

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 / Highways & Transportation	Service area: Service Transformation
Lead person: Sarah Buncall	Contact number: 0113 3764269

1. Title: Door to Door Community Transport Service (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 Door to Door Community Transport Service (Digital Hub) project aims to make it easier for older people and people living with disabilities to find out about and book community transport, so that they can get to health and wellbeing destinations. Using consultation findings and research activities, a proposed service has been developed, and the project is now in a position to prepare for and deliver a larger scale pilot of that service. The pilot will test the service in a live environment and at a scale that will be sufficient to evidence whether it can operate successfully and therefore has potential to grow and be sustainable at a citywide scale. Further development funding has been requested from the LPTIP Programme to deliver and evaluate the pilot.

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

provider.

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 original research that formed the outline business case for this project included extensive consultation with a range of stakeholders. The different stakeholders and the consultation and engagement work carried out within different phases of the project are outlined below.

Stakeholder List:

- West Yorkshire Combined Authority
- LCC City Development, LCC Highways and Transportation, Leeds Public Health
- Leeds Clinical Commissioning Group (Leeds CCG)
- The Centre for Ageing Better,
- Community Organisations and Neighbourhood Network groups throughout Leeds
- Leeds Older People's Forum: a membership organisation for voluntary sector 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 (non-emergency passenger transport services);
- Community Transport Providers: including Leeds Alternative Travel, Neighbourhood Network groups providing transport, Health for All, Local Care Direct, Yorkshire Ambulance Service, Age UK (Hospital to Home Scheme)
- Volunteer services including Age UK and Voluntary Action Leeds
- 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.

Stakeholder Descriptions:

1. **Transport Providers:** This group contains a mixture of 'pure' transport providers, such as Health for All, and charities that offer transportation services, such as Neighbourhood Networks. Many of the transport providers run existing community services for vulnerable people throughout Leeds. These are the stakeholders that will be responsible for providing journeys.
2. **Beneficiaries:** This group is defined as those destinations that the service users visit. They will also be able to book transport on behalf of service users. For example, this includes primary care providers and hospital trusts.

3. **Funders:** This group comprises of organisations that could potentially fund the Door-to-Door Community Transport Service such as NHS Clinical Commissioning Group (CCG), other health partners, Public Health, LCC, WYCA and potentially 3rd sector charitable organisations.
4. **Support Groups:** These stakeholders are charitable organisations who deliver support for vulnerable, primarily older people throughout Leeds, for example Age UK and Leeds Neighbourhood Networks. Their relationship with the service is established through the provision of support staff and/or vehicles.
5. **Volunteers and Volunteer Organisations:** Members of the Leeds community recruited through various support groups and volunteer brokerage services such as Voluntary Action Leeds (VAL). Volunteers could provide service by using their own vehicles, or by driving transport provided by support groups (e.g. minibuses). It is important to note that volunteers as drivers will not be in scope for the Alpha phase, however, signposting to volunteer organisations will be.
6. **Leeds City Council Operational Staff:** Operational staff within Leeds City Council who will support the day-to-day running of the service, across Operations, Finance, and Information and Digital Services.

Consultation & Engagement Activities:

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

To inform OBC:

- 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 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 brief about the proposed initiative and pilot was emailed to each of the Ward Members in LS10 and 11.

Development Activities following the OBC:

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.

Initial scoping of service

During January 2019 there was a workshop held with various 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 interest in accessibility of housing and transport).

Meetings have been held with the previous Executive Member for Transport in January 2019; March 2019, July 2019 and December 2019 and further updates will be planned with the Executive Board Member for Climate Change, Transport and Sustainable Development, with the Executive Member for Health, Wellbeing and Adults, to Ward Members for Beeston & Holbeck and with other stakeholders as appropriate.

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

A workshop with Community Transport Providers who has expressed an interest in participating took place in May 2019, and again in October 2019 in order to develop the scope and operational model for the proposed service.

Trial in Beeston & Holbeck

All Ward Members received a brief about the progress of the project and the small trial taking place in Beeston & Holbeck at the start of December 2019. The trial was a proof of concept to test out various elements of the OBC. It was advertised via leaflets distributed to places such as local community centres, pharmacies, supermarkets, village halls, neighbourhood networks etc; and through promotion by key stakeholders such as GP practices, social care staff, Leeds Community Healthcare staff and supported living staff. The project also commissioned Leeds Involving People to carry out targeted engagement in the local area to help promote the trial which included;

- Discussions with members of the public at targeted busy areas, GP surgeries, places of worship, bus stops, one stop centre, Library, supermarkets and shops etc.
- Contact via LIP Membership and Voluntary Sector Community Groups in the areas including– Older people’s groups, disability groups, luncheon clubs etc.
- Targeted social media
- Speaking to shop owners in the direct locality
- Liaising with schools, to carry out a book bag drop at the local primary schools
- Residential targeting – significant distance to GP Surgery

The trial ran from 16th December 2019 to 16th March 2020 at which point is halted two weeks earlier than anticipated due to the Covid-19 pandemic and lockdown measures.

