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Introduction and overview

This guide has been designed for school staff to use the Transport for London (TfL) STARS accreditation scheme and the corresponding online system in order to promote sustainable and active travel to school. The document is split into five chapters, mirroring the five key sections of the STARS website. It provides a step-by-step procedure to gaining and retaining the three levels of STARS accreditation: Gold, Silver and Bronze.

With this guide you can build a successful travel plan for your school and tackle key issues including parking stress, congestion and road safety whilst improving physical activity levels and local air quality.

It's time to get young London moving.

What is a school travel plan?

A school travel plan is a tool that can be used to identify and address a school's travel issues. As many issues relate to an excess of car travel, such as congestion, road safety and air quality, a clear strategy for reducing car use is likely to be a key component of your school travel plan.

Successful school travel plans increase active and sustainable travel for students, staff and parents through targeted communications, incentives and campaigns. Each year STARS schools substitute 13 million miles of car journeys with walking, cycling and scooting. The most successful school travel plans become embedded in the school's ethos and are updated annually.

Overall, the benefits to developing your school travel plan will include:

Specific school benefits

Addresses school traffic and congestion problems

Improving safety outside the school and reducing the likelihood of serious injury

Better car park management

Demonstrate your school's commitment to sustainability and social responsibility

Mitigate the impacts of school expansion

Improve relations with the local community

Access new funding opportunities

Contribute to other accreditation schemes such as London Healthy Schools Awards and the Eco schools programme.

Help to achieve a top Ofsted report by improving punctuality, attendance through improved student health, evidencing a care for student safety and the creation of a nurturing learning environment

Student's health and wellbeing

Increase sustainable active modes of travel in your school including walking, cycling and scooting

Contribute to the recommended 60 minutes of physical activity a day Increase attendance, attainment and punctuality

An improved awareness of road safety in the school community

A calmer start to the school day

Improve student independence and decision making



STARS is a scheme that has been managed by Transport for London (TfL) since 2007 to reward schools for implementing measures to promote active and sustainable travel. It is open to all schools and nurseries across London. Schools can achieve a Bronze, Silver or Gold standard of accreditation which reflects their achievements in improving the way people travel to school.

In Croydon, schools that have achieved or are working towards STARS accreditation can apply for mini-grants valued at between £200 and £600. For more Croydon-specific information visit the LB Croydon School travel plan webpage¹.

The STARS online system helps you create a comprehensive travel plan which can then be published as a PDF document and distributed throughout the school. Your school's application for STARS accreditation is completed automatically as you complete your travel plan. A copy of your school's travel plan would be essential to gaining planning permission for any construction or expansion of your school buildings.

STARS currently offers 125 'activity cards' which provide examples of measures to promote sustainable and active travel that your school can implement.

Some activities like 'Brighten your bag' are organised at the borough level, making them easy to join in with, therefore making accreditation more accessible.

The STARS website also enables you to store data about school travel, view your previous activities, log information about your school's travel issues, view/share best practice with other schools, and map annual progress towards STARS accreditation.

Since 2007 London schools have replaced over 22 million km of car journeys with active travel through STARS

Gold and Silver accredited schools achieve up to a 12% reduction in car use

Schools using STARS achieve an average of 6% reduction in the number of trips in car to school

Over half of schools in London are now part of the STARS scheme

STARS is mobile and tablet friendly so you can keep your activities updated as you go.

2017-18 results (Croydon)

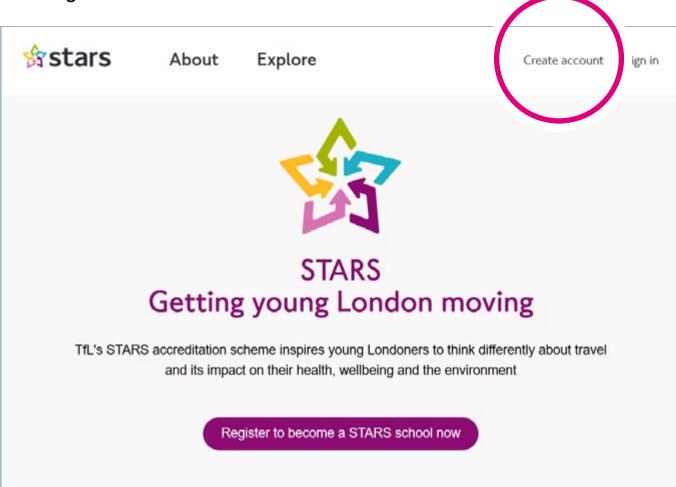
Bronze 28 Silver 10

17 Gold

All statistics from the STARS website stars.tfl.gov.uk

¹ https://www.croydon.gov.uk/transportandstreets/school-travel-plans

Creating a STARS account



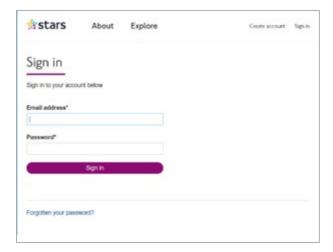
To get started, visit stars.tfl.gov.uk

- 1. Click on 'Create Account'
- 2. Fill in your details and make a note of your password
- 3. A verification e-mail will be sent to you. Remember to check your junk inbox if you cannot find it. Click the link in this e-mail to verify your account.

Find out why 1500 London schools, nurseries and colleges are already taking part

- 4. E-mail your borough officer (schooltravelplans@croydon.gov.uk) to let them know you have signed up.
- 5. Wait for your borough officer to approve your account. This may take several days.
- **6.** You will receive an e-mail stating you can now sign in to STARS.

Signing in



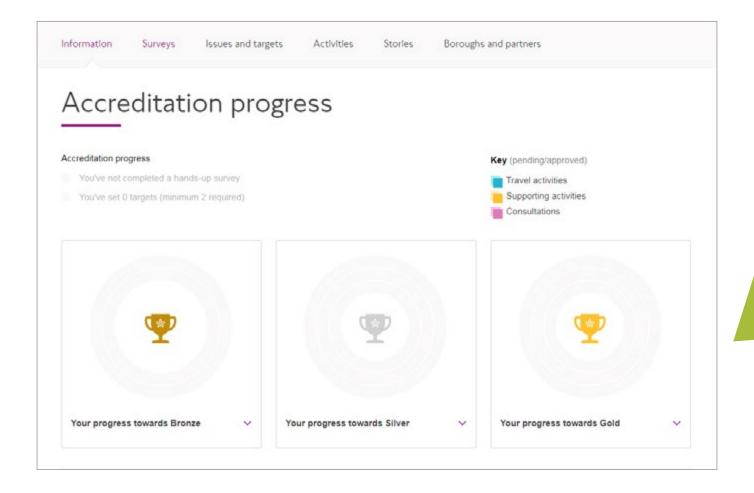
Once approved, it's time to sign in to your account.

- 1. Visit stars.tfl.gov.uk
- 2. Click on 'Sign in' (top right)
- **3.** Insert your school's STARS e-mail address and password

Homepage

Once signed in, click on 'My account' (top right) and 'View my School' on the drop down menu to see your school travel plan homepage.

Here is an example of a school travel plan homepage for a school that has not yet recorded any activities in STARS.



Chapter 1: Information



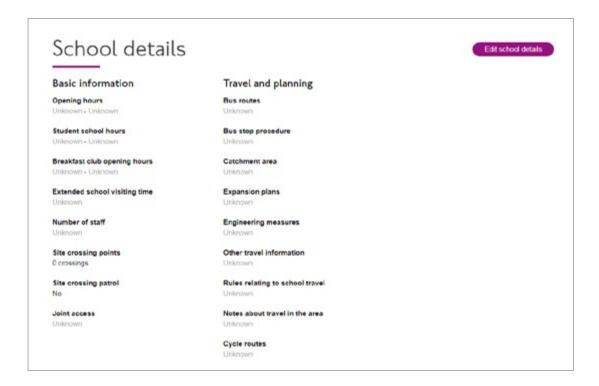
Information



School details

It is essential that your school's details are up-to-date. Select the **Information** tab and scroll down your school's homepage to find your **School details**. If details are incorrect or missing, press the '**Edit school details**' button and input the required information.

EduBase data cannot be edited through STARS. If you need to change any of the information under the **EduBase data** heading, your school office must change this on the '**Get information for schools**' system and you will need to wait for the STARS system to update automatically.



Bus stop procedure

Are there staff or police or bus stop monitors? Any rules for students queuing for the buses? Where are the most popular bus stops? Any overcrowded routes?

Catchment area

Description of the catchment area. Approximate size and where most students are coming from. Is the area increasing or decreasing in size? What kind of area is it i.e. high rise flats in estates, leafy residential, etc.

