

As a public authority we need to ensure that all our strategies, policies, service and functions, both current and proposed have given proper consideration to equality, diversity, cohesion and integration.

A **screening** process can help judge relevance and provides a record of both the **process** and **decision**. Screening should be a short, sharp exercise that determines relevance for all new and revised strategies, policies, services and functions.

Completed at the earliest opportunity it will help to determine:

- the relevance of proposals and decisions to equality, diversity, cohesion and integration.
- whether or not equality, diversity, cohesion and integration is being or has already been considered, and
- whether or not it is necessary to carry out an impact assessment.

Directorate: Adults & Health	Service area: Service Transformation
Lead person: Sarah Buncall	Contact number: 0113 3764269

1. Title: Door to Door Community Transport Digital Hub (D2D Digital Hub)

Is this a:

Strategy / Policy
 Service / Function
 Other

If other, please specify

2. Please provide a brief description of what you are screening

The project will provide a D2D Digital Hub, offering information and access to door to door transport in Leeds, accessed over the phone or online. Initially this will focus on providing information to older and disabled residents and their carers (and their wider support network) on the D2Dtransport 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 D2Dtransport service. This will be a manual brokerage pilot initially focused on operational changes in the Beeston area, to be followed by a further pilot (subject to the outcome of initial trial) introducing the technical solution in the following three wards; Middleton Park, Beeston & Holbeck and the West

of City and Hunslet. Initial focus will be on health demands but the scheme has the aim to be rolled out to all of Leeds and serve all journey purposes, subject to the outcome of the pilot

3. Relevance to equality, diversity, cohesion and integration

All the council's strategies and policies, service and functions affect service users, employees or the wider community – city wide or more local. These will also have a greater or lesser relevance to equality, diversity, cohesion and integration.

The following questions will help you to identify how relevant your proposals are.

When considering these questions think about age, carers, disability, gender reassignment, race, religion or belief, sex, sexual orientation. Also those areas that impact on or relate to equality: tackling poverty and improving health and well-being.

Questions	Yes	No
Is there an existing or likely differential impact for the different equality characteristics?	X	
Have there been or likely to be any public concerns about the policy or proposal?	X	
Could the proposal affect how our services, commissioning or procurement activities are organised, provided, located and by whom?	X	
Could the proposal affect our workforce or employment practices?	X	
Does the proposal involve or will it have an impact on <ul style="list-style-type: none"> • Eliminating unlawful discrimination, victimisation and harassment • Advancing equality of opportunity • Fostering good relations 	X	

If you have answered **no** to the questions above please complete **sections 6 and 7**

If you have answered **yes** to any of the above and;

- Believe you have already considered the impact on equality, diversity, cohesion and integration within your proposal please go to **section 4**.
- Are not already considering the impact on equality, diversity, cohesion and integration within your proposal please go to **section 5**.

4. Considering the impact on equality, diversity, cohesion and integration

If you can demonstrate you have considered how your proposals impact on equality, diversity, cohesion and integration you have carried out an impact assessment.

Please provide specific details for all three areas below (use the prompts for guidance).

- **How have you considered equality, diversity, cohesion and integration?** (think about the scope of the proposal, who is likely to be affected, equality related information, gaps in information and plans to address, consultation and engagement activities (taken place or planned) with those likely to be affected)

The D2D Digital Hub seeks to improve the opportunities for travel for older and disabled people and over time other mobility impaired or disadvantaged residents in Leeds with the aim of meeting the shortfall of journeys within this cohort, through delivery of a new door to door service for local journeys, via its multi-agency brokerage hub.

In order to develop the scheme from outline (OBC) to full business case (FBC), a small manual brokerage trial will take place in the Beeston area. This, alongside other activities, such as the development of technical prototypes, and options appraisal relating to revenue funding will inform the full business case. Subject to approval at FBC, the scheme will then operate a pilot phase, initially limited to people living in a defined area of the city.

The area has been identified based on analysis of geographical demographic data including; population of older people, those with a long term limiting illness, and areas with high levels of people with no access to a car or van. Index of Multiple Deprivation data was used to identify the scale of deprivation faced by older people (over 60) across City wards. The results were then combined to identify those wards where older people were most likely to face both high levels of deprivation and mobility problems.

Subject to the outcome of the FBC and the Beeston pilot of the operational model, there will be opportunity to run a further pilot to test the technology solution in the following three wards; Middleton Park, Beeston & Holbeck and the West of City and Hunslet.

