



Housing and Community Services Committee

20 NOVEMBER 2008

APPENDICES

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Housing and Community Services Committee Service Plan: October 2008 – March 2010

Summary

This plan reports on performance against those actions that the Council has agreed must be taken to meet service priorities for Housing and Community Services.

It combines the targets that have been agreed within the –

- | | | |
|--|---|-------|
| • Housing Strategy | - | HS |
| • HRA Business Plan | - | BP |
| • Homelessness Strategy | - | HMS |
| • Private Sector Renewal Strategy | - | PSRS |
| • Housing Inspection Report | - | HI |
| • Combined Sustainable Community Strategy/Strategic Plan | - | SCS |
| • National Indicator Set | - | NI |
| • Local Area Agreement (2008-11) | - | LAA |
| • Strategic Plan (2005-2010) | - | SP |
| • Comprehensive Performance Assessment Improvement Plans | - | CPA |
| • Annual Efficiency Target | - | AET |
| • Corporate Governance Requirements | - | CGR |
| • Equality Strategy | - | ES |
| • Risk Management Plan | - | RMP |
| • 5 Year Financial Forecast and Capital Programme | - | FFC |
| • Data Quality Policy | - | DQP |
| • Procurement Strategy | - | PrS |
| • Key Lines of Enquiry | - | KLOEs |
| • Best Value | - | BV |

The 'Origin' column of the table below indicates the origin of the action point

Performance:



Progressing well



At risk of not being delivered and may require intervention



Failing



Action complete

HOMES FIRST

Strategy & Enabling

Ref	Origin	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to implementation / additional resources identified	Measurable outcomes	Performance	Comments
1.1	SCS HS NI 155 (LAA) (Priority PI)	Deliver at least 500 affordable housing units (over 5 years). Including homes for vulnerable people and local workers	Director of Housing and Community Services	From Dec 2006 to Dec 2011	Restricted land supply Downturn in housing market. Funding will be required from the Housing Corporation/Housing and Communities Agency	500 units delivered by Dec 2011. LAA - Deliver across Surrey: 750 units (yr 1) 800 (yr 2) 825 (yr3)		
1.2	SCS HS	Facilitate provision of 20 units of supported housing (over 5 years).	Director of Housing and Community Services	From Dec 2006 to Dec 2011	Capital funding will be required from the Housing Corporation/Housing and Communities Agency and revenue funding from Surrey Supporting People Commissioning Body. Restricted land supply may also be an issue	20 units delivered by Dec 2011		
1.3	SCS	Identify an opportunity to provide another extra care sheltered housing scheme in Runnymede.	Director of Housing and Community Services Also involved - Housing Task Group Surrey CC RSL partners	By December 2010	Capital and revenue funding will be needed to provide a unit but identifying an opportunity should be possible without additional resources.	An opportunity to increase extra care housing is identified		

Ref	Origin	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to implementation / additional resources identified	Measurable outcomes	Performance	Comments
1.4	SCS	Ensure that wherever possible new affordable housing is wheelchair accessible and built to "Lifetime Homes" standards	Director of Housing and Community Services Head of Planning	From 2009 onwards	It may occasionally be necessary to choose between having more units or Lifetime standards Grant funding will be required to meet the standard	All affordable units are built to Lifetime Home Standards		
1.5	SCS	Require that all new affordable housing developments meet the Housing and Communities agency sustainable homes level 3 which ensures lower carbon emissions.	Director of Housing and Community Services. Also involved: Housing Task Group , Enabling Officer, Energy Coordinator	From April 2008 onwards	It may occasionally be necessary to choose between having more affordable units or level 3 standards. Grant funding will be required to meet the standard	All affordable units are built to level 3 Standards		
1.6	HS	To compile Housing Strategy document every 5 years following research and consultation and undertake an annual review to consider need for additional information.	Director of Housing and Community Services	New Strategy by 2011		Strategy produced and implemented.		New Strategy adopted in December 2006 and will be reviewed when results of the Housing Needs Survey are known.
1.7	RMP	To develop a mechanism for assessing the deliverability of schemes and monitoring progress, ensuring that grant obtained is not lost.	Director of Housing and Community Services	April 2009		System produced and implemented.		Still outstanding. Other work pressures have prevented completion.