Expansion plans

Is your school planning to expand the building? Description of the plans. Any consultation events or public meetings?

² https://get-information-schools.service.gov.uk

Engineering measures

Existing or planned physical measures in the streets around the school that affect walking, scooting, cycling and driving. For example zebra crossings, cycle lanes, speed humps, car parking etc.

Other travel information

Are there other schools nearby? Is it is busy congested area? Describe you entrances. Any previous interaction with councilors or petitions? Other accreditation (e.g. Healthy Schools, Eco-Schools, etc.)

Rules relating to school parking

Scooter/cycling rules, parking restrictions, park & stride site?

Notes about travel in the area

Any main roads nearby? Any crossings in the area? Any stations in the area and how far away? How far are the nearest bus stops? Is parking restricted in the area?

Accreditation progress

The level of accreditation your school can apply for depends on the number of activities you have uploaded and the evidence you have provided for your activities. For Silver/Gold level schools, your success at reducing car use will be considered.

You can easily see your progress towards accreditation at any time by logging into STARS and looking at the **Accreditation progress** section on your home page.

The deadline for accreditation applications is the end of June. Activities are checked by the borough officer through July before being sent to TfL. Accreditations are awarded in September. **Awards**³ are also given to schools for outstanding achievements.

Current accreditation level

You can find your school's **Current Level** on your school homepage under the **Information** tab.

Your school's plaque should also display your current and previous accreditation levels.

Wheels of progress

The school at the top of the following page has achieved a Gold level of accreditation, their 'Wheels of Progress' are therefore full. Click on the drop-down arrow for a breakdown of your progress towards each level of accreditation.

Activity Categories

There are three categories of activity:

- Travel activities
 Supporting activities
- Consultations (only required for Silver and Gold levels of accreditation)

³ https://stars.tfl.gov.uk/About/Award

Colours and Stories

The three individual coloured accreditation circles (which form the Wheels of Progress) indicate how many activities you have uploaded in each of the three activity categories (travel activities, supporting activities, and consultation).

As you add stories with attached evidence into your travel plan they will populate the wheels of progress, appearing as faded dots in the appropriate category. Stories without evidence will not be approved and will not count towards Silver or Gold level accreditation.



Evidence Approval

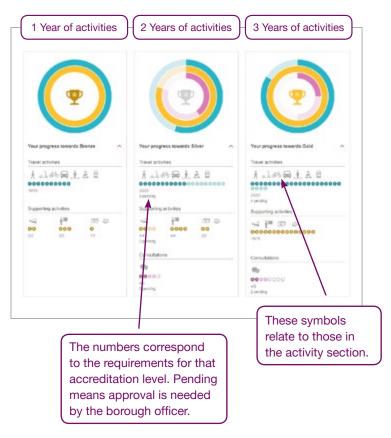
Once you have uploaded evidence for your story and it has been approved by the borough officer (see page 37 for instructions), the activity's dot will darken. For example, the school below has uploaded a total of 25 'travel activities' towards their Gold accreditation. 21 of these have been previously approved by the borough officer, 4 require approved evidence.

Previous year's count

STARS accreditation is cumulative and achieving Gold is a three year process. Activities within:

- the first academic year will count towards
 Bronze
- the current and previous academic year will count towards Silver
- the current and previous two academic years will count towards Gold.

The wheels of progress reflect this process. You should aim to work towards Bronze in your first year of engagement, Silver the second year and Gold in the third year. What this means is that your work towards Bronze will count towards Silver in the second year and the work for Bronze/Silver in your first and second year will count towards Gold in your third year of engagement.



Your school does not have to work towards Gold over three years – you may find it's better to implement the travel plan fully at a Bronze or Silver level for a couple of years to ensure the travel plan is engrained within the schools' ethos.

TfL accreditation requirements

Accreditation

Requirements	Bronze	Silver	Gold
Hands up surveys	✓	✓	✓
Active targets	✓	✓	✓
Travel activities	10	20	25
Supporting activities	6	10	15
Consultations		5	8
Evidence		~	✓
Modal Shift			✓

TOP TIP: Evidence is not required for Bronze accreditation but it is highly recommended. Uploading evidence as you go ensures relevant evidence is collected – it can be a big task looking for evidence retrospectively! Evidence for all stories is an essential requirement for Silver and Gold level applications. Once the necessary number of stories have been evidenced e.g. 20 travel, 10 supporting and 5 consultations for Silver; any additional stories in the year can be uploaded without evidence.

TOP TIP: Schools who have achieved a Silver/Gold level are expected to update their school travel plan annually to ensure their accreditation can be renewed when the time comes.

Chapter 2: Surveys



Surveys



A key step towards accreditation is to complete your annual **Hands Up Travel Survey**⁴. A Hands Up Travel Survey involves engaging with all students and staff and finding out how they travel to school and how they would prefer to travel to school.

Croydon Council asks all schools in the borough to conduct an annual hands-up survey in April. Your annual hands up travel survey is an essential part of the school travel plan and allows the school to monitor any changes in travel behaviour over time. For Silver and Gold levels of accreditation, you will use the Hands Up Travel Surveys to show a modal shift away from the car amongst your school community.

A 90% response rate to your annual Hands Up Travel Survey is required for all levels of accreditation.

Before working towards accreditation your school should complete a hands-up survey to act as baseline data. If your school already has baseline data from the past academic year, going forward you should conduct the annual survey in April.

TOP TIP: The surveys section on STARS refers specifically to hands-up surveys – other surveys should be added as a 'consultation' activity relevant to the demographic surveyed.

Survey questions

You will ask each student (and staff member) two questions.

- 1. How do you normally travel to and from school?
- 2. What is your preferred mode of travel to and from school?

⁴ https://stars.tfl.gov.uk/Explore/Idea/Details/1090

Survey template

Class name				
Date of survey				
Number of staff/pupils normally present				
Number of staff/pupils surveyed today				
Modetype	Actual	Preferred		
Walking				
Scooting				
Buggy				
Cycling				
Rail / Overground				
Tube				
DLR				
Tram				
Public bus				
School bus / taxi				
Car / motorcycle				
Car share				
Park and stride				

How to get the most accurate data

- Each student can only answer once. The total number of responses should equal the number of students in the class on the day of the survey.
- In cases where a student uses two or more modes of travel on the way to school (e.g. gets the train, bus and then walks) they should choose the mode that makes up the majority of their journey.
- If a student already travels to school by a mode they like they can select the same mode for question 2 their preferred mode.
- Car share is when two or more students are taken to school in the same vehicle but live at different addresses.
- Park and stride is defined as a school run that involves driving, followed by walking for at least 5 minutes.
- Journeys completed by taxi are included with the school bus count.
- Journeys by motor scooter / moped / or motorbike are included in the private car count



TOP TIP: Spaces in the room technique. This method avoids missed or double counting. Place images printed on card that correspond with travel modes in different locations in the room. For example, an image of a bicycle next to the whiteboard, an image of a tube train in the back corner. Get pupils to stand in the place with the mode that applies to question 1. Repeat for question 2.

TOP TIP: Write your survey results in your school newsletter. You can highlight any successes you have had in reducing car use and also use the data to highlight the importance of your campaigns. Even 50 fewer cars turning up outside school each day will have a big impact.

TOP TIP: Add some other questions to the hands up survey. For example: 'Do you own a bike?' This turns your hands up survey into a consultation 'activity' that can contribute to your next level of accreditation.

A school can choose to do more than one survey over the year, perhaps one a term. This can be useful to get a comparison of different times of the year. You may want to use surveys to assess the impact of your campaigns, activities and in particular independent travel training. Survey groups can be set up to track the travel attitudes of groups of students before and after training.

The survey results will be uploaded class by class. If possible, we recommend you use your students (school council or JTA group) to conduct the surveys.

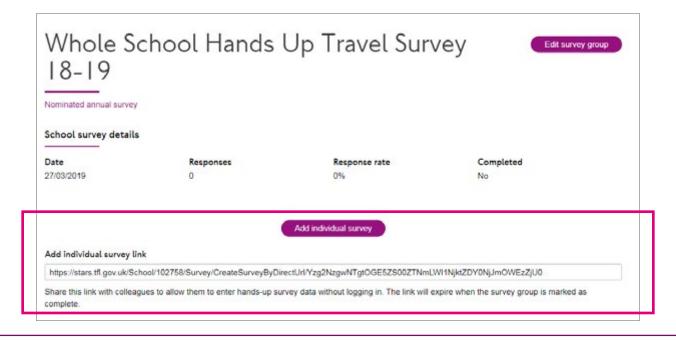
Conducting the survey

OPTION 1 - Paper surveys

- 1. Pick a week to conduct the surveys. Make the teachers and students aware that surveys are taking place.
- 2. Print off the survey sheets you have been sent by the borough officer, one for each class. Or use the template provided on page 14.
- 3. If you are using your student group (JTA, YTA, School council members etc), show them how to deliver the survey. They will need to introduce the survey to the class and go over the travel options and what they mean before they start.
- **4.** Pupils or staff members visit each class and tally up each class member's response. Remember the answers should tally to the total number of students in the class for actual and preferred travel.
- 5. Collate your survey sheets ready to upload to STARS.