The proposal to operate a pilot in this area is detailed in the OBC and has also approved at Leeds City Council Executive Board in October 2018.¹

Within this project a wide range of consultation has taken place to date, including with:

- Key Stakeholders: including WYCA, LCC, Leeds Clinical Commissioning Groups, The Centre for Ageing Better, Community Organisations, and Neighbourhood Network groups throughout Leeds;
- Leeds Older People's Forum: a membership organisation for voluntary sector

¹ Director of Adults & Health report "Making Leeds the Best City to Grow Old In – Progress report on Age Friendly Leeds including our partnership with the Centre for Ageing Better", was approved by Executive Board in October 2018.

organisations working with older people across Leeds;

- Key Statutory Transport Providers: including Access Bus and its delivery agent CT Plus, LCC in house fleet operation, and NEPTS;
- Community Transport Providers: including Leeds Alternative Travel and all the Neighbourhood Network groups providing transport;
- Technology Suppliers: including a range of companies that provide technology solutions for the transport sector;
- Potential Service Users: including significant numbers of older and disabled residents from across Leeds.
- Qualitative interviews & survey with stakeholders in pilot wards have started / being scheduled,
- Scoping workshop with CT Providers participating in pilot, May 2019,
- Updates to West Yorkshire Combined Authority Transport Committee,
- Older People's Transport Innovation Group, Chaired by the then Executive Member for Transport,
- Updates to the LCC Health & Wellbeing Board as part of the Age Friendly Leeds programme,
- Update to LCC Executive Board in October 2018, (also reviewed by the LCC Adults, Health & Active Lifestyles Scrutiny Board in November 2018),

Consultation and engagement has been undertaken in order to inform and review each development stage to date, including:

- Face to face consultation to identify key stakeholder aspirations and challenges;
- Face to face consultation to identify qualitative information on transport needs and capacity to use technology;
- An electronic survey, face to face and telephone consultation to establish the views, aspirations, capacity, current technology and technology requirements of transport providers and unmet transport demands they are aware of;
- Face to face and telephone consultation on the potential for technology applications;
- Consultation workshop with transport providers to test findings and consider technology and service development options;
- Consultation workshops (One with transport providers and a second with potential service users - support agencies & individuals) to test findings and refine the preferred technology and service development options.

Initial workshops were held with older people in their communities in three sites across Leeds (Horsforth, Swillington and Richmond Hill). These were held in summer 2017, the sites identified by Leeds Older People's Forum and funded and run by the Centre for Ageing Better. The workshops were to help define the problems that older people in Leeds were experiencing with transport. Each workshop was attended by between 6 – 15 older people. A prototyping workshop was held in April 2018 in South Leeds, 8 older people (plus an interpreter) attended and consultants tested a number of transport

scenarios with them to test whether their idea of a digital hub brokerage would work. Their feedback was built into the outline business case (OBC).

The key stakeholders formed an Older People's Transport Innovation Group, Chaired by the then Executive Member for Transport. The group met quarterly from July 2017 to March 2018 and were consulted at each stage of the development of the OBC.

Updates on the progress of the development of the OBC were given to Leeds Older People's Forum Board of Trustees as part of a wider brief on the Age Friendly work in February, April and November 2018.

An update on the development of the OBC was given to the Leeds Health and Wellbeing Board, again as part of a wider brief on the Age Friendly work in Leeds in June 2018.

A report on age friendly work, including the work on transport was taken to the LCC Executive Board in October 2018, and was also reviewed by the LCC Adults, Health & Active Lifestyles Scrutiny Board in November 2018.

During November 2018 the proposed initiative was discussed with delegates at the Leeds Transport Planning Conference, and an update was given to the Leeds Age Friendly Board. A presentation was also given to a Portuguese delegation to Leeds as part of a presentation on the City's age friendly work.

During January 2019 there was a workshop held with community transport providers, a focus group was held with residents in a sheltered housing accommodation scheme on Dewsbury Road, and a focus group was held at City View Medical Practice in Beeston.

A conversation also took place with the Deputy Director, Institute of Social Services, University of Leeds due to the professor's interested in accessibility of housing and transport).

Further briefings are planned as the project develops following this approval and will include Executive Board Member for Climate Change, Transport and Sustainable Development, who has been briefed and supports this project. Further briefings are also planned with the Executive Member for Health, Wellbeing and Adults and Ward Members for Beeston & Holbeck and other stakeholders as appropriate.

Qualitative interviews & survey with stakeholders in the Beeston area started in the summer of 2019.

A scoping workshop with participating Community Transport Providers took place in May 2019, and again in October 2019 in order to develop the scope and operational model for the proposed manual brokerage trial.

Further stakeholder engagement will be planned as the project continues to develop. This will include:

- Regular updates to Executive Members, Director of Adults & Health, Chief Officer Highways and Transportation, Ward Members and others as appropriate.
- Regular progress updates to the Bus Delivery Board and LPTIP Programme Board and Age Friendly Leeds Board as per agreed governance arrangements.
- Further report to LCC Executive Board in line with submission of the full business case.
- Ongoing engagement with community passenger transport providers and in

particular those participating in the trial and pilot phases of the scheme.