Ref	Origin	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to implementation / additional resources identified	Measurable outcomes	Performance	Comments
1.8	HS	To investigate the possibility of raising funds for affordable housing from Open Market Homebuy schemes for tenants.	Director of Housing and Community Services	April 2009	Tenants may not wish to pursue scheme	Review complete		Current scheme is not popular with tenants. The Government have promised changes to the scheme that will make it more attractive to tenants.
1.9	SCS	Widely promote the low cost home ownership products that are available.	Housing Task Group/ Enabling officer	Organise at least two promotions during 2008/2009	Market downturn and difficulties obtaining mortgages may impact on take up	Improved take up of low cost home ownership products		
1.10	SCS	Members of the Housing Task group to meet with each of the Councils preferred RSL Partners to discuss future priorities and opportunities in Runnymede.	Housing Task Group/ Director of Housing and Community Services	Meet each of the 5 RSLs once during the next 12 months		Partner organisations have an input into delivery of local priorities		
1.11	ES	Undertake Equality Impact Assessments in all significant service areas. Implement appropriate action to remedy any adverse impact found or research to fully understand impact Monitor existing and proposed policies, procedures and strategies for adverse impact on equality	ALL	As set out in Equality Action Plan As appropriate Ongoing				

HOUSING IMPROVEMENT PROGRAMME

Public Sector Housing Conditions and Stock Management

Ref	Origin	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to implementation / additional resources identified	Measurable outcomes	Performance	Comments
2.1	BP	To complete the plans to replace PRC flats at Wapshott Road.	Head of Tenant Services	Phase 1 by September 2008 Phase 2 by early 2010	Resources obtained.	Re-development of PRC flats to provide new decent homes for existing and future tenants.		Decanting complete and phase one on target for completion in November 2008
2.2	BP SCS NI 158	To ensure that all properties meet the Decent Homes Standard.	Head of Tenant Services, Housing Maintenance Manager	2010 (Government deadline)	Some properties may suddenly fail the standard if they are occupied by vulnerable people. See details within the Business Plan.	All homes meet the Standard.		
2.3	BP NI 187	To increase the SAP ratings in traditionally built Council properties to a minimum of 61.	Housing Maintenance Manager	July 2010	Some system-built and solid wall properties may prove difficult to achieve higher SAP ratings £400,000 p.a. identified for central heating programme. Additional sums will be required if we are to achieve target for the PRC/BISF/solid wall properties.	All homes achieve a SAP rating of 61 or more and tenants benefit from improved housing conditions and low fuel bills.		This rating is lower than previous target. This is because nationally the scale has been changed. A 61 outcome will still be above the national average.

Ref	Origin	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to implementation / additional resources identified	Measurable outcomes	Performance	Comments
2.4	BP	To deliver the bathroom and kitchen improvement programme.	Housing Maintenance Manager	Programme commenced October 2007	Business Plan contains provision of £18m for programmes for next 30 years.	Programmes complete and properties improved.		
2.5	Bench-marking	Ensure that rent collection performance is upper quartile when compared to other social housing providers.	Head of Tenant Services	March 2009	Arrears recovery is already upper quartile so difficult to make further improvements. Economic downturn may impact on arrears.	Rent collection is upper quartile.		Figure for second quarter of 2008/09 is 96.2%. The upper quartile figure according to Housemark is 97%. However, quarterly figures should be viewed with caution, due to calculation method.
2.6	NI 160 (Priority PI)	Maintain tenant satisfaction with services within upper quartile performance when compared to other social housing providers.	Head of Tenant Services	March 2009	Tenants need to be prepared to complete survey and there is a danger of survey fatigue.	Satisfaction rate is upper quartile		
2.7	Bench-marking	Maintain tenant satisfaction with repairs undertaken at 97% or above.	Head of Tenant Services	March 2009	Performance is currently very good and may be difficult to maintain.	Satisfaction is 97% or higher.		
2.8	BP	Undertake feasibility study in respect of the Parkside PRC estate in New Haw	Director of Housing and Community Services / Head of Tenant Services	Start process during 2009/10	This large scale project will require significant resources – both financial and personnel. It may be necessary to employ consultants during the early stages of assessing feasibility.	Proposals are established for the future of the estate.		

