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# SYCAMORE PARK

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# WELCOME PACK

YOUR LOCAL TRAVEL INFORMATION



# WHAT'S INSIDE?

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Here's your quick look reference for the different sections of your Welcome Pack

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## THE SYCAMORE PARK RESIDENTIAL TRAVEL PLAN

Your development's Travel Plan is here to promote and monitor sustainable travel used by Sycamore Park's residents to:

- ✓ Reduce the number of single occupancy car trips from the development

- ✓ promote the use of public transport, cycling and walking
- ✓ provide advice on how to improve local travel habits

The success of the Travel Plan is down to you, the residents of this new community, and your enthusiasm to embrace changes in your travel habits for local journeys. To find out more about the Sycamore Park Residential Travel Plan, head over to your development-specific webpage at [smartertravelchoices.co.uk/sycamorepark](http://smartertravelchoices.co.uk/sycamorepark)

## 7 BENEFITS TO YOU & YOUR COMMUNITY

Getting involved with your development's Travel Plan has plenty of positive benefits including:

- ✓ Improving your health and wellbeing
- ✓ Reducing your travel costs
- ✓ Improving your accessibility to local services
- ✓ Increasing your road safety
- ✓ Reducing your travel times
- ✓ Improving your travel choices
- ✓ Creating a cleaner, more vibrant local community

## KEEP IN TOUCH!

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@SmarterTravelChoices



@SycamoreParkSTC



@RJSmarterTravel



[smartertravelchoices.co.uk](http://smartertravelchoices.co.uk)



[sycamorepark@smartertravelchoices.co.uk](mailto:sycamorepark@smartertravelchoices.co.uk)

Our social media channels provide regular information and useful advice on local travel. From time to time, we will also undertake short snap surveys, polls and competitions where prizes will be up for grabs. So, be sure to follow us, as well as join up to your Sycamore Park Smarter Travel Facebook group to keep up to speed on all things travel, as well as upcoming events at Sycamore Park.

*Dear Sycamore Park Resident*

## **CONGRATULATIONS ON MOVING INTO YOUR NEW HOME!**

*It's important to Persimmon Homes, the developer of Sycamore Park, that you settle in well to Beck Row and the local area and to do this we are pleased to provide you with your Welcome Pack. As part of this pack, you'll be introduced to the variety of local travel options that can provide you with excellent accessibility to your local area, including useful information on public transport services, as well as local walking and cycling routes within Beck Row.*

*This pack of local travel information also provides you with the opportunity to have your own Personal Travel Plan which explains all the different travel choices you can use to complete your daily local travel. To receive your Personal Travel Plan, either complete the enclosed questionnaire (and send back to us, free of charge) or head to **[smartertravelchoices.co.uk/sycamorepark](https://smartertravelchoices.co.uk/sycamorepark)** and answer the questions online. This will help us understand how your move may have altered your travel habits.*

*Once you've completed the short survey, you'll also be able to obtain a £100 voucher from **[wiggles.co.uk](https://wiggles.co.uk)** or £100 towards bus travel to Mildenhall.*

*We hope you find this pack useful and enjoy exploring Beck Row and the neighbouring areas using the variety of travel options available to you.*

*On behalf of Persimmon Homes, we hope you enjoy living in Sycamore Park.*

*Kind regards*

*Smarter Travel*

*Your Travel Coordinator*

# YOUR WELCOME PACK AND TRAVEL PLAN

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This Welcome Pack is part of the on-going commitment Persimmon Homes has with the promotion of sustainable travel via the Travel Plan for Sycamore Park. To find out how Sycamore Park is doing compared to the rest of Beck Row, we will undertake annual surveys on local travel habits, on behalf of Persimmon Homes. A summary of these updates will be available to view online at [smartertravelchoices.co.uk](https://www.smartertravelchoices.co.uk).

Please do keep an eye out for these surveys as there will be great prizes for residents of Sycamore Park to win!

As a resident of Sycamore Park, you are entitled to a Personal Travel Plan specifically designed for you. Your Personal Travel Plan will set out all of your travel options for regular commute destinations, and provide you with all the information to make the journey as easy as it can be.