OPTION 2 - Online surveys

- 1. Pick a week to conduct the surveys. Make the teachers and students aware that surveys are taking place.
- 2. Log in and click on the Surveys tab on your school's homepage
- 3. Click on Add Survey Group
- 4. Add a title (e.g. 'Hands Up Travel Survey'). Put the specific date of the survey in the box underneath
- **5.** Click **Save survey group**. This survey group will now appear in the 'Open surveys' section of your school's **Surveys** tab.
- **6.** You will then see a link on the survey group page.
- 7. Share this link with colleagues. Attach instructions to the survey to allow staff to enter the hands-up survey data for their class without logging in. The link will expire when the survey group is marked as complete.



Staff survey

You can conduct the staff survey by:

OPTION 1 – Printing off the templates and sending them out to staff.

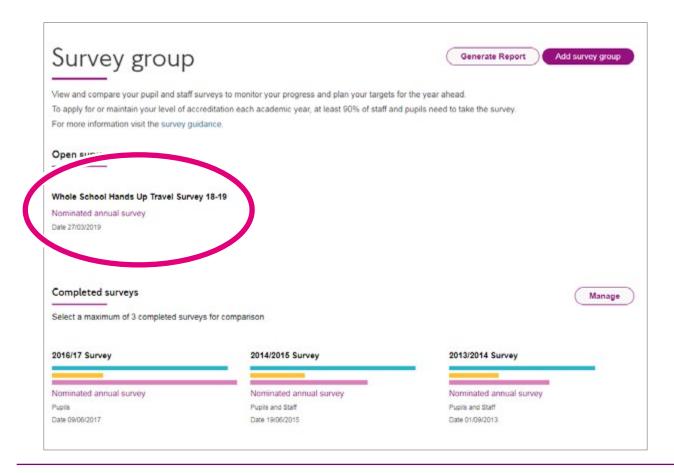
OPTION 2 - Conducting the survey in an all staff meeting as you would for the classes

OPTION 3 – Get the school office to e-mail all staff with the survey link. Staff can open this to complete the survey

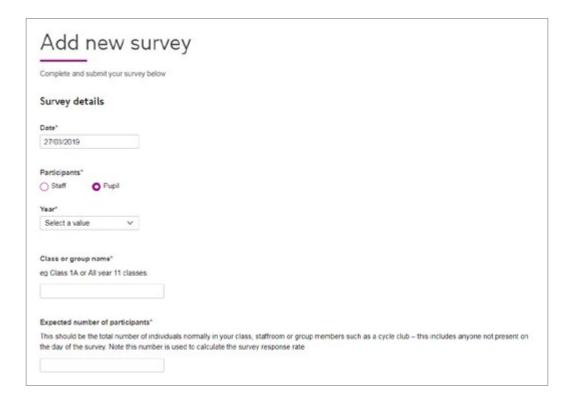
TOP TIP: Make the staff aware in advance they will be surveyed and create a deadline for responses.

Uploading your data to STARS

- Log in and click on the Surveys tab on your school's homepage
- 2. Click on 'Add Survey Group'. If you are simply doing a whole school survey, you should set up a single group into which all surveys are added. You can conduct a series of individual surveys (e.g. classroom surveys) that will go into the survey group. Next year you will create a new survey group.
- **3.** Add a title for the survey group (e.g. '2018-19 Whole School Survey'). Put the specific date of the survey in the box underneath.
- 4. Click 'Save survey group'. This survey group will now appear in the 'Open surveys' section of your school's Surveys tab.



- **5.** Click on your newly created survey group under 'Open Surveys' to view your school's survey details.
- **6.** The response rate will show as 0% if no surveys have been uploaded.
- 7. Click on 'Add individual survey'. This will take you to a page where you can upload the results of one class or the whole school as a single figure.



8. Complete the 'Survey details'

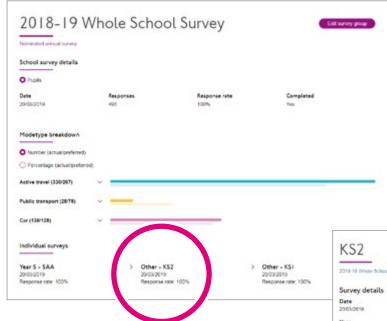
Note: 'Expected number of participants' should be the total number of individuals normally in your class, staffroom or group (e.g. cycle club). This includes anyone not present on the day of the survey. This number is used to calculate the survey response rate.

- **9.** Input the number of responses for 'Actual' and 'Preferred' modes of travel.
- 10. Once complete, click 'Submit Survey'.
- **11.** If you are inputting data class by class, to add the next individual survey click on the **Surveys** tab again and follow these instructions from step 5.

TOP TIP: The 'actual' and 'preferred' totals at the bottom of your mode type data table should not exceed the expected number of participants, or the survey will not save.

TOP TIP: If you are uploading results please ensure you add your staff surveys as a separate survey, but still in the same group: '2018-19 Whole School Survey'.

REPEAT UNTIL ALL SURVEYS ARE UPLOADED AND THE RESPONSE RATE SHOWS UP AS OVER 90%



Response rate is calculated by dividing the number of 'actual' responses by the expected number of participants.

To view the individual survey results, click on the survey group, scroll down to find 'Individual surveys'. To edit a survey, select it and press 'Edit survey', you can now change the survey details.

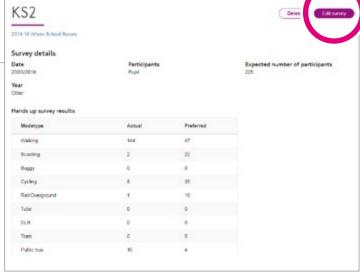
Labelling a survey as complete

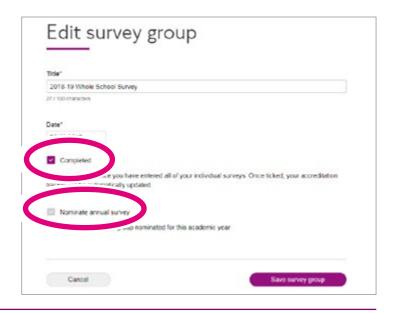
Once all your class surveys have been added, it is important to transfer the survey into the completed section.

To move a survey from an 'Open survey' to a 'Completed survey'

- 1. Click on Surveys tab
- 2. Select your 'Open survey'
- 3. Click 'Edit survey group'
- 4. Tick the 'Completed' box
- 5. You will need to nominate a survey group to be used by your school, the borough and TfL to calculate your school's modal split. We ask that schools nominate their annual survey in April.
- **6.** Click 'Save survey group' to move the survey to the 'Completed survey' group.

You have now completed the survey section!



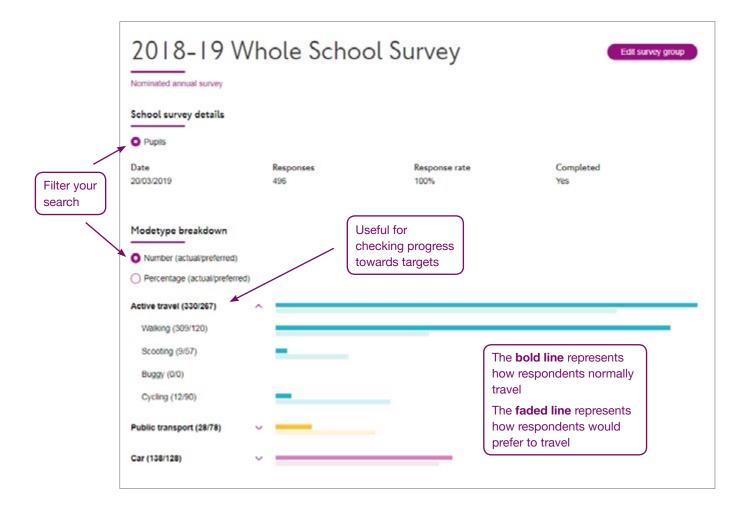


Reviewing your data

To view the 'Modetype breakdown' of the surveys you have uploaded, visit: **Surveys** tab > Survey Group > Completed Survey > Your selected survey.

