

CHESHIRE EAST COUNCIL

REPORT TO: Adult Social Care Scrutiny Committee

Date of Meeting: 22nd November 2011
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 and customer feedback on their transfer experience.
- 1.3 Phased Timeline for Adult Services Transport Review:

LILT Area	Timeline	Reason
Crewe/Nantwich	April - June 2011	Greatest amount of transportation, densely populated and greatest opportunity for market development.
Macclesfield	July - Sept 2011	Developing the Northern area as above.
Congleton	Oct - Dec 2011	Smaller, more disperse client group Often travelling greater distance. Aligned To Social Care Redesign 2.programme.
Wilmslow	Jan - March 2012	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.
Withdrawal of Strategically Commissioned Transport	By March 2013	In all but very exceptional cases.

2.0 Decision Requested

2.1 For Adult Social Care Scrutiny Committee briefing only.

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. It is envisaged that the majority of commissioned transport will be removed by the end of the financial year with the additional £900k target savings being realised at that time. 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. There is an emerging need to issue companion passes and Adult Services are working with Places to establish the mechanism for issue.
- 3.4 Adult Services started the review of transport with approximately 500 service users across the Borough accessing commissioned transport.
- 3.5 The 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.
- 3.7 The following solutions have been implemented in Crewe and Nantwich:
- 11 people have successfully received Independent Travel Training and now travel independently to and from their day services either cycling, walking or using buses.
 - 34 Hilary Centre Service Users moved to Dial a Ride (pay as you go) on 12th September 2011.
 - 16 Cheyne Hall Service users moved to Dial a Ride (pay as you go) 17th October 2011.

- 8 Oakley Centre Service Users moved to a shared taxi option on 10th October 2011.
- 4 Lincoln House Service Users moved to Dial a Ride (pay as you go) from 17th October 2011.
- 20 people in supported accommodation now travel in vehicles that they share at home.
- 9 Macon House Service Users with high and complex needs ideally would to move to specialist non-emergency patient transport service. Negotiations with the PCT to add this need to their current non-emergency patient transport contract have broken down and Adult Services will now pursue this option separately and directly with the transport provider for the whole of the complex need market.
- The remaining number (approx. 102) have either found individual solutions to meet their individual needs, have moved into long term care, now use their own motability vehicle or no longer require care services.

The Transport review across the Borough has removed 10 strategically commissioned fleet vehicles to date.

3.8 Feedback in respect of new transport arrangements has been positive. Some comments are:

The staff at Day Services said:

- There had been no rumblings of dissatisfaction at all.
- They (service users) just seem to have taken it in their stride.
- They have heard people saying that they are not on the bus as long
- All the service users have been picked up by 16.20 which staff feel will be great in winter when the nights start to draw in.
- As soon as an issue is raised with Dial a Ride they resolve it as soon as possible even if the problem is not of their making.

The customers who said anything at all said

- It is lovely being transported in a vehicle with suspension - MB
- When AG left her walking frame at home Dial a Ride contacted her son for her to make sure it wasn't left at the kerb side.
- When the information about BP had been passed on Dial a Ride had made a special trip to pick her up.
- JH said that they were all gentlemen and lovely.

3.9 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 will require a degree of flexibility to support any changes that are agreed following Cabinet in January 2012.

3.10 Crewe Dial a Ride has provided an excellent alternative to fleet transport in Crewe and Nantwich, however the desire to expand across the Borough whilst keeping their costs competitive and their service in Crewe sustainable may prevent them from moving forward to address Macclesfield needs at this time. 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 costs to the customer remain reasonable.

3.11 In the interim, the Adult Services Transport review will move to Macclesfield from November 2011 with the hope that transport providers will become engaged quickly and the review timescales can pick up pace with a view to complete the full review as far as possible by March 2011. Macclesfield Dial a Ride will be offered the opportunity to expand into the Adult Services market.

3.12 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 – this would require careful consideration to ensure providers are not paid twice for the same provision. The Crewe/Nantwich Transport review has not required such provision as Dial a Ride has provided dedicated vehicles. The fleet vehicles freed by the review would be offered to new providers as part of the tender process, although Adult Services would be keen to see Dial a Ride being supported through the gifting or leasing of some of the spare fleet.

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