By completing the enclosed travel survey (or the online version at [smartertravelchoices.co.uk](https://www.smartertravelchoices.co.uk)), you will be able to obtain:

- ✓ A £100 voucher\* to spend at [wiggle.co.uk](https://www.wiggle.co.uk), or
- ✓ A £100 towards bus travel\* to Mildenhall

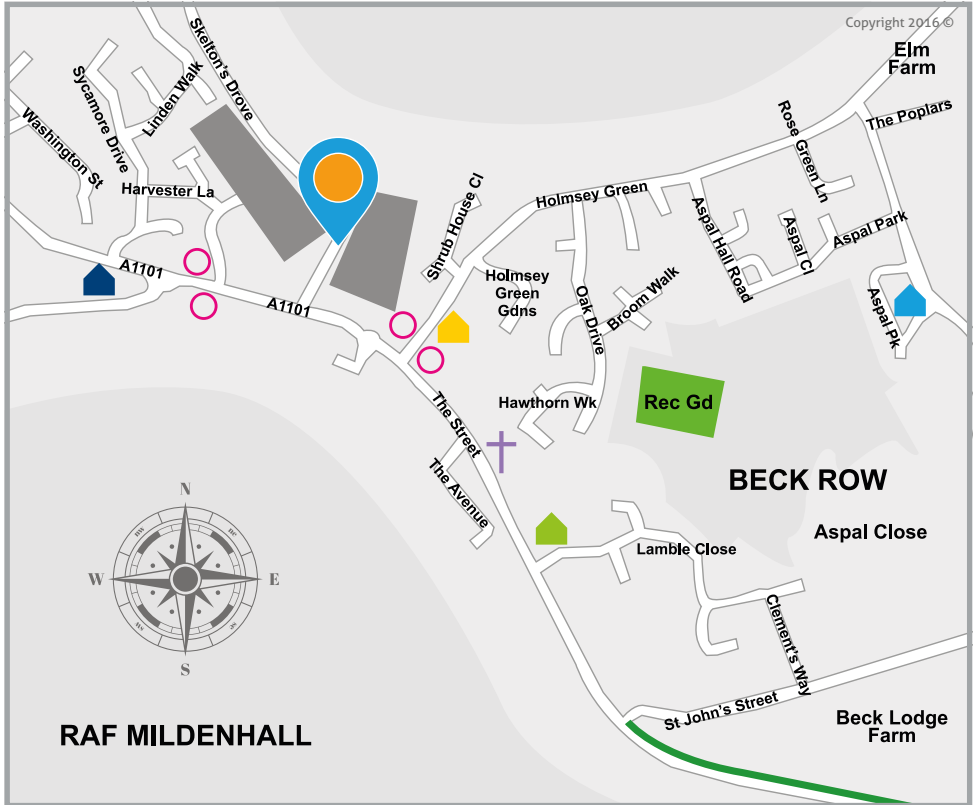
There is also a Sycamore Park Facebook group ([@SycamoreParkSTC](https://www.facebook.com/SycamoreParkSTC)) that will provide regular information and useful advice on local travel. You will be able to use this group to communicate with your fellow residents about shared and social travel, and we will also share details about upcoming events exclusive to Sycamore Park, such as our Community Travel Plan Events.

From time to time, we will also undertake short snap surveys, polls and competitions where prizes will be up for grabs. Do join up to your Sycamore Park Smarter Travel Facebook group and keep up to speed on all things travel-related.

\*one per dwelling



# YOUR LOCAL AREA



Location	Time (mins)		Location	Time (mins)	
	Walk	Cycle		Walk	Cycle
▲ Primary School	7	2	▲ Public house	7	2
▲ Nursery	17	6	† Place of worship	5	2
▲ Post office/local shop/ATM	3	1	Mildenhall Town Centre	55	19

Based on 1.4m/s walking speed & 4m/s cycling speed

For the local cycle map go to your dedicated web page at [smartertravelchoices.co.uk](http://smartertravelchoices.co.uk)

## Key

Sycamore Park



Off road cycle route  
to Mildenhall



Nearest Bus Stops



# PUBLIC TRANSPORT

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By Sycamore Park's access road, approximately 500m walking distance, you'll find the nearest sheltered bus stop on the A1101, The Street. Further stops with more regular services can be found on Holmsey Green. Coach Services and Mulleys Motorways operate services on Mondays to Saturdays, from these bus stops to Thetford, Brandon, Lakenheath, Bury St Edmunds, Icklington, and, of course, Mildenhall.