- Ongoing engagement with local people, via questionnaire, qualitative interviews, feedback calls and other methods as identified as appropriate and preferred by individuals. The Centre for Ageing Better and Leeds Older People's Forum will continue to be a central part of the scheme development and are represented at monthly progress meetings.

- **Key findings**

(think about any potential positive and negative impact on different equality characteristics, potential to promote strong and positive relationships between groups, potential to bring groups/communities into increased contact with each other, perception that the proposal could benefit one group at the expense of another)

The OBC outlines various potential positive impacts for older people and people with disabilities, their families and carers. These include;

- Increased independence
- Increased wellbeing
- Increased inclusion / reduced isolation / reduced loneliness
- Increased access to essential services
- Delayed need for day care, delayed need for residential care
- Increased access to GP and other health appointments
- Decreased hospital or A&E visits
- Improved physical health
- Increased access to education, training and/or employment
- Increased time saving
- Increased access to respite care
- Reduced anxiety

Potential positive impacts to the wider community include;

- More people able to access local communities and use community facilities & services
- More volunteering opportunities created (drivers)
- Jobs created (outline business case estimates 13 new jobs in the digital hub)
- Skills developed (outline business case estimates that the digital transport hub will create the equivalent of 55 training sessions)
- More volunteer hours. It is estimated (outline business case estimates that the digital transport hub will create the equivalent of 24,960 volunteer hours pa).

By matching existing spare vehicle/seat capacity from the various transport providers, this will ensure a more efficient use of transport and therefore potentially reduce vehicle usage. This will have a beneficial impact on air quality, linking in with the proposed CAZ boundaries and its operation of reducing nitrogen oxide particles. The environmental benefits of this scheme will be further explored as part of the FBC development

- Sustainable infrastructure (Improving transport connections, safety, reliability and affordability; Improving air quality, reducing pollution and noise)

Further details are available in the Benefit to Cost Table in the OBC.

Potential negative impacts include:

- People with visual or hearing impairments ability to access the online and telephony service
- People with English as a second language ability to access the online and telephony service
- People unable to access the service if it is chargeable at a rate they cannot afford.
- People unable to access the service if they live outside of the pilot areas during the pilot phase.

• **Actions**

(think about how you will promote positive impact and remove/ reduce negative impact)

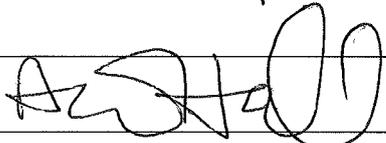
- Ongoing engagement with potential service users, their families and carers to further refine the service offer.
- Focused engagement with groups representing specific equality characteristics to identify any particular potential positive/negative impacts not already identified through engagement to date.
- Ensure that any technical and functional specifications include requirements to ensure that any solution is fully accessible.
- Undertake options appraisal for revenue funding.
- Ensure that any technical and functional specifications include requirements to ensure that any solution has the potential to be scaled up to a citywide offer.
- Develop a stakeholder engagement plan that includes how to promote the positive impacts.
- Review and development this impact assessment as part of the production of the full business case.

5. If you are *not* already considering the impact on equality, diversity, cohesion and integration you *will need to carry out an impact assessment*.

Date to scope and plan your impact assessment:	Autumn 2019
Date to complete your impact assessment	Spring 2020 in line with FBC development timescales.
Lead person for your impact assessment (Include name and job title)	Sarah Buncall, Project Manager

6. Governance, ownership and approval

Please state here who has approved the actions and outcomes of the screening

Name	Job title	Date
Andrew Hall	Head of Transport Planning	16 - 10 - 19
Date screening completed		

7. Publishing

Though **all** key decisions are required to give due regard to equality the council **only**

publishes those related to **Executive Board, Full Council, Key Delegated Decisions** or a **Significant Operational Decision**.

A copy of this equality screening should be attached as an appendix to the decision making report:

- Governance Services will publish those relating to Executive Board and Full Council.
- The appropriate directorate will publish those relating to Delegated Decisions and Significant Operational Decisions.
- A copy of all other equality screenings that are not to be published should be sent to equalityteam@leeds.gov.uk for record.

Complete the appropriate section below with the date the report and attached screening was sent:

For Executive Board or Full Council – sent to Governance Services	Date sent: N/A.
For Delegated Decisions or Significant Operational Decisions – sent to appropriate Directorate	Date sent:
All other decisions – sent to equalityteam@leeds.gov.uk	Date sent: