trust provide regular feedback opportunities using a range of channels which helps measure what's working well and what needs improvement.

Annual staff travel surveys are used to measure impact. Whilst this is only a snapshot, it is critical as it guides yearly transport and travel goals. Patients and visitors are surveyed every three years.

Support from the local transport authority (Transport for Greater Manchester) has been key in securing grant funding to upgrade facilities and the Trust have also worked closely with local stakeholders to achieve shared goals.

"We have made strong progress on our journey towards reducing the environmental impact of our travel activities and engaging staff in this process has been key. Alongside the introduction of infrastructure improvements, this has resulted in a marked increase in staff using sustainable and active travel methods to get to work. The recent launch of the SDU's HOTT tool has been of great help in assisting us to report the impact of our activities."

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