The nearest train station is at Shippea Hill, located approximately 8.6km northwest of Beck Row. Although it's on the Cambridge to Norwich service, there's currently only one service available to Norwich on Mondays to Saturdays. The train station has a free car park with six spaces, along with 2 cycle spaces. Step free access is available at this train station too.

Newmarket Train Station, on the other hand, is approximately 21km from Sycamore Park and operates regular services to Ipswich and Cambridge for connecting trains to London Liverpool Street, Birmingham, Kings Lynn, Norwich and Stansted Airport. The train station offers step free access throughout with secure storage available for 12 bicycles as well as 12 spaces for cars, with an additional accessible car space.

## PLANNING YOUR JOURNEY

To plan a journey, obtain maps and timetables, locations of bus stops etc, visit the dedicated Sycamore Park Travel webpage, on [smartertravelchoices.co.uk](http://smartertravelchoices.co.uk).

Timetables are available from Traveline East Anglia Community Transport as well as direct from the bus and train operators' contact information opposite.

### Suffolk County Council

[suffolkonboard.com](http://suffolkonboard.com)

 [passenger.transport@suffolk.gov.uk](mailto:passenger.transport@suffolk.gov.uk)

 0345 6066171

### Coach Services Ltd

[coachservicesltd.com](http://coachservicesltd.com)

 [info@coachservicesltd.co.uk](mailto:info@coachservicesltd.co.uk)

 01842 821 509

(8.30am-5.30pm, Monday to Friday)

### Mulleys Motorways Ltd

[mulleys.co.uk](http://mulleys.co.uk)

 01284 702830 or 760641

(9.00am-5.00pm, Monday to Friday,  
9.00am-4.00pm, Saturday)

### Traveline East Anglia

[travelineeastanglia.org.uk](http://travelineeastanglia.org.uk)

 0871 200 2233

(7.00am-10.00pm, every day)


### National Rail (UK)

[nationalrail.co.uk](http://nationalrail.co.uk)

 03457 48 49 50

(24 hours, every day except Christmas Day)

 Textphone 0345 60 50 600 (for customers with hearing impairment)

 TrainTracker: 03457 48 49 50

(service offers live arrival and departure board information, timetable and fares information)

TrainTracker Text: Text Station Name to 84950 (costs 25p per reply)



**PlusBus**  
[plusbus.info](http://plusbus.info)

Use PlusBus as a cheaper way to get around areas such as Cambridge and Bury St Edmunds by coordinating unlimited local bus travel when purchasing your train ticket. This can be done on the Greater Anglia website, [greateranglia.co.uk](http://greateranglia.co.uk) or direct with PlusBus.

*By completing the enclosed travel survey you will be able to get £100 towards bus travel to Mildenhall.*



## USEFUL APPS FOR SMARTPHONES AND TABLETS

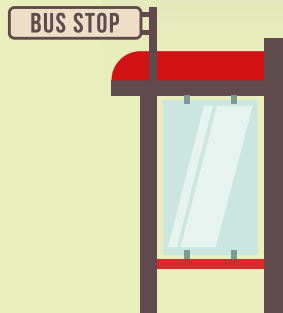
**Bus Checker**



**National Rail**



**Greater Anglia**



# WALKING & CYCLING

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Sycamore Park is well connected to the rest of Beck Row for both pedestrians and cyclists, with the development having direct access recently constructed residential roads that lead onto The Street (A1101) and Holmsey Green.

There are suitable walking routes to the nearest primary school, which is roughly a 7 minute walk, along with cycling routes to the local secondary school (24 minutes by bike). There is a local Convenience Store and Post Office that is less than 5 minutes walk from Sycamore Park. Whilst the nearest Dentist and Doctor's surgery are a 19 minutes cycle ride away, along with the nearest Supermarket which is a 20 minute journey by bike. Please refer to the map on page 4 for detailed walking and cycling times to local amenities and key transport links.