The data will be displayed in a graph.

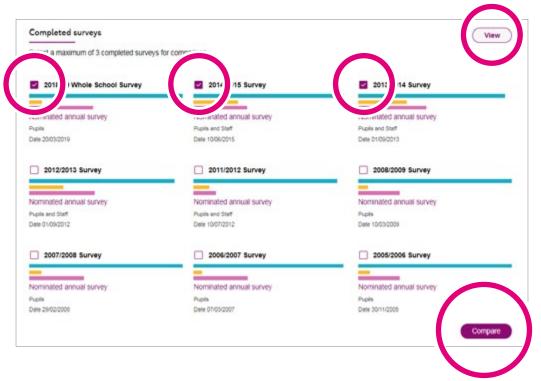
Blue – Active travel Yellow – Public transport Pink – Car travel

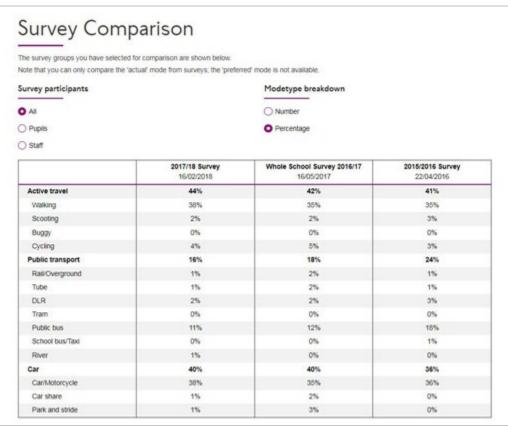


Comparing completed surveys

To compare three years of data:

- Select Surveys > Scroll down to 'Completed surveys' > click 'Manage' > Tick a maximum of 3 'Completed surveys' > Scroll down > click 'Compare'
- 2. This will produce a 'Survey Comparison'





Chapter 3: Issues and targets



Issues

Activities Information Surveys Issues and targets Stories Boroughs and partners

Your travel plan should document your school's specific travel issues. Documentation will allow you to focus on ways to monitor and resolve these issues. Additional help on identifying transport issues can be found at: https://stars.tfl.gov.uk/Explore/Idea/Details/1070.

Identifying your key transport issues

Your hands up travel data will reveal travel behaviours and any areas for improvement (e.g. low numbers of students traveling by active modes, or high car use).

A school travel 'Working group' and 'Senior management team' play a key role in identifying issues and their solutions.

Road safety

Air Quality

Congestion

School Highway Infrastructure

- Faded markings
- Lack of crossings
- Speed calming measures

Personal safety

Local environment

- Dogs mess
- Rubbish and flytipping
- Lighting

Potential School Issues

Expansion

How the school will mitigate against increased numbers travelling to the site

Parking

Irresponsible and Illegal

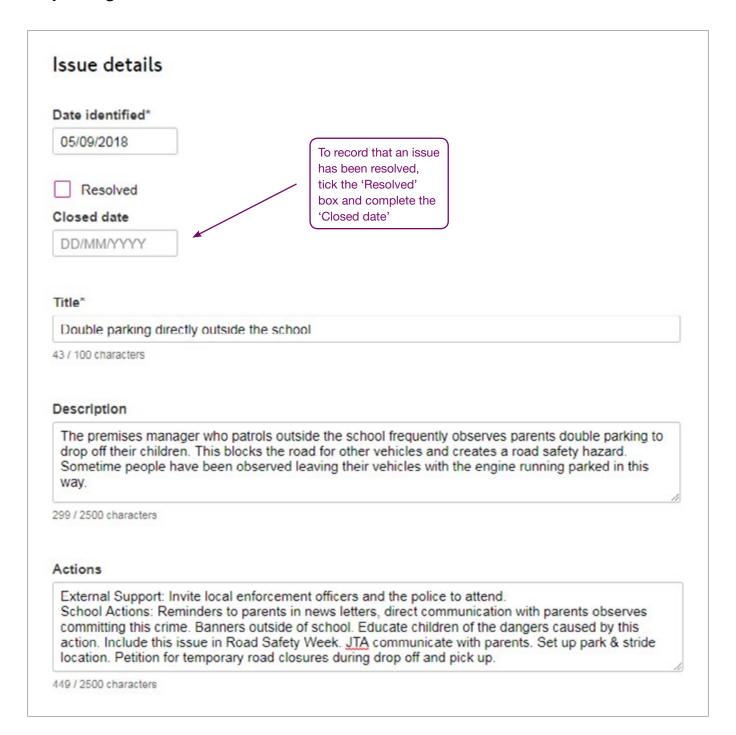
Cycling -Ability to ride safety

- Lack of safe storage
- Cycle Ownership
- Sign up rates to bikeability
- Lack of cycle infrastructure locally

Public Transport -**Service issues**

- Overcrowding and behaviour at bus stops
- Behaviour on the buses

Reporting an issue



Once identified, it is important to report your issues so that the Council becomes aware of them and can take action.

Click Issues and Targets tab > 'Add new issue'

- 1. Fill in the text boxes
- Select any related badges
- 3. Click 'Save issue'

Adding issue details

Date Identified

Fill in the date when the issue was identified. Do not add a closed date unless the issue has been resolved.

Description

Add details of what the issue is, how you found out about the issue, what or who has been impacted and who is causing the issue. Be specific about the location and timing of the issue.

Actions

Identify which actions could be addressed by:

- The school
- The Council
- TfL
- Any other external agencies i.e. the police

Editing issues

Update the details of any existing issues on the travel plan by clicking the **Issues and targets** tab > select a 'Current' issue > press '**Edit Issue**'

Resolved issues

To record that an issue has been resolved, tick the 'Resolved' box and complete the 'Closed date' on the 'Edit Issue' page.

TOP TIP: Your stories (see page 36) should focus on issues and resolutions to issues.

TOP TIP: This section is an important way of communicating with the council and TfL on an ongoing basis to communicate and address issues.

Targets

Information Surveys Issues and targets Activities Stories Boroughs and partners

You need to set a minimum of two targets each year to achieve accreditation. In Croydon, we recommend that schools across the Borough set annual targets of a 2% increase in active travel and 2% decrease in car usage. Additional targets are welcome. Extra help on setting targets can be found at: https://stars.tfl.gov.uk/Explore/Idea/Details/1066

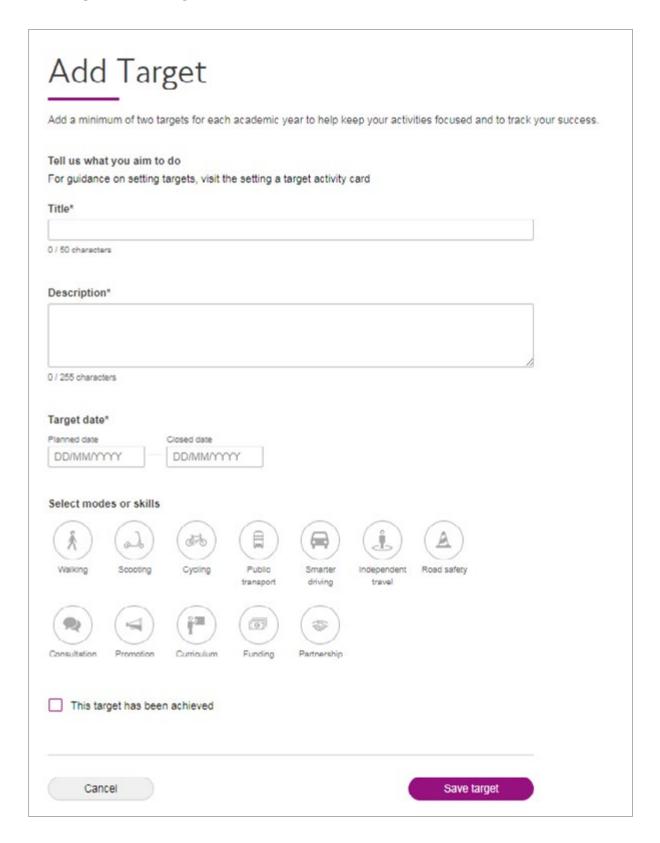
Targets should be SMART

Specific, Measurable, Attainable, Realistic, Time-related

Examples of SMART Targets

- Decrease car use by 2% by next year
- Road safety education for 100% of pupils
- Offer 100% of students in year 3 training to learn to ride a bike
- Offer scooter training to 100% of students in year 2
- Get 25 students to sign up to a cycle challenge Targets Set your targets to measure your successes in improving travel. To apply for or maintain your level of accreditation each academic year, set at least two targets each year. For more information visit the targets guidance 1 In progress > Decrease car usage Increase Active Travel > Public transport Planned date 03/09/2018 closed date 22/07/2019 Planned date 03/09/2018 closed date 31/07/2019 Planned date 19/06/2017 closed date 31/05/2018 Increase Active Travel by 2% - continued Encourage students to use public transport or Maintain the proportion of students using promotion of walking and cycling by YTAs, set to travel actively. Promote public transport public transport at 72%. up school po... networks... dirto Planned date 19/06/2017 closed date 31/05/2018 Maintain the proportion of students travelling by car at 10% or below.

