

Cabinet – 24 June 2009

Social Care Transport Charges

Portfolio:	Councillor McCracken, Social care, health and housing Councillor Arif, Business support services
Service:	Older Peoples Services Business Support Service
Wards:	All
Key decision:	Yes
Forward plan:	No

1. Summary of report

The implementation of charges for social care transport has required the collection of small payments from a wide range of customers of day care centres. The intention is to cease charging until the council puts in place a modern business system for the collection of small payments. This is in the context of the personalisation agenda within social care that will inevitably require increased volumes of such small payments to be collected in future years.

2. Recommendations

- 2.1 That there be no charges made to service users for transport to and from day care centres until the council implements a robust business system which delivers a cost effective solution to the Council for handling small payments.
- 2.2 That charging recommence upon implementation of the new business system.

3. Background information

- 3.1 The new Administration intends to cease charging because:
 - it is determined to make best use of public money
 - it intends to put in place business systems that are fit for purpose for the future needs of the organisation
 - it intends to be in an excellent position to meet the demands of the personalisation agenda within adult social care cost effectively.
- 3.2 The billing for transport to and from day care services started on 1 December 2008.

- 3.4 The implementation of charging required the collection of small payments from a wide range of customers making use of day care centres. To date this has been through invoicing customers after the service has been received.
- 3.5 The personalisation agenda within adult social care give customers more control over what services they spend money on and will lead to the council needing to take small payments at much higher levels than currently.

4. Resource considerations

4.1 Financial:

- 4.1.1 The 2009/10 Social Care and Inclusion budget includes an income target of £468,000 relating to transport based on activity data collected in 2007.
- 4.1.2 For a number of reasons there are now significantly less clients using this service and therefore the estimated receivable income for 2009/10 was revised to £313,000. The shortfall of £155,000 was reported within the April 2009 budget monitoring report.
- 4.1.3 Based on billing for December 2008 to March 2009, of approximately £13,000 per month, it has become clear that this estimate of £313,000, approximately £26,000 per month, is also over stated.
- 4.1.4 A decision to cease charging will result in a shortfall against the revised target of £313,000 of £26,000 for each month until charging is resumed.

4.2 **Legal:** None arising directly from this report

4.3 **Staffing:** None arising directly from this report

5. Citizen impact

Customers will have confidence that they are being charged accurately for services that they receive and that this is being done cost-effectively.

6. Community safety

None arising directly from this report

7. Environmental impact

None arising directly from this report

8. Performance and risk management issues

8.1 **Risk:** This proposal carries a financial risk in terms of income collection for 2009/10 as outlined.

8.2 **Performance management:** None arising directly from this report

9. Equality implications

None arising directly from this report

10. Consultation

Extensive discussions on transport charges and proposals for any future new process have been had between Social care and inclusion, Business Support and Strategic Transformation.

Background papers

None

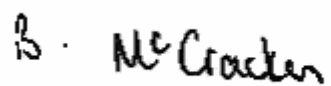
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16 June 2009