

Scheme Summary

Name of Scheme:	Door-to-Door Digital Transport Hub
PMO Scheme Code:	DFT-LPTIP-006f
Lead Organisation:	West Yorkshire Combined Authority
Senior Responsible Officer:	Dave Pearson
Lead Promoter Contact:	Joanne Volpe / Kate Gifford
Case Officer:	Ben Manuja

Applicable Funding Stream(s) – Grant or Loan:	Leeds Public Transport Investment Programme (LPTIP) – Grant
Growth Fund Priority Area (if applicable):	Priority 4 – Infrastructure for Growth

Approvals to Date:	Decision point 1 & 2 through LPTIP – June 2017
Forecasted Full Approval Date (Decision Point 5):	1 October 2019
Forecasted Completion Date (Decision Point 6):	31 March 2021

Total Scheme Cost (£):	£1.478 million
Combined Authority Funding (£):	£1.227 million
Total other public sector investment (£):	A revenue contribution to gross project costs of £0.25m is envisaged. It is likely that the majority of these funds will be sourced from individual service users, statutory and third sector organisations. However, the sources for this have not been finalised at this time, meaning the final split between public and private (third) sector investment is cannot be confirmed
Total other private sector investment (£):	

Is this a standalone Project?	Yes
Is this a Programme?	No
Is this Project part of an agreed Programme?	Yes – This funding is from the Leeds Public Transport Investment Programme (LPTIP). Funding of £173.5 has been approved from the DfT for this programme.

Current Assurance Process Activity:



Scheme Description:

The project will provide a **Digital Hub and call centre** offering **information and access to door-to-door transport** in Leeds. Initially this will focus on providing information to older and disabled residents and their carers on the door-to-door transport available across the City, specific information for support workers and agencies, assistance to transport providers for recruitment of volunteers (especially drivers) and a multi-agency brokerage portal through which to access the transport services. Over time it is intended to add to these functions and broaden the relevance of the Hub to all in the community.

The brokerage portal will **allow multiple independent transport agencies to offer spare capacity by way of driver and/or vehicle resource to meet currently unmet transport demand**, provided in the form of a new door-to-door transport service. This will be piloted first in postcodes LS10 and LS11 and focus initially on health demands but has the aim to be rolled out to all of Leeds and serve all journey purposes, once proven.

This bid for the project seeks funds to support development from Outline Business Case to Full Business Case and provides indicative information at this stage for implementation beyond Full Business Case.

Business Case Summary:

Strategic Case	This project forms part of a package of measures that will be delivered through the DfT approved Leeds Public Transport
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	<p>Investment Programme.</p> <p>Although significant investment has been made into improving connections into and across Leeds, there are gaps in transport provision within and between the surrounding communities. Leeds City Council and the Combined Authority have two key ambitions for improving transport connections in these communities:</p> <p>To better connect within communities and to one another – to increase the sharing and access to services and reduce social isolation.</p> <p>To better connect residents to health services – to enable residents to better access doctor’s surgeries, clinics and hospitals, which is currently challenging and sometimes impossible to do via public transport</p> <p>The overarching ambition is to develop a more responsive transport landscape with consistent levels of access and ability to travel across Leeds.</p>
Commercial Case	<p>Initial research carried out by The Centre for Ageing Better shows an indicative demand estimate for an additional 4,000 journeys per day for older and disabled residents in the Leeds area.</p> <p>The Outline Business Case shows that there is significant potential for vehicle co-ordination if providers pursue greater transport integration. It is this capacity in different providers at different times that can be combined, initially to resource a new service throughout the day. It also indicates that increasing integration over time could potentially unlock further capacity and efficiency improvements across all services, meaning more could be done with the same level of current resources.</p>
Economic Case	<p>The project forms part of the Leeds Public Transport Investment Programme, which will deliver many significant improvements to transport in the Leeds area.</p> <p>The indicative Benefits-cost Ratio (BCR) identified of 6.44:1 is somewhat lower than those identified by the published social value studies used to inform its calculation, as a result of the initial set up costs being included in its calculation. As is common with calculations of social value, it offers a very high financial return for investment, significantly exceeding the 1:1 BCR sought for reconnecting communities in the Public Transport Investment Programme.</p> <p>The benefits generated at March 2021 divide roughly 50/50 between those for the individual and those for the wider community, including the public purse in the case of health and social care</p>

	<p>savings, retailers in terms of the shopping journeys enabled and economic development in terms of jobs, skills and volunteer hours generated.</p>
Financial Case	<p>A breakdown of costs has been included in the business case. The project will require a project development cost of £339,000 to work the project up to a full business case.</p> <p>The delivery phase will require funding of £650,000, and £238,000 to cover maintenance, risk, contingency and inflation.</p> <p>Revenue costs are estimated to be in the region of £250,000 for the pilot phase of the scheme to March 2021. These will be met from existing funding sources listed below.</p> <ul style="list-style-type: none"> • Grant funding from the Foundation Trust • Grant funding from the Foundation for Integrated Transport • Passenger Fares • Personal Budget • Concessionary Fares reimbursement • Combined Authority budget for supported local bus services • Leeds Clinical Commissioning Group budget • General Practitioner budgets • Leeds City Council Public Health budget • Providers charge for trips at marginal cost, as opposed to full cost recovery • Contribution in Kind (ie Volunteer Drivers) <p>Further clarification on these revenue costs will be provided in the Full Business Case.</p> <p>It is envisioned that in the future an online booking service would streamline the passenger experience and back office administration processes. However, it is accepted that in the short-term, call centre facilities would be required because of the age and user profile.</p>
Management Case	<p>Leeds City Council will undertake the role of lead promoter following acceptance of the outline business case and has confirmed its willingness to do this in writing to the Project Steering Group. As a local authority it is well placed to take on this role and have the necessary capacity, resources and skills to take the project forward. The project will be located in Leeds City Council's transport department. The council currently does not have the</p>

resource/expertise in place but has achieved agreement to recruit in order to establish a project management office that will oversee the project.

The Combined Authority and Leeds City Council adopt and apply the PRINCE2 and Managing Successful Programmes (MSP) methodologies and it is proposed to use these for developing and delivering this project.

Neither a Project Initiation Document (PID) nor Project Execution Plan has been produced at this time but a PID will form part of the inception process for project development between outline and full business case.

The project will be incorporated into Leeds City Council and the Combined Authority's overall governance model for Public Transport Investment Programme projects.

To manage the change management process, Leeds City Council will set up a project board to oversee implementation, financial savings and quality of the output. A project manager will coordinate the project and a project working group to provide technical expertise and support operational change.