Adding a new target



- 1. Click on the Issues and targets tab > scroll down and click 'Add new target'
- 2. Complete the boxes
- 3. Select the modes that most relate to the target. There may be more than one.
- 4. Once filled in, click 'Save Target'

Updating previous targets

If a target has been achieved, or its details are incorrect, please update it.

To do this, click on the **Issues and targets** tab > scroll down to the 'In progress' header > click on the target in question

- 1. Click on 'Delete' to remove the target
- 2. Click 'Edit target' to edit the details of your target.
- 3. If a target has been achieved click on 'Edit target' button, insert a 'Closed date' and tick the 'This target has been achieved' box. To finalise this update, click on 'Save your target', this target will now be added to an 'achieved' list.

TOP TIP: When choosing activities, focus on achieving your targets. If there is a clear demand for a type of sustainable transport, then run more activities to cater for this demand. I.E your survey results show a large preference for cycling or scooting, so to facilitate a shift in this direction, the school should arrange Bikeability or scooter training for your school.



Chapter 4: Activities



Activities

Information Surveys Issues and targets Activities Stories Boroughs and partners

An 'Activity' is a specific action or event that your school can deliver to promote active and sustainable travel in your school. STARS is an excellent resource for providing ideas for activities.

Activities are distinct from 'stories' which are activities that your school plans to deliver or has delivered. To gain STARS accreditation you will need to tell your story for each activity your school delivers.

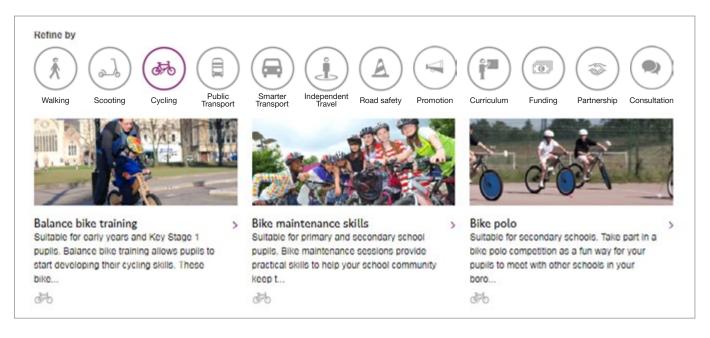
TOP TIP: Croydon Council organises and funds borough-wide activities, with additional information shared termly in the 'School Travel News' e-newsletter.

Exploring activity types

Click on the **Activities** tab to start exploring the different types of activities.

There are over 125 'activity cards.' Each card is something you can include in your travel plan. Many schools run the same activities year after year and they are inbuilt into the school calendar or management. Some activities are 'easy wins' others are more time intensive to organise. Please see page 55 for a list of all the activity cards currently on STARS.

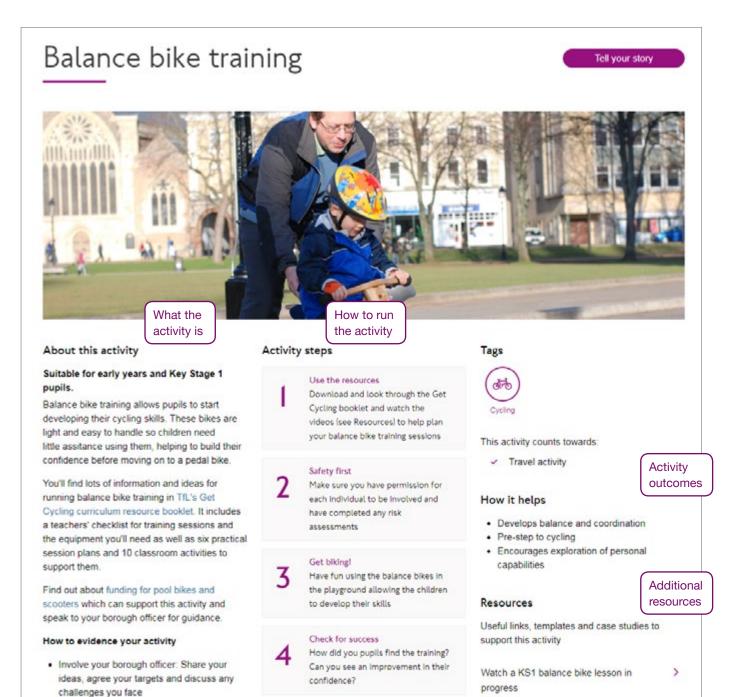
'Activity cards' can be split into groups, with icons indicating each topic. On the STARS website, in the **Activities** tab, click on a topic icon to discover activities within this topic. Click on the topic again to deselect it. Select one topic at a time while searching through activities. Many activities appear under multiple topics.



Click on an activity card to be taken to the specific page for the activity, as shown on the next page.

Exploring an individual activity

· Record the feedback from your pupils. Note



TOP TIP: The specific ways you develop and deliver your activities is up to you and your school. The 'activity cards' are only a guideline. You may want to add your own school's unique twist, or deliver an activity in a way that works best for your school.

TOP TIP: If you complete an activity that you cannot find on the STARS system you may be able to get TfL to add it and share your good practice with other schools. Please contact your borough officer for more details.

Consultation

Within the **Activities** tab you will find the topic entitled 'Consultation'.

Consultations are necessary to find out information from your school community and to identify issues to highlight in your school travel plan.

To discover your school's main travel issues

To delve into a particular issue

To monitor an issue

To gain accreditation
Silver requires five
consultation stories. Gold
requires eight.

Why complete a consultation?

To gather recognition and support for the school travel plan

To test the viability of a new action or initiative

To discuss the transport impacts and mitigation measures required for a school expansion plans

Parties to consult



Pupils



Staff and governors



Parents



Local Residents (for gold accreditation)

TOP TIP: Refer to the diagram of potential issues (page 23) to see what topics you could pick for consultation.

TOP TIP: Place results of your consultation in the school newsletter or on the website. You can highlight any progress.

Examples of consultation



Audits and research

Suitable for all nurseries and schools. Carry out audits and research to help prove that your travel activities have been successful, or...





Pupil involvement

Suitable for primary and secondary school pupils. Consult with and include your pupils at every step in your STARS journey to create more...





Local community involvement

Suitable for all schools and nurseries. Make local residents and businesses aware of your STARS activities and the work you are doing to...





School active travel policy

Suitable for all schools and nurseries. Make safe and active travel part of your school's strategic plans. This will help to engrain STAR...





Parent/carer involvement

Suitable for all schools and nurseries. Parents/carers play a key role in influencing their children's attitude towards active travel and...





School travel working group

Suitable for all schools and nurseries. A school travel working group is a cross section of the school community that regularly comes tog...



Consultation methods

- Questionnaires
- Six-month follow up hands up survey
- Focus groups and discussions
- Have a physical map, ask respondents to add issues with post-it notes.
- Local Area Audit (e.g. see 'Park and Stride' activity card)
- Engine idling surveys
- Discussion with school councils or Junior Travel Ambassadors

TOP TIP: Get your student groups (School council, JTA, YTA) involved in running the consultation.

TOP TIP: Take part in Croydon Council's 'Brighten your Bag' annual competition. A pupil survey is provided with the competition resources and should be completed three times – before, immediately after and six months after the competition. This will count as an 'audits and research' consultation activity.

Setting up a working group

This is a vital part of the consultation, bringing together a cross-section of the school community. You can hold discussions, and coordinate and implement travel activities through the group. It will help you to share the workload and drive STARS forward.

Find more information at: https://stars.tfl.gov.uk/partner/30/idea/details/21

Who can be in the working group?

- Travel Plan Champion
- School / Eco Council
- Site Manager
- PE and PSHE leads
- Teachers
- YTA and JTA groups

Add your consultations via the consultation section under 'Activities'. Please follow the steps on page 37 to add a story to your travel plan.



Chapter 5: Stories



Stories

Information Surveys Issues and targets Activities Stories Boroughs and partners

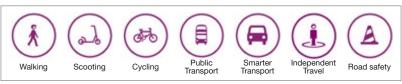
A 'story' is an activity that your school plans to deliver or has delivered. To gain STARS accreditation you will need to tell your story for each activity your school delivers. Evidencing your completed activities through stories is key to achieving accreditation.

Here is a reminder of the accreditation requirements:

Accreditation

Requirements	Bronze	Silver	Gold	
Hands up surveys	✓	✓	✓	
Active targets	✓	✓	✓	
Travel activities	10	20	25	
Supporting activities	6	10	15	
Consultations		5	8	
Evidence		✓	✓	
Modal Shift			✓	

Travel Activities



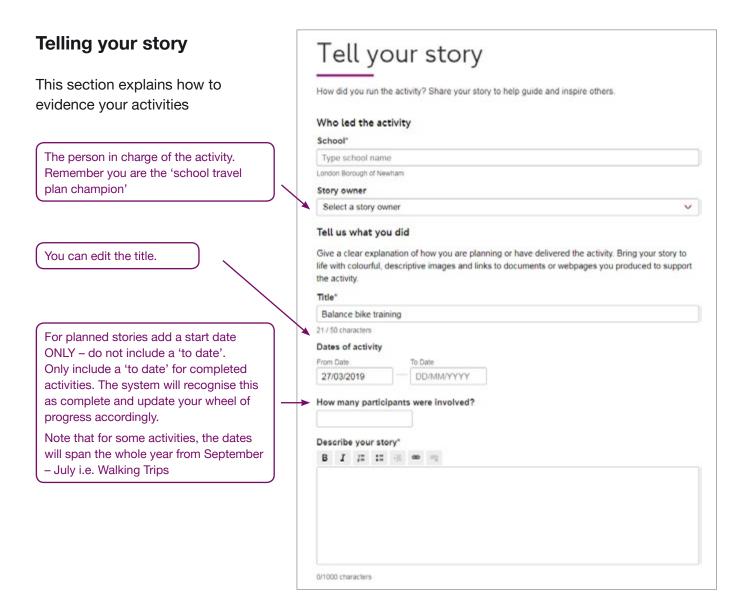
Supporting Activities



Consultations



Evidence is required for all levels of accreditation.



- 4. To create a story, click on the **Activities** tab on the STARS website
- 5. Select the 'activity card' for the activity your school has completed
- 6. Click 'Tell Your Story'
- 7. Fill in the boxes
- **8.** Upload activity evidence (picture/scanned document/presentation), if you have it, by pressing the + in the grey evidence box. Add a descriptive title. You only require one piece of evidence per story.
- **9.** A link can be added to support your evidence. Select 'Add a link,' then copy and paste the relevant web address. School websites and social media pages are good ways to share your activities with the public whilst providing evidence for STARS.
- 10. Select 'Public' or 'Private' to determine who can see the evidence you provide.
- 11. Press the 'Add another item' button to upload another piece of evidence.
- **12.** Tick, 'I confirm I have the necessary consent' as applicable to confirm you have consent to upload the information and any evidence.
- **13.** Only tick 'This story is ready for approval' if you have added evidence. If there is no evidence, your activity will not count towards accreditation.
- 14. Click 'Save your story.'

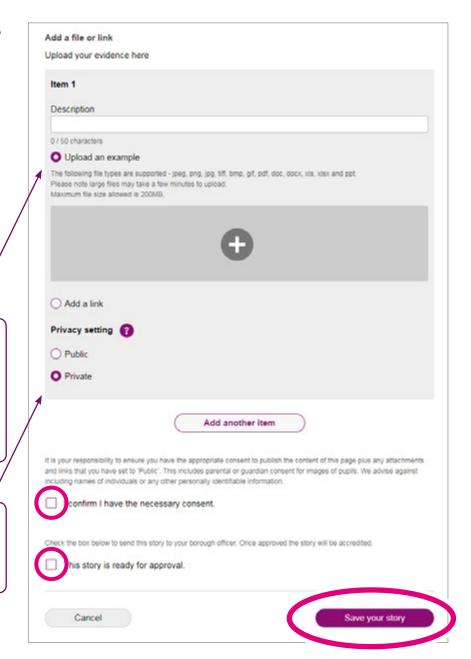
What counts as evidence?

- Photographs
- Meeting minutes
- Letters
- Emails
- Curriculum work
- Poster
- Risk assessments
- Website links

Evidence – You can upload web links or files to the story to show how your activity worked.

If on a mobile device, you can take pictures and upload them directly onto this page. After you click the plus icon, select the camera option. Useful for updating on the go!

Evidence is automatically saved in the private setting which only allows authorised users to view the file. If you tick public the evidence will be visible to anyone who views the STARS site.



TOP TIP: Ensure you upload all your evidence before submitting your school travel plan for accreditation. This evidence will be assessed by your borough officer.

TOP TIP: Upload evidence for two travel activities and one supporting activity every half term. Continue at this rate and you will be well placed to achieve Gold accreditation in three years. This also enables your borough officer to review and feedback regularly throughout the academic year.

TOP TIP: Make sure you collect evidence as you go throughout the year. Regular articles in your newsletter can later be used as evidence.

TOP TIP: Where an activity spans academic years and is repeated annually (e.g. 'Junior Travel Ambassadors' or 'Youth Travel Ambassadors'), record the story once per academic year.

Reviewing and editing your stories

Click on the **Stories** tab, scroll down to view your school's stories.

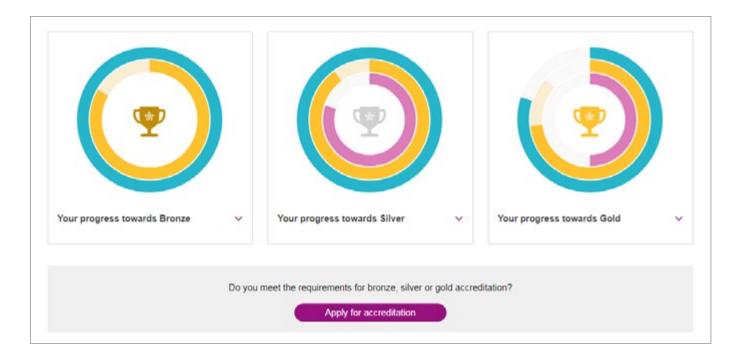
Refine your search by selecting activity topics.

Click the 'Generate Report' button to create an excel spreadsheet displaying all of your stories.

To edit a story, click on it and press '**Edit Story**', this will allow you to adjust or add to the story's details.

TOP TIP: Plan 2 travel activities and 1 supporting activity every half term, and at the end of said term record the story and upload evidence. This will help you to manage the workload and over time (with added consultation activities), you will be on your way towards Gold! This also enables your borough officer to review and feedback regularly throughout the academic year (we aim to review every half term break).

Applying for accreditation



Once you have added all the required evidence into your travel plan, usually towards the end of the school year, you need to submit the plan for TfL accreditation.

To do this: Go to the **Information** tab > Scroll down and click on '**Apply for Accreditation**' under the accreditation rings > Click on your selected accreditation level and then add any comments > Click apply for accreditation.

Your school travel plan will be assessed by your borough officer who will feed back to you on the application.

A school travel plan will be produced once you submit your application. The information included will match the level of accreditation you have applied for, i.e. Bronze will only show activity in the current academic year, Silver will show the current and previous year and Gold will show the current and two previous years

Downloading a PDF version of your school travel plan

You will want to download a PDF version of your school's Accreditation Travel Plan so you can share the document with various groups.

Your automatically-produced Accreditation travel plan will now appear on the **Information** tab under 'School travel plans'. Click on the relevant school travel plan to open it. You can now save the document.



The PDF file will now appear on the **Information** tab, under 'School travel plans'. Click on the relevant school travel plan to open it. You can now save the document.

Creating a custom school travel plan

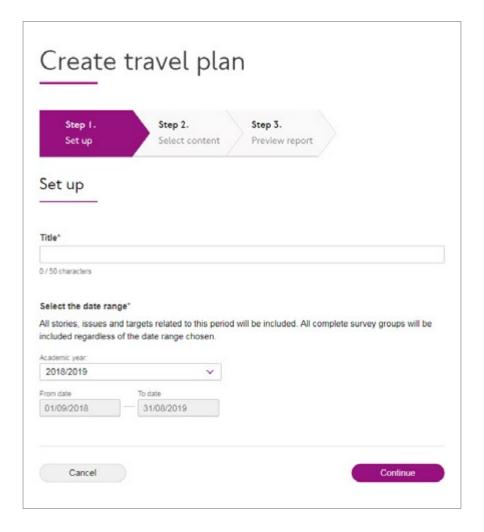
You may want to produce a custom school travel plan to present certain information or to cover a specific time period. To do this go to:

The Information tab > Scroll down to 'School travel plans' > Click on 'Create travel plan' and complete Steps 1-3.

