



Report of: Head of Service, Transformation

Report to: Director of Adult Social Services

Date: 14th May, 2015

Subject: Travel Review Project

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. The Travel Review Project has reviewed 250 service users since November 2013. Of these, savings have been delivered on transport arrangements for 125 service users mainly through moving them to in-house fleet and becoming more efficient with the use of private hire transport. Savings achieved to date are estimated at 600K.

Recommendations

- 2 The Director of Adult Social Services is recommended to approve the establishment of a permanent Senior Social Worker (PO3) post for travel reviews and arrangements. Job Description, Appendix 2.
- 3 The Director of Adult Social Services is recommended to approve the establishment of a permanent Support Administrator (Travel Co-Ordinator) C1 post. Job Description, Appendix 3.
- 4 The proposed timescale for the implementation of the decision is with immediate effect.
- 5 The Head of Service, Transformation will implement this decision directly after it has been taken, subject to the necessary clearance process being completed.

1 Purpose of this report

- 1.1 To seek approval to establish a Senior Social Worker (PO3) post and a Support Administrator post (C1).

2 Background information

- 2.1 Significant work has been undertaken since 2012 to address the overspend in relation to the transport budget in Adult Social Care. In order to sustain improvement this 'invest to save' proposal has been developed.

3 Main issues

- 3.1 The 2015/16 Adult Social Care budget for transport is set at £4.6m; the projected spend for 2014/15 is £5.1m. This proposal will contribute to closing the gap and will continue to support a significant amount of avoided costs by ensuring that alternative provisional options are maximised.

- 3.2 This work does involve a high degree of complexity as it involves working with a high proportion of the most complex and difficult cases, including individuals potentially eligible for CHC.

3.3 Gatekeeping

The Travel Social Worker (TSW) and Travel Co-ordinator (TC) will be required to check all new and amended transport requests that require private hire expenditure, applying the council's travel policy and checklist to any intervention(s) required. They will also offer advice and guidance to colleagues on transport issues and alternative options such as maximising customer's independence, exploring the use of Direct Payments, increasing customer's choice & control, alternative transport, travel training.

They will record all transport request details on the gatekeeping spreadsheet and send detailed reports related to transport requests to the relevant Head of Service with recommendations. All responses/outcomes will be recorded on the gatekeeping spreadsheet for good practice and audit purposes. Regular reviews will be carried out on all customers who come through gatekeeping as part of an ongoing process.

The TSW and TC will liaise with Passenger Transport Services (PTS) and explore 'fleet' availability – to maximise productivity and reduce the need for private hire transport where possible. They will monitor what travel requests have bypassed the gatekeeping process and report this to the Heads of Service along with maintaining the 'upkeep' of the 'dashboard' and the spreadsheets that link into it.

3.4 Ongoing Review List (High cost travel customers)

The Travel Social Worker and Travel Co-ordinator will regularly review all high cost travel customers from the data base provided by PTS and ASC finance, either independently or in conjunction with active workers where appropriate. This will include recording and updating the ongoing review list with outcomes / savings.

The travel project 'dashboard' will be maintained by the team. This is used for reporting to the Heads of Service on a monthly basis. Working with service providers (day care, colleges, respite centres, community projects). They will look at ways to minimise the private hire expenditure as well as working with PTS to review customers who regularly 'cancel at the door' – with a view to maximising fleet productivity.

The TSW and TC will be responsible for weekly monitoring of all customers who travel on transport provided or funded by Adult Social Care to identify customers who have ceased travelling on private hire, leading to a review and potential savings along with maintaining the 'upkeep' of the 'dashboard' and the spreadsheets that link into it.

3.5 Continuing Health Care

The TSW and the TC will be responsible for identifying and reviewing all CHC customers so that ASC can reclaim transport expenditure. They will identify customers (upon review) who may be eligible for CHC funding and complete the CHC referral and forward to the appropriate team for consideration.

They will be responsible for maintaining the 'upkeep' of the 'dashboard' and the spreadsheets that link into it along with producing quarterly reports for ASC finance on CHC customers' travel – to enable expenditure to be reclaimed.

4 Corporate Considerations

This is an 'invest to save' proposal and is a critical part of the strategy to manage current and future demand for transport.

4.1 Consultation and Engagement

Consultation has been carried out with recognised Trade Unions who have raised no objections.

4.2 Equality and Diversity / Cohesion and Integration

EIA completed – see Appendix 1.

4.3 Council policies and City Priorities

This strategy supports one of the key city priorities, spending money wisely. The recent internal audit report recognises work undertaken in Adult Social Care and provides reassurance that this objective is being met.

4.4 Resources and value for money

4.4.1 The 2015/16 Adult Social Care budget for transport is £4.6m whilst the projected spend in 2014/15 is £5.1m. The proposal will contribute to closing the gap and support the avoidance of further costs;

Travel Social Worker	£40,018
Travel Co-ordinator	£24,375
Laptop/PDA x 2	£2,000
Car mileage	£1,500

4.4.2 Therefore an additional £67,893 should be added to the savings target to offset the spend.

4.4.3 The posts will be ring-fenced to internal staff. The team will report to HoS Business Change and receive professional supervision from operational services.

4.5 Legal Implications, Access to Information and Call In

4.5.1 The decision taken is not subject to call in. There are no grounds for keeping this report confidential under the Access to Information rules.

4.6 Risk Management

The main risks are those that would arise in the absence of a Travel Coordination function. The Travel Social Worker and Co-ordinator have embedded new processes to ensure that every alternative for travel has been pursued. They have also conducted service user reviews which have resulted in significant savings. The team have also supported the capture of data for management and financial planning processes.

It is clear that if these resources are not confirmed there is a high risk that expenditure will increase and could return to pre-project levels in the absence of robust travel coordination. This is supported by the fact that, even with the project in place, some travel has still been arranged which has not been subject to the full process. This is now being addressed, but would become a bigger risk without a dedicated resource in place. Another key risk is that an increasing number of clients who should be supported from other sources will continue to be given ASC provided transport. A further risk would arise from the lack of effective travel reviews that is likely to occur in the absence of travel coordination. This would contribute too much higher rates of service users remaining on high-cost transport arrangements for longer periods of time. An important assumption is that the Travel Coordination function will continue to have access to PTS data and systems which enable planning and targeting of activities to reduce travel costs.

5 Conclusions

This is an 'invest to save' proposal and is a critical part of the strategy to manage current and future demand for transport. The post holder will work closely with operational services and PTS to maximise efficiencies.

6 Recommendations

- 6.1 The Director of Adult Social Services is recommended to approve the establishment of a permanent Senior Social Worker (PO3) post for travel reviews and arrangements.
- 6.2 The Director of Adult Social Services is recommended to approve the establishment of a permanent Support Administrator (Travel Co-ordinator) C1 post.
- 6.3 The proposed timescale for the implementation of the decision is with immediate effect.
- 6.4 The Head of Service, Transformation will implement this decision directly after it has been taken, subject to the necessary clearance process being completed.

7 Background documents¹

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.