

CHESHIRE EAST COUNCIL

REPORT TO: Adult Social Care Scrutiny Committee

Date of Meeting: 15th March 2012
Report of: Jacqui Evans, Head of Individual Commissioning
Subject/Title: Up-date Report on the Review of Adult Services
Transport
Portfolio Holder: Cllr R Domleo

1.0 Report Summary

- 1.1 14th March 2011 Cabinet approved Adult Services programme (set out below) to move away from Strategically Commissioned Adult Transport provision over the next two financial years (the majority being in 2011/12), recognising that there may be a need to retain a small element of strategically commissioned transport for those individuals who cannot be supported to travel through alternative transport options. Cabinet and Cllr Domleo (Adult Services Portfolio holder) requested a phased approach to the transport strategy, to provide proof of concept with viable market alternatives prior to moving across the Borough with the roll out of the review.
- 1.2 This report provides an update for Adult Social Care Scrutiny Committee on progress to date.
- 1.3 Phased Timeline for Adult Services Transport Review. The Transport Review is engaged with the review of Day and Respite Services to ensure transport is integral to any changes. As such the Transport Review Programme has been flexible in its progress across the Borough and was delayed in getting started (see 4.3).

| LILT Area | Timeline | Reason |
|----------------|--------------------------------------|---|
| Crewe/Nantwich | April - June 2011 COMPLETE | Greatest amount of transportation, densely populated and greatest opportunity for market development. |
| Macclesfield | July - Sept 2011 UNDERWAY | Developing the Northern area as above. |
| Congleton | Oct - Dec 2011 UNDERWAY | Smaller, more disperse client group Often travelling greater distance. Aligned To Social Care Redesign 2 programme. |
| Wilmslow | Jan - March 2012 UNDERWAY | An area where the transport market needs Greatest development. |
| RURAL Areas | 2012 onward | Looking at cross boundary partnerships And further developing voluntary services. |
| Complex Needs | 2011 onward | Recognising that there may be some People, exceptionally who cannot move from a strategically commissioned transport service. |

| | | |
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| Withdrawal of Strategically Commissioned Transport | By March 2013 | In all but very exceptional cases. |
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2.0 Decision Requested

2.1 To note progress on implementing the transport review

3.0 Background and Options

3.1 Adult Services are required to make gross savings over 2 years of £1.3m which is the total Adult Services transport budget, (£500k met through client charges and £800k from service withdrawal to alternative transport options). The Council's MTFS contains a reduction to the Adults transport budget of £800k in 2011/12 with any savings over and above this being reinvested in 3 areas: concessionary travel options, anticipated growth in personal budget as people require social care funds to meet their transport eligible need and developing transport support coordinator role.

3.2 Savings for 2011/12 are currently projected to be around £300k with an additional projected income of £100k through increased client charges for commissioned transport this financial year. (a shortfall in the current year of £400k) It is envisaged that the **majority** of commissioned transport will be removed by the end of the financial year 2012/13 with the additional £900k target savings being realised at that time. There may be a few commissioned transport arrangements with private taxi firms that will take a little longer to finalise and remaining savings are expected to be realised early in 2012/13.. This is subject to Children's Services also moving away from the use of the Council's fleet vehicles by the end of the financial year 2011/12.

3.3 Adult Services agreed to transfer £50k 2011/12 into concessionary travel to enable customers and companions to make better use of the public transport network. The review has demonstrated that there is no need for this investment and this £50k can be set against savings.

3.4 Adult Services started the review of transport with approximately 500 service users across the Borough accessing commissioned transport - this review began following the introduction of Adult Services Transport Policy in February 2010 when care managers commenced the process of reviewing the eligible need for commissioned transport. Approximately 100 ineligible transport customers were supported to find alternatives before the Adult Services Transport review started, some had suitable available transport options in place.

3.5 The dedicated Adult Services Transport review start date was delayed due to recruitment of appropriate staff to undertake individual client reviews which commenced in July 2011.

- 3.6 The review started with approximately 200 transport users in Crewe and Nantwich. This initial stage completed mid October 2011 apart from a small number of complex needs customers. Approximately 100 in Macclesfield and Wilmslow and approximately 90 in Congleton.
- 3.7 The transport review progressed to Wilmslow and Macclesfield during December 2011, January and February 2012 and started in Congleton in February 2012.
- 3.8 117 people have been reviewed to an alternative transport in these final areas and 54 remain with a commissioned service and of this number 43 remain with fleet transport services. It is expected that all remaining customers will have a personalised offer by the end of March 2012.
- 3.9 The current situation for these areas, is as follows by Day Service Centre:

KNUTSFORD AND WILMSLOW:

- **Stanley Centre, Knutsford.** 3 customers currently use fleet mini buses and have indicated that they wish to have a shared transport alternative. Another customer who has his own motability vehicle is also keen to join the shared transport option once this has been confirmed - Dial a Ride is an option.
- **Wilmslow Lifestyle Centre:** 3 customers are sharing a taxi - this remains a commissioned service until review.
- **Dean Row Centre, Handforth:** 3 customers are sharing a taxi - this remains a commissioned service until review.
- Summary: 3 Dial a Ride. 6 Shared Taxi.

MACCLESFIELD:

- **Lindow Centre, Macclesfield.** 12 customers have moved to Dial a Ride, 6 customers have moved to a shared taxi option which is currently commissioned by Cheshire East Council but who will move to a private arrangement as soon as possible and 1 customer remains on fleet.
- **Macclesfield Gardening Group:** 1 person remains on fleet transport pending review and 2 people have transferred to Dial a Ride service on an independent basis.
- **Mayfield Centre, Macclesfield:** 19 people have transferred to Dial a Ride service and 1 person's family have chosen to provide transport.
- **Peatfields, Macclesfield:** 6 people have transferred to Dial a Ride and 3 remain on fleet until review. Most of these customers are happy to transfer to a shared taxi option if necessary.

- **Macclesfield Lifestyle Centre:** 1 customer remains with fleet until review and 1 customer has transferred to Dial a Ride with an option to access a taxi if needed.
- **Hollinsview, Macclesfield:** 6 customers transferred to Macclesfield Dial a Ride Service. These customers will require support to move to alternative transport very soon as Macclesfield Dial a Ride will not operate beyond March 2012. An alternative transport provider has been identified and work is underway to cost this for the customers on a private basis.
- 7 people in the Macclesfield and Wilmslow area have successfully received Independent Travel Training and now travel independently to and from their day services either cycling, walking or using buses.
- Summary: 46 Dial a Ride. 6 Shared Taxi. 7 Independent Travel Trained. 6 Fleet.

CONGLETON:

- **Carter House, Congleton.** 11 customers are interested in a shared transport option and would prefer Dial a Ride service. Crewe Dial a Ride are unable to extend their service due to funding cuts and work is underway to establish how this option can be delivered or alternatives sourced. 1 customer has a personal assistant to help with transport and 6 customers are yet to be reviewed.
 - **Congleton Lifestyle Centre:** 3 customers would like a shared transport option and preferably Dial a Ride if available.
 - **Mountview, Congleton:** 6 customers would like a shared transport option and preferably Dial a Ride if available.
 - **Salinae, Middlewich:** 15 customers would like a shared transport option - work is underway to find suitable transport options. 5 customers are yet to be reviewed.
 - Summary: 40 Fleet. 1 Personal Assistant.
- 3.10 At this point in the review 10 customers have received a personal budget to help them to meet their eligible transport costs. However, as rural areas and complex needs are reviewed over the next few weeks, the number of personal budgets to meet need is expected to increase.
- 3.11 The Transport review across the Borough has removed over 10 strategically commissioned fleet vehicles to date.
- 3.12 Crewe Dial a Ride has provided an excellent alternative to fleet transport for many people in Crewe and Nantwich, however the desire to expand across the Borough whilst keeping their costs competitive

and their service in Crewe sustainable is at risk due to funding pressures which may prevent them from extending. There is a need for Crewe Dial a Ride to increase vehicles and drivers/escorts which will be a large cost outlay and one they would need to recover from the paying customer. Adult Services are keen to ensure this provision remains viable in the Crewe and Nantwich area for the time being and the costs to the customer remain reasonable.

3.13 The Adult Services Transport review has now moved into it's final stages and it is planned to complete the full review as far as possible by March 2011. There may be some residual assessments to complete in the first few months of 2012/13.

3.14 As Children's Services tender for transport provision to replace their use of fleet, the plan would be for any spare capacity within these commissioned vehicles to be taken by Adult Services on a customer "pay as you go" basis or as an emergency commissioned service. Should there be a need to move customers from Dial a Ride an alternative provision is likely to be available from September 2012.

4. Savings Summary

4.1 A budget policy proposal for transport was originally put forwards for the 2010/11 budget setting process, covering the 2010 - 13 business planning process.

- The original proposal was to enable adults requiring day services to access mainstream transport through fair application of transport assessment guidance and skill development approaches.
- The original proposal submitted savings of £170k for 2010/11 and £500k for 2012/13. The 2012/13 savings were increased to £800k in the 2012/13 budget setting process due to a further £300k saving being linked to the transport challenge work.

4.2 The table below provides a summary of the transport budget position.

Transport SLA Information

| Year | 2009/2010 | 2010/2011 | 2011/2012 | 2012/2013 | 2013/2014 |
|-----------------------|------------------|------------------|------------------|------------------|------------------|
| Budget | 1,637,222 | 1,467,221 | 667,000 | 1,167,000 | 667,000 |
| Costs | 1,790,134 | 1,577,507 | 1,232,962 | | |
| Variance | 152,912 | 110,286 | 565,962 | | |
| Budget Savings | | -170,001 | -800,221 | 500,000 | -500,000 |

4.3 The transport savings whilst removed from the base budget at the start of the year, have not been delivered fully in year because of the following:

- Request by portfolio holder to take a phased approach and provide 'proof of concept' before progressing more widely with the transport strategy.
- Timing of consultation events
- Ability to decommission services quickly
- Conducting all the relevant client reviews
- Adequate alternative options for clients.

For example, whilst the work was undertaken to deliver the 2010/11 savings during the year, these were not fully realised until 2011/12. However, the additional savings in 2011/12 have also been delayed.

4.4 There is an integral link between the transport service level agreement for Adults and Childrens, with the decommissioning of the Adults transport fleet highlighting the true cost of delivering the Childrens transport service.

4.5 The reason for the £500k growth budget in 2012/13 is to fund one off additional costs linked with the reduction of the CEC transport provision, however the true cost is likely to be significantly less.

4.6 Whilst there is a base budget of £667,000 remaining for transport, it should be recognised that once the transport provision is reduced the income budget which accounts for customers contributions to Cheshire East Council for their commissioned transport services (which is currently £200k per annum) will also be removed. This will then leave a net budget of £467,000.

4.7 The Adults service have been involved in a number of initiatives to deliver the transport savings including:

- Consultation events with key stakeholders, including service users and carers
- Reducing subsidies on transport charging
- Reviewing transport clients

- Adjusting personal budget to include a transport element only if necessary, to meet statutory responsibilities.
- Directing clients to community based transport schemes
- Training and supporting service users to travel independently
- Developing the transport market

4.8 From an Adults perspective, we believe the ongoing net budget of £467k is more than sufficient to meet the individual transport needs of customers via their Personal Budgets, leaving a small element for the purposes of occasional urgent /one off transport commissions being necessary. Our usage of fleet is on track to end from 31st March 2012.

4.9 Moving forward Adult Services intend to seek feedback on customer's transport arrangements through day service feedback and through survey. Adult Services and will continue to work closely with Places Directorate and Childrens Services as new transport operators come into the market so that maximum choice is available to meet current and future needs.

4.10 Adult Services Transport Policy will be reviewed and re-issued early 2012/13 to Individual Commissioning staff to ensure consistent application and appropriate assessment of individual customer need.

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