- 1. Select the specific time period you want your custom school travel plan to cover.
- 2. Select the specific items you would like to include in the travel plan
- **3.** Preview the document, once satisfied, click 'Generate Travel Plan'

The PDF file will now appear on the **Information** tab, under 'School travel plans'. Click on the relevant school travel plan to open it. You can now save the document.

We recommend uploading your school travel plan to your school website. This shows the school's efforts to improve the health and wellbeing of all those on campus. The plan also shows that the school has a comprehensive strategy to dealing with parking issues, congestion, air quality and student health issues.



Appendix A – Key dates

Outlined below is a potential annual agenda to guide you through your school travel plan. Schools pursuing Silver or Gold accreditation will need to expand on this calendar of activities.

Aim to have at least one item in your calendar each half term.

Key events:

Road Safety Week – Autumn Term The Big Pedal – Spring Term Walk to School Week – Summer Term

Month	Event	Linl
Aug	Cycle to Work Day	
Sep	Travel Wise Week & European Mobility Week	۲۲
	Bikeability training	
	Parking and zig zag campaign	
Oct	Walk once a week competition launched by Croydon Council	
	National Liftshare Week	_ (Z
	Silver and Gold Schools conduct supplementary hands up travel survey	
	Croydon's 'Brighten your bag' competition launched	
Nov	National Road Safety Week	
Dec	Be bright, be seen stall	
Jan	Consultations	_ (2
Feb	Indoor balance bike session	
March	The Big Pedal	_ _ [2
Apr	Scooter training sessions	_ [2
	Carry out main hands up travel surveys	_ C
May	Walk to School Week (Resources available through borough officer)	[2
	Empty Classroom Day	
June	World Environment Day	[2]
	Bike Week	 [2]
	Brake's Kids Walk	_ C
	Biker's breakfast	
	Bling your bike	
	Submit travel plan draft to the local authority	_
July	Cycle Club	_ (2

Appendix B – Useful Links and Resources

Croydon Council school travel plan webpage

https://www.croydon.gov.uk/transportandstreets/school-travel-plans

Croydon Council road safety webpages

https://www.croydon.gov.uk/transportandstreets/roadsafety

Croydon Council Healthy Schools' webpage

https://www.croydon.gov.uk/healthsocial/phealth/healthy-schools-programme

WOW - Walk to School Challenge

www.livingstreets.org.uk/products-and-services/projects/wow

Transport for London Education Resources

https://tfl.gov.uk/info-for/schools-and-young-people/teaching-resources

London Healthy Schools Scheme

http://www.healthyschools.london.gov.uk

Eco Schools Scheme

www.eco-schools.org.uk

THINK! Road Safety Resources

www.think.gov.uk/education-resources

Sustrans Big Pedal

www.bigpedal.org.uk

Cycle Training (Free training for any person living, working or studying in Croydon)

www.cyclinginstructor.com

London Air Quality Network

www.londonair.org.uk

The Big Street Survey and Sustrans Resources

www.sustrans.org.uk/our-services/who-we-work/teachers/big-street-survey

Brake - Educators page

http://www.brake.org.uk/educators

Appendix C - Common issues when using STARS

I have forgotten my password

You can ask for a password reminder by clicking on 'Forgotten my password' on the log in page. You will then be sent an e-mail to reset your password.

My hands-up survey is not showing as completed on my school's homepage

First, check that this year's survey has been uploaded successfully. Next, you may need to move your survey from an 'Open survey' to a 'Completed survey'. See page 19 of this document for guidance. Finally, check you have a 90% response rate to your survey.

I am on the Activities tab but cannot see any activities

Check that you have selected only one activity topic. You can see which ones you have selected as they will be purple. If you have more than one topic selected, the site will try to show you activities in all of these topics and there may be none.

The accreditation rings are not showing all my stories

On your school's homepage, click the drop-down arrow below your accreditation rings. Count the number of stories in this section. If this number is below what you would expect, go to the **Stories** tab. Scroll down and check that all your stories are labelled with a start and finish date within the current academic year (between Sept-Jul). An end date indicating when the story has or is to be completed is required for it to show in the Wheels of Progress. See pages 37-39 for information about editing these dates.

I have a 90% survey response rate but it is not being recognised

Check you have uploaded all your surveys into the same survey group. It is likely that there are some surveys missing. Alternatively, you may have submitted each survey as a separate group. Please review the instructions on pages 17-18 for a solution. Also, check the number of actual responses to your survey against expected responses. It may be that either number is incorrect.

We have a split site school

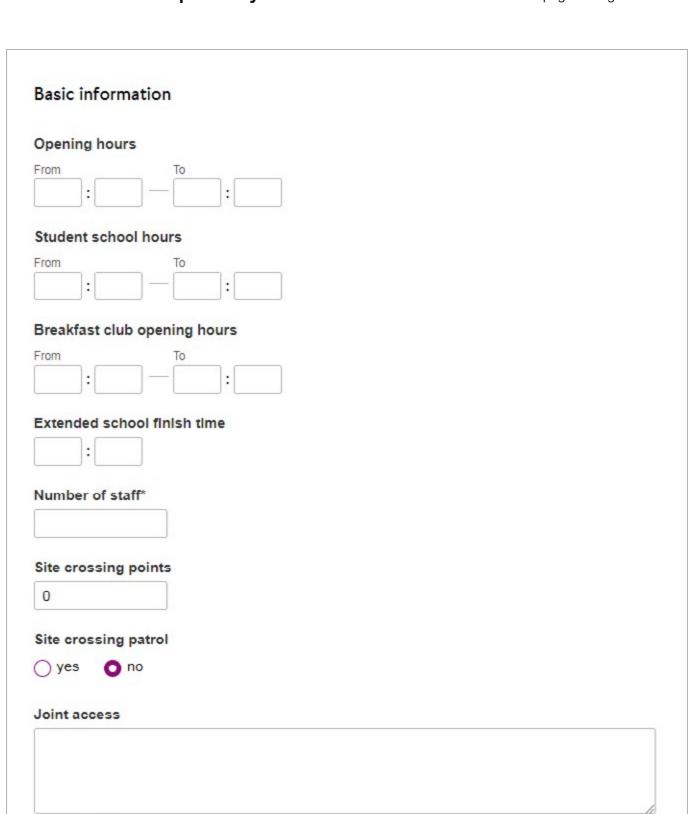
The TfL STARS system does not recognise split site school travel plans. You will need to treat the school as a single site. In order to complete your hands-up survey, create a whole school survey group, with classes across both sites uploading their results into this group. To create separate targets and stories for each site, simply add the site name to the target/story title so that targets/stories relating to each site can be distinguished.

Contact the borough officer on schooltravelplans@croydon.gov.uk with any additional questions.

Workshop Activities

These activities are intended for us within STARS workshops but you may find these useful for your own planning. If you need any advice on the use of these resources, please e-mail schooltravelplans@croydon.gov.uk

Workshop activity 1 – School information Please see page 8 for guidance



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Travel and planning	
Bus routes	
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Bus stop procedure	
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Catchment area	
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Expansion plans	
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Engineering measures	
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Other travel Information	
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acilities	s and parking			
-	Covered sheffield stand		Other cycle parking	
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	Number of spaces	A.A.	Number of spaces	
			Number of spaces	
司	Sheffield stand Number of spaces	AA-		
	Sheffield stand		Number of spaces Scooter parking	
	Sheffield stand Number of spaces Cycle racks		Number of spaces Scooter parking	
	Sheffield stand Number of spaces		Number of spaces Scooter parking	
	Sheffield stand Number of spaces Cycle racks		Number of spaces Scooter parking	

Helmet lockers	
Student storage lockers	
Staff storage lockers	
Staff shower facilities	o yes o no
Number of entrances	0
Local speed limit	0
Staff parking spaces	
Staff car share parking spaces	
Disabled parking spaces	
Visitor parking spaces	
Motorcycle parking spaces	
Coach parking	o yes o no

Workshop activity 2 – Transport issues Please see page 23 for guidance

List your school's five main transport issues and your recommended actions to resolve these issues.

Issue	Recommended action

Workshop activity 3 – SMART target setting Please see page 26 for guidance



Example.