All people who participated in the trial; people who used the service, those who called but didn’t use it, community transport providers participating and call handling staff were asked to provide feedback about their experiences. A short questionnaire was given out to people at the end of their journey by drivers, a longer questionnaire was also emailed or posted to people to gather more depth feedback. In addition, during May 2020 Leeds Older People’s Forum’s peer listeners contacted people who had called about or used the service and had a conversation with them to learn more about their thoughts on the service, gathering additional qualitative feedback to inform future iterations of the service design.

Research Discovery Phase

Running alongside the trial was work to establish the best value and most timely approach for the procurement and development of technology that had been identified in the OBC to support the running of the service. The agreed approach was to hold a mini-competition using the LCC Yorkshire and Humber Discovery and Development Services Framework to carry out a piece of Discovery research work.

The purpose of the work was to; review and validate the OBC (given the length of time since the original research and it’s production) and the trial in Beeston & Holbeck, and to produce a specification / requirements for larger scale pilot including success criteria, a high level plan for and scale up, and an outline project plan with cost estimates for the pilot and any scale up to citywide levels.

BJSS Ltd were awarded the contract and carried out the Discovery work which included consultation conversations with all stakeholders. A number of key recommendations were made in the findings report that concluded the work, including the need for further research with all identified service users (identified as those who may use the service, those who may provide it, those who may benefit from it e.g. destination organisations, and those who fund / regulate it), in order to provide better depth of understanding of the experiences, needs and priorities of each, without conflating these with solutions.

The report described in detail the suggested activities needed over the next phases of the project, and a crucial part of this is ongoing engagement with all stakeholders.

Business Design and Research

This was the last stage of the research. BJSS Ltd also delivered this piece of work. They engaged directly with service users and stakeholders to understand their needs and current challenges in getting to health and wellbeing destinations, and what they would expect from the service. This was done through interviews and workshops. They worked with these groups to understand what the service would need to be like to meet people’s needs, exploring questions such as: what

would 'good' look like? What demand have you seen for community transport?, and to help understand the wider context in which the proposed service would exist (for example the impact of Covid-19 and the potential impact on competitors).

The method of engagement followed Government Digital Service (GDS) principles of "learning about your users and their context"; identifying opportunities to make improvements through an understanding of what different stakeholders are trying to achieve.

The research findings, have been used to inform the design of the proposed service.

Forward Plan: Pilot

The research has informed the developed Business Plan, including the proposed model for operating a service as a pilot in the city. The critical part of the forward plan is ongoing engagement with all stakeholders to shape the service further.

Updates are taking place with key stakeholders in December 2020 and early January 2021, including;

- Updates to both Executive Members, Director of Adults & Health, Chief Officer Highways and Transportation, and Ward Members in the proposed pilot areas.
- Regular progress updates to the Bus Delivery Board and LPTIP Programme Board and Age Friendly Leeds Board as per agreed governance arrangements.
- Change request to the WYCA LPTIP Assurance Process for additional development funding to deliver the pilot.
- Report to LCC Executive Board in February 2021.

- **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, and these remain relevant. 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
- Jobs created (in the hub for call handling and managing the operations, additional shifts for drivers)

- Skills developed (e.g. training sessions for call handlers, drivers, digital skills developed for people using the service)
- More volunteer hours.

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.

The next phase of the project will further develop understanding of potential impacts for people with different needs and different equality characteristics to help further refine requirements for the service.

- **Actions**

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

- Ongoing engagement with all stakeholder groups.
- 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 system specifications include requirements to ensure that any solution is fully accessible.
- Ensure that any pricing model/structure considers impacts relating to deprivation.
- 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 and to reduce/remove negative impacts.
- Ongoing review and development of this impact assessment as the project progresses through each phase.

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:	
Date to complete your impact assessment	
Lead person for your impact assessment (Include name and job title)	

6. Governance, ownership and approval

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

Name	Job title	Date
Sabby Khaira	Programme Executive Manager Highways & Transportation City Development Directorate	

Date screening completed	21/12/2020
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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:
For Delegated Decisions or Significant Operational Decisions – sent to appropriate Directorate	Date sent:
All other decisions – sent to equalityteam@leeds.gov.uk	Date sent: