

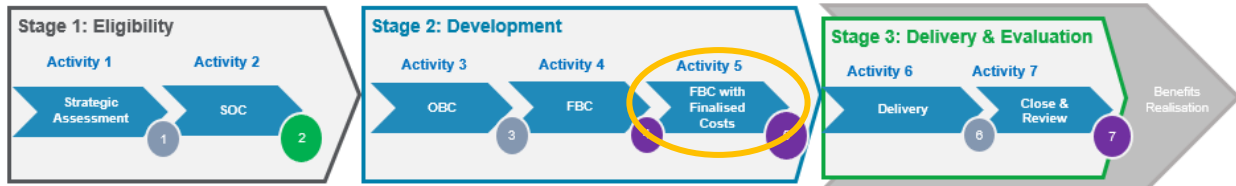
Section A: Scheme Summary

Name of scheme:	Door to Door Community Transport Service (Digital Hub)
PMA scheme code:	DFT-LPTIP-006f
Lead organisation:	Leeds City Council
Senior responsible officer:	Dave Pearson, Combined Authority
Lead promoter contact:	Helen Ellerton (Combined Authority) / Sarah Buncall (Leeds City Council)
Case officer:	Paul Coy
Applicable funding stream(s) – Grant or Loan:	Grant
Growth Fund Priority Area (if applicable):	Leeds Public Transport Investment Programme (LPTIP)
Approvals to date:	Decision Point 3 - Indicative approval to total scheme costs of £1.478m to be funded through the LPTIP, with approval to development costs of £0.339m.
Forecasted full approval date (decision point 5):	March 2021
Forecasted completion date (decision point 6):	November 2021
Total scheme cost (£):	£789,044
Combined Authority funding (£):	£789,044 LPTIP
Total other public sector investment (£):	None.
Total other private sector investment (£):	None.
Is this a standalone project?	Yes
Is this a programme?	No

Is this project part of an agreed programme?

Yes – LPTIP

Current Assurance Process Activity:



Scheme Description:

The Door-to-Door Community Transport Service will be a free to register (i.e. no membership fee) not-for-profit service that matches people to suitable, safe, and affordable transport. This will be achieved by either, signposting people to existing providers that can meet their needs, such as the Access Bus; by connecting them with a volunteer travel companion, or by enabling them to book a journey with a participating community transport provider.

Following on from the research and business plan development phase, the scheme will set up and operate a live pilot on a larger scale to test out the service model that has been designed, with ongoing user research and evaluation of the pilot to provide evidence enabling an informed decision as to whether the service can be scaled up and be sustainable.

Business Case Summary:

Strategic Case

The scheme is to be delivered through the LPTIP.

The service has been designed to address the challenges faced by older people and people living with disabilities travelling, meeting demand that is not being met. It will utilise spare capacity within the community transport system to achieve this, making effective use of resources.

The benefits include;

- Supporting older people and people living with disabilities to travel. Potential positive impacts include; increased independence, increased wellbeing, reduced social isolation and loneliness, increased access to essential services including to GP and hospital appointments, improved physical health, reduced anxiety, increased access to education, training and/or employment, increased time saving, improved digital skills, improved access to respite care, less hospital or A&E visits, and delayed need for day care or residential care.
- Supporting and encouraging people back into their local communities when safe to do so, also provides potential positive impacts to the wider community including; more people able to access and use community facilities & services, and more volunteering opportunities / jobs created (for call handling and managing the operations, additional shifts for drivers).

	<p>The scheme supports the objectives of;</p> <ul style="list-style-type: none"> • LCC Best Council Plan priorities as follows: <ul style="list-style-type: none"> - Age-friendly Leeds - making Leeds the best city to grow old in - Inclusive growth (supporting growth and investment helping everyone benefit from the economy to their full potential) - Sustainable infrastructure (improving transport connections, safety, reliability and affordability; improving air quality, reducing pollution and noise) - Health and wellbeing; ageing well; reducing health inequalities and supporting active lifestyles. • In addition the project also contributes to the objectives of the Local Development Framework, Leeds Core Strategy, emerging Combined Authority Transport Strategy and Strategic Economic Plan and to the Council's 100% Digital Leeds aims. • This project also supports the Department for Transport (DfT) aims for integration of transport services. The Total Transport pilot review highlights the ambitions and challenges in attempting to allocate and co-ordinate transport resource more efficiently, to result in services to passengers that are more effective at meeting their needs.
Commercial Case	<p>As described above, the service has been designed to address the challenges faced by older people and people living with disabilities when needing to travel. It will use spare capacity within the community transport system to achieve this, making effective use of resources.</p> <p>This will be achieved by either, signposting people to existing providers that can meet their needs, such as the Access Bus; by connecting them with a volunteer travel companion, or by enabling them to book a journey with a participating community transport provider.</p> <p>Those accessing the service are identified as unable to use existing public transport to get to their destination. This could be for a variety of reasons, as an example, it may be that they need additional support to get from their front door into the vehicle and into the destination at the end of their journey, or it could be that while short journeys on public transport are manageable, longer journeys with multiple vehicle changes are not.</p> <p>Leeds City Council Passenger Transport is identified as the lead operator of the proposed service; taking responsibility for the day to day service delivery, managing phone and online registrations and bookings, and working with the participating community transport providers to allocate journey requests. For the pilot, any community transport provider who meets the terms of the service can register and participate. This will be managed through a non-competitive procurement.</p> <p>In the longer term, the service may also be expanded to support participation by private hire and volunteer drivers.</p>
Economic Case	<p>As highlighted above, there is significant value in supporting older people and people with disabilities to travel, in particular relating to quality of life factors such as independence, wellbeing, social isolation and access, and also the value of time saving and respite for family/carers. A social value cost to benefit ratio can be determined by estimating the wider system savings generated compared to</p>

	each £1 spent on delivering the service. The scheme offers high value for money.
Financial Case	<p>The total scheme cost estimate is £789,044.</p> <p>The scheme is to be funded through LPTIP.</p> <p>The scheme cost includes allowance for risk and contingency at 10% of the total scheme cost.</p>
Management Case	<p>The scheme is to be delivered by Leeds City Council, with Leeds City Council Passenger Transport acting as lead provider, in collaboration with participating community transport providers which demonstrate they meet the terms of service.</p> <p>Scheme risks will be managed through a costed risk register and change management process.</p> <p>The pilot of the service is due to run from the end of May for 12 weeks, subject to Covid national guidelines.</p> <p>A monitoring and evaluation plan has been drafted to monitor and record scheme benefits and outcomes over the course of the pilot. The evaluation report will evidence whether the pilot can be scaled up and be sustainable.</p>