SMART target elements	Specifics
Issue(s) to address	Double parking directly outside the school
Relevant modes of transport	Car travel & walking
Actions to take	Invite local enforcement officers and police. Reminders to parents in newsletter, direct communication with parents observed committing the crime. Banners outside school. Educate children of the dangers caused by this action. Include this issue in Road Safety Week. Set up park and stride location. Petition for temporary road closures during drop off & pick up.
Expected impact	Improve road safety outside of school.
Quantifying the current situation	Average of 7 examples of double parking observed each morning
Quantifying the target outcome	Aim to have 0 vehicles double-parked outside of the school.
Evidence of target achievement	Week-long road safety survey showing that target has been achieved.
Responsible parties	Surveys to be completed by those on gate duty. Communications with parents by SLT. MET police Safer Transport Team to give a talk. JTAs / YTAs to address fellow students.
Resources required	Newsletter, road safety banners & road safety flyers.
Timescales – start	Begin with the academic year in September.
Timescale – milestones	September: Complete an initial survey & include a piece in the school newsletter about parking laws and the school's park and stride location.
	Spring term: Host a road safety talk for students as they start to walk more
	June: Complete a follow-up survey to evidence a change in parking behaviour
Timescale – end	Ends in June and submitted with evidence to the STARS website as a new story.

Target 1.	
SMART target elements	Specifics
Issue(s) to address	
Relevant modes of transport	
Actions to take	
Expected impact	
Quantifying the current situation	
Quantifying the target outcome	
Evidence of target achievement	
Responsible parties	
Resources required	
Timescales – start	
Timescale – milestones	September:
	Spring term:
	June:
Timescale – end	

Target 2.	
SMART target elements	Specifics
Issue(s) to address	
Relevant modes of transport	
Actions to take	
Expected impact	
Quantifying the current situation	
Quantifying the target outcome	
Evidence of target achievement	
Responsible parties	
Resources required	
Timescales – start	
Timescale – milestones	September:
	Spring term:
	June:
Timescale – end	

Target 3. **SMART** target elements **Specifics** Issue(s) to address Relevant modes of transport **Actions to take Expected impact** Quantifying the current situation **Quantifying the target** outcome **Evidence of target** achievement **Responsible parties Resources required** Timescales - start Timescale - milestones September: Spring term: June:

Timescale - end

Workshop activity 4 - Planning your activities

Use the following table to plan and track your school's activities. Check your wheels of progress in the Information tab to determine how many activities your school needs in order to achieve your next level of accreditation. Note that each activity heading includes a link to the relevant page on STARS.

Primary schools only
Secondary schools only
Recommended activities

Consultations

Activity	Planned	Complete	Evidence	Initiative	Planned	Complete	Evidence
School Travel Working Group 亿				Local community involvement ☑			
Audits and Research – The Big Street Survey 亿				Senior management and school governor involvement 🖸			
School active travel policy 🗹				Staff involvement in active travel 🖸			
Parent / carer involvement ☑				Pupil involvement 亿			

Walking Travel Activity

Activity	Planned	Complete	Evidence	Initiative	Planned	Complete	Evidence
Walking trips ☑				Walk once a week ☑			
Walking Zones ௴				Walking bus ☑			
Free your Feet 🗹				Walking Bears ☑			
Walk to School Month ☑				Pedometer / Step count project 亿	Coordinated by Croydon Council		
Brisk Walk Challenge ☑				Brake's Kids Walk 🖸			
Walk to School Week 건							

Cycling and Scooting *Travel Activity*

Activity	Planned	Complete	Evidence	Initiative	Planned	Complete	Evidence
Scooter training 🗹				Cycling trips ☑			
Cycle skill sessions for adults ☑				Bling your bike 亿			
Bikeability Cycle training for pupils 🛚				Biker's breakfast ☑			
The Big Pedal 亿				Bike maintenance skills 🗗			
Pool bike / Scooter system ☑				Cycle to work day 년			
Biking at break times ☑				Balance bike training ☑			
The Golden Lock 亿				Cycle Reward Card Scheme ☑			
Bike to School Competition ☑				Bike Week 🗹			
Bike security marking event 업				Cycling club ☑			
Cycle and scooter parking installed ☑				Bike polo ௴			

Road Safety and Independent Travel Travel Activity

Activity	Planned	Complete	Evidence	Initiative	Planned	Complete	Evidence
Pedestrian skills training 亿				Road safety Talks ♂			
Be bright be seen ☑				Road safety week ☑			
Strictly road safety 2				Comic Strip Competition 亿			
Brighten your Bag ☑	Borough wide competition			Teen Awareness Road Safety Campaign ☑			
Junior Travel Ambassador (JTAs) ☑				Youth Travel Ambassadors (YTA) ☑			
Junior Citizenship Scheme 🖸				Independent Travel Training (SEN) [3			
School Play Streets 2				Start your journey transition resource 🖸	Year 6 sent ZIP Oyster cards		

Smarter Driving Travel Activity

Activity	Planned	Complete	Evidence	Initiative	Planned	Complete	Evidence
Car Sharing Promotion ☑				Zig Zag line enforcement ☑			
Car free days ☑				Park and stride 🗹			
Anti-idling Campaign 🗹				Car Free Zone ☑			
Remove car parking 🗹				Private coaches for school trips 🖸			

Public Transport Travel Activity

Activity	Planned	Complete	Evidence	Initiative	Planned	Complete	Evidence
Public transport used for school trips ☑				Promote responsible behaviour on PT 亿			
Public transport promotion 🖸				Other public transport activity ☑			
Post transition in school presentation 2				Personal safety promotion 옵			
Pre-transition in school presentation 2				Catch the bus week 🗷			

Promotion Supporting Activity

Activity	Planned	Complete	Evidence	Initiative	Planned	Complete	Evidence
School Travel Notice Board and webpage 🗹				Invite local dignitaries ☑			
Publicity with the local community ☑				Communicating with parents and carers 🖸			

Curriculum Supporting Activity

Activity	Planned	Complete	Evidence	Initiative	Planned	Complete	Evidence
Theatre in Education 2				Mapping exercises 2			
A-Z traffic tales 🗹				Just a journey [2]			
Get cycling curriculum ☑				Pupil Journey Planning 亿			
The Children's Traffic Club London 🗹				Air quality competition 亿			
Environmental benefits of active travel ☑				Health benefits of active travel 亿			

Partnership Supporting Activity

Activity	Planned	Complete	Evidence	Initiative	Planned	Complete	Evidence
Working in partnership with local Police ^亿				Working with local charities 亿			
Attend a TfL or borough school travel event 🖸				Working with other schools ☑			
Eco-Schools 🗹				Healthy Schools London 업			
YTA student leadership award ☑							

Funding Supporting Activity

Activity	Planned	Complete	Evidence	Initiative	Planned	Complete	Evidence
Other sources of funds for travel ☑				TfL funding ☑			
Local authority funding ☑							

Workshop activity 5 - Planning for Bronze & towards a specific goal

Fill in the following table with ten travel activities and six supporting activities. Complete an annual hands up survey and tell an evidenced story about each of these 16 activities to achieve a bronze accreditation. Then, map out these activities throughout the year using the example goal planner to help.

Activity name	Participants	Start / End date	Activity detail	Links to targets
EXAMPLE: Walking trips	Whole school	Sept – July	Where a school trip is within reasonable walking distance, the school arranges teacher chaperones	To arrange at least 1 walking trip per term per class

Ultimate goal:

To increase the number of children walking, scooting or cycling to school by 5% by the end of summer term

Month: November

- √ Hands up survey
- ✓ Work on power facts to persuade pupils and parents to change behaviour
- ✓ Collect air quality data (use better air toolkit)
- ✓ Research benefits of active travel

Month: December

 \checkmark Run assembly for pupils and information morning for parents about plans and upcoming events to support 'ultimate goal'

Month: January

- ✓ Promote independent travel training activities
- ✓ Research best time for bikeability training

Month: March

- √ Continue collecting air quality data and create air quality section in school newsletter
- Identify area for bike and scooter storage

Month: April

- ✓ Update assembly and second information morning for parents
- ✓ Share air quality stats and ask children and parents to make a park and stride pledge as the weather is warmer

Month: June

- ✓ Run a car free day and ask the staff to write about their
- ✓ How did they travel to school? How did it make them feel?
- Collect air quality data and carry out hands up survey to show impact of actions on air quality





Workshop activity 6 - Developing a consultation activity

We have listed three types of consultees: a) YTA/JTA groups, b) staff, and c) parents.

For each group, you will develop an outline consultation activity. When developing the consultation activities, keep in mind your school's key issues and the targets you have set.

For each group, identify:

- A broad issue relating to sustainable and active travel that you would like to discuss
- The types of information you would like to deliver to each, the information you would like to gather
- How you would record information
- Where the consultation will take place
- A way to deliver the consultation activity in a way that works that that particular group
- How you would evidence the consultation

YTA/JTA group	
Staff	
Parents	
raients	