Whilst there is currently no national or regional cycle routes in Beck Row, there is an off-road shared use cycleway connecting Beck Row with Mildenhall. This route travels along the northern side of the A1101 from St John's Road in Beck Row, to Hampstead Avenue in Mildenhall. Your local cycle map is available to download via [smartertravelchoices.co.uk](http://smartertravelchoices.co.uk) as well as providing videos on cycle maintenance tips.

## Local Walks

Stay fit and active, by exploring the local Beck Row area on foot. Head over to [ramblers.org.uk](http://ramblers.org.uk) and use their 'Where do you want to walk?' search feature by inputting your postcode or local area.

## CYCLING INCENTIVES



Cyclescheme is the UK's number one provider of tax-free bikes for the Government's Cycle to Work initiative. Either speak directly to your employer about this service, visit [cyclescheme.co.uk](http://cyclescheme.co.uk) or your Travel Coordinator for more details.





## FREE ADULT CYCLE TRAINING

Head over to [smartertravelchoices.co.uk](http://smartertravelchoices.co.uk) or contact your Travel Coordinator for more details.

### PLANNING YOUR JOURNEY

For your local walking and cycling routes, either head over to the dedicated Sycamore Park Travel Plan web page, [smartertravelchoices.co.uk](http://smartertravelchoices.co.uk) or choose from the following:

#### HANDY WEBSITES

Green Suffolk



[greensuffolk.org](http://greensuffolk.org)

Discover Suffolk



[discoversuffolk.org.uk](http://discoversuffolk.org.uk)

CycleStreets



[cyclestreets.net](http://cyclestreets.net)

App available too!

#### USEFUL APPS FOR SMARTPHONES AND TABLETS



Strava Running and Cycling GPS



Walkmeter GPS



Cyclemeter GPS



Walk Diary

### £100 voucher

Save money on purchasing your bike or equipment at [wiggles.co.uk](http://wiggles.co.uk). To get your £100 voucher, simply complete your own Personal Travel Plan, by either posting back the questionnaire provided or going online to [smartertravelchoices.co.uk](http://smartertravelchoices.co.uk)



# GREENER TRAVEL

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## CAR SHARING

Register for free with Suffolk Car Share (or the National [liftshare.com](https://www.liftshare.com)) to start sharing your regular car journeys with those in your local community. The benefits of car sharing include:

- ✓ Save money by reducing the cost of fuel and parking
- ✓ Make your car journeys more sociable
- ✓ Cut congestion and pollution on the roads

### Suffolk Car Share



[suffolkcarshare.com](https://www.suffolkcarshare.com)  
@SuffolkCarShare

*App available too!*

### Liftshare



[liftshare.com](https://www.liftshare.com)

### goCarShare



*App available too!*

[gocarshare.com](https://www.gocarshare.com)

## TAXI SERVICES

Taxis are also available locally and are an important element of your public transport network.

### S & T Taxis

Mildenhall, IP28 7FB

 01638 563 030  
[sandttaxis.co.uk](https://www.sandttaxis.co.uk)

### JD Taxis

Beck Row, IP28 6EZ

 07739 540 061

For other available taxi services, consult your local business directory (i.e Yellow Pages, [yell.com](https://www.yell.com) or Thomson Local, [thomsonlocal.com](https://www.thomsonlocal.com)).

Head to [smartertravelchoices.co.uk](https://www.smartertravelchoices.co.uk) for further information on Greener Travel options available to you as a Sycamore Park resident.



## ECO-DRIVING

Although driving a car is the least sustainable choice of travel, sometimes it's a necessity, so here are 7 eco-driving tips that can really make a difference:

- 1 Service your car regularly to maintain engine efficiency
- 2 Check your tyre pressures regularly (and before long journeys), under-inflated tyres use more fuel as they increase rolling resistance
- 3 Lose any unnecessary baggage, extra weight means extra fuel
- 4 Combine short trips; cold starts use more fuel so it pays to combine your errands
- 5 Drive smoothly, accelerate gently and read the road ahead to avoid unnecessary braking
- 6 Cut down on the air-con; air-conditioning increases fuel consumption at low speeds (the effects are less noticeable at higher speeds)
- 7 Stick to the speed limits, the faster you go the greater the fuel consumption (cruising at 70mph uses up to 9% more fuel than at 60mph and up to 15% more fuel than at 50mph)

For more great advice on eco-driving, go to [smartertravelchoices.co.uk](http://smartertravelchoices.co.uk).



# COMMUNITY AND CONCESSIONARY TRAVEL

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## NATIONAL RAILCARDS

For £30\* per year (£20 for a Disabled Persons Railcard), National Rail offer a variety of Railcards, giving discounts for train travel, including:

- ✓ 16-25 Railcard - for those aged 16-25, or mature students (26+) and in full-time education
- ✓ Two Together Railcard - for two named people travelling together
- ✓ Family & Friends Railcard - for those travelling with children aged 5-15 (up to 4 adults and 4 children can travel on one card)
- ✓ Senior Railcard - for those aged 60 and over
- ✓ Network Railcard - for those travelling in the South East and aged 16 or over
- ✓ Disabled Persons Railcard - for those who have a disability that makes travelling by train difficult could qualify for a Disabled Persons Railcard, giving the user 1/3 off rail fares across Britain for them and a friend

For further information, and to order online, go to [railcard.co.uk](http://railcard.co.uk).

## BUS PASSES

There are a selection of local incentives to promote travelling by public transport, including:

- ✓ National Free Bus Pass - for those aged 60 or over you're entitled to a bus pass that allows free off-peak travel on local buses anywhere in England
- ✓ Disabled Persons Free Travel Bus Pass - similar to the National Free Bus Pass, eligible disabled people are entitled to free off-peak travel on local buses anywhere in England
- ✓ Endeavour Youth Card - pick up a cashless Endeavour card if you aged between 16-19, and you can get at least 25% off full price adult fare on participating bus services in Suffolk
- ✓ Endeavour Park & Ride Smartcard - an adult Endeavour card is available for those using the Park & Ride schemes in Suffolk

Apply for the bus pass online via [suffolkonboard.com/concessionary-travel](http://suffolkonboard.com/concessionary-travel), call 0345 6000659 or pick up an application form from your local Suffolk County Council office or library.

Endeavour cards are available to purchase online from [endeavour.suffolkonboard.com](http://endeavour.suffolkonboard.com), or via post. Applications can be downloaded or sent via post, to be returned to Endeavour Card, PO Box 212, Waterlooville, PO7 6Z



**PURCHASE  
A 3-YEAR  
RAILCARD  
FOR ONLY  
£70\***

\*prices advertised during February 2017

## CONCESSIONARY VOUCHER SCHEME

If you are unable to travel by conventional public transport (i.e. due to location or severe mobility impairment) you could be eligible to receive travel vouchers to assist with the cost of community transport services.

Contact your local council, Forest Heath District Council, for details on how to obtain these vouchers or head over to [suffolkonboard.com/concessionary-travel](http://suffolkonboard.com/concessionary-travel).



## PUBLIC TRANSPORT ALTERNATIVES

For Sycamore Park residents that are unable to travel by conventional public transport. The Voluntary Network provides details about a variety of community transport options including:

- ✓ Dial-a-ride, a local door-to-door transport service using easy access minibuses. The service operates Monday to Friday, from 8.30am-4.00pm. All passengers need to be members, for a membership pack and more information, call **01638 608022**
- ✓ Connecting Communities is a transport service that helps people in the Beck Row area that would otherwise not have access to a regular bus service. Operating Monday to Saturday, 7.00am to 7.00pm, the booking line is open Monday to Friday, from 8.00am to 4.00pm. Call **01638 664304** for more information

### The Voluntary Network

✉ [info@thevoluntarynetwork.org](mailto:info@thevoluntarynetwork.org)

📞 01638 608022

[thevoluntarynetwork.org](http://thevoluntarynetwork.org)

## COMMUNITY TRANSPORT SEARCH

CT Online is a community transport search facility that lets you search for your local community-run transport service anywhere in the UK. [ctonline.org.uk](http://ctonline.org.uk)

### Forest Heath District Council

College Heath Road, Mildenhall,  
Suffolk IP28 7EY

✉ [customer.services@westsuffolk.gov.uk](mailto:customer.services@westsuffolk.gov.uk)

📞 01638 719000

[westsuffolk.gov.uk](http://westsuffolk.gov.uk)

# FURTHER INFORMATION AND COMMENTS

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For more in-depth information regarding all of the travel options available to you as a Sycamore Park resident, please have a look at your developments dedicated webpage at [smartertravelchoices.co.uk](http://smartertravelchoices.co.uk)

## ROAD AND TRAVEL INFORMATION

For information on road and travel information, such as road closures, diversions and delays, all over the UK as well as local to Sycamore Park, we recommend using [roadworks.org](http://roadworks.org). Developed by the company, Elgin, it has been described as the most comprehensive communication hub for live and planned road and traffic information.

Alternatively, you can source the same information either via your local council website, and Highways England (for their Trunk Road network).

### Suffolk County Council

[suffolk.gov.uk/roads-and-transport](http://suffolk.gov.uk/roads-and-transport)

### Highways England

Road information:

[highways.gov.uk/traffic-information](http://highways.gov.uk/traffic-information)

Live Traffic information:

[trafficengland.com](http://trafficengland.com)

## COMMENTS

Should you want to comment on any of your transport experiences, your first point of contact should be the operator of the service as soon as possible after an incident. If you feel the operator failed to provide you with a satisfactory resolution, the matter can be referred to another organisation, including:

### Transport Focus (formerly Passenger Focus)

The independent transport user watchdog  
FREEPOST RTEH-XAGE-BYKZ

Transport Focus

PO Box 5594

Southend on Sea

SS1 9PZ

 0300 123 2350

[transportfocus.org.uk](http://transportfocus.org.uk)

### Bus Appeals Body

For complaints regarding bus or coach companies

Bus Appeals Body

Terminal House

Shepperton TW17 8AS

 0300 111 0001

 [enquiries@bususers.org](mailto:enquiries@bususers.org)

[bususers.org](http://bususers.org)

### Suffolk County Council

For sponsored bus services

(identified by the 1 code on timetables)

[suffolkonboard.com/buses/report-a-problem-with-public-transport/](http://suffolkonboard.com/buses/report-a-problem-with-public-transport/)

 0345 606 6171

[suffolkonboard.com](http://suffolkonboard.com)

If the matter remains unresolved, after contacting one of the above, the final point of contact is the Traffic Commissioner for the Eastern Region who is responsible for the initial registration of all services.

### The Traffic Commissioner

Eastern Traffic Area

East brook

Shaftesbury Road

Cambridge

CB2 8BF

 0300 123 9000

## ALTERNATIVELY, DO GET IN TOUCH WITH YOUR TRAVEL COORDINATOR

(contact details overleaf)  
They will be able to contact  
the relevant authorities  
directly on issues that  
concern your community.



**FILL OUT THE SURVEY FOR YOUR PERSONAL TRAVEL PLAN!**

# FILL OUT THE SURVEY FOR YOUR PERSONAL TRAVEL PLAN!

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If you would like to discuss the Travel Plan,  
or any transport-related services, please do get in  
touch with your Travel Coordinator at  
[sycamorepark@smartertravelchoices.co.uk](mailto:sycamorepark@smartertravelchoices.co.uk)

The Sycamore Park Residential Travel Plan is managed by Smarter Travel Ltd,  
on behalf of Persimmon Homes. Contact your Travel Coordinator  
for any queries or comments on the Travel Plan, or for any other day-to-day  
travel-related questions.



## **Smarter Travel Ltd**

847 The Crescent  
Colchester Business Park  
Colchester  
CO4 9YQ

**01206 228800**

[smartertravelchoices.co.uk](http://smartertravelchoices.co.uk)

## **Persimmon Homes PLC**

Persimmon House  
Coalville Road Works  
Oulton Broad, Lowestoft  
NR33 9QS

**01502 516784**

[www.persimmonhomes.com](http://www.persimmonhomes.com)