Ref	Origin	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to implementation / additional resources identified	Measurable outcomes	Performance	Comments
2.9	BP	Undertake an assessment of the Eco Homes XB requirements and consider implementation.	Head of Tenant Services	Start assessment during 2008.	To be identified.	An assessment of any additional measures that can be provided to achieve greater energy efficiency is completed.		
2.10	BP SCS	Establish proposals for the future use of Beomonds	Director of Housing and Community Services / Head of Tenant Services	Complete assessment of remodelling costs by December 2009.	It may be necessary to employ an architect to draw up proposals for the building. Capital funding for improvements also need to be identified. If Extra Care is to be provided it will also be necessary to identify additional supporting people grant.	The unit is brought up to current day standards and provides accommodation that meets current needs.		
2.11	BP SCS	Undertake an assessment of the changing demographic profile of tenants and consider the implications of this for the future of the housing stock. Also assess the impact of the Lifetime homes, Lifetime neighbourhoods publication.	Director of Housing and Community Services	Complete review by April 2009.	The review can be done within resources but the results might require additional finance to implement.	The Council has policies and plans that take account of the tenant profile and the ageing population.		

Ref	Origin	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to implementation / additional resources identified	Measurable outcomes	Performance	Comments
2.12	BP	To agree proposals for dealing with the 230 solid wall construction properties that cannot be insulated.	Head of Tenant Services	By 2010.	Changes to the structure of the buildings may be expensive and it may be necessary to consider other ways of resolving this issue. It will be necessary to identify resources for any solution proposed.	Appropriate measures are implemented to avoid tenants within these properties becoming victims of fuel poverty.		

RUNNYMEDE RENEWAL

Private Sector Housing

Ref	Origin	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to implementation / additional resources identified	Measurable outcomes	Performance	Comments
3.1	PSRS SCS	To provide advice and assistance on home repairs by putting information on Council's website	Private Sector Housing Manager (Ass)	Dec 2008		Number of unfit properties and properties in disrepair declines.		
3.2	PSRS	To undertake a proactive HMO inspection programme ensuring identification of unknown licensable HMO's.	Private Sector Housing Manager (Enf)	Ongoing	Resources are in place to deal with inspections but not the subsequent management of HMOs Requires the co-operation of HMO owners	The number of HMO's that do not comply with standards is reduced.		
3.3	Government Guidance	To update Private Sector Renewal Strategy, in line government guidance	Head of Housing Needs and Private Sector	January 2009	Completion of Stock Condition Survey.	Strategy in place for Private Sector Housing		This will take place when stock condition surveys are completed.
3.4	KLOEs SCS	Adopt best practice from Surrey DFG guidance manual and changes introduced by Lifetime Homes publications issued by the Government	Private Sector Housing Manager	April 2009		Best practice adopted DFG applications processed efficiently and in accordance with legislation and best practice		

Ref	Origin	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to implementation / additional resources identified	Measurable outcomes	Performance	Comments
3.5	PSRS KLOEs SCS	Review the housing assistance policy	Private Sector Housing Manager	April 2009		Grants and loans administered efficiently and in accordance with best practice Improved private sector housing stock Increased post-hospital care is facilitated		DFG review now published. Once surveys completed this will be reviewed as part of the Private Sector Renewal Strategy.
3.6	HS	Investigate the possibility of using Empty Dwelling Management Orders (EDMO) to reduce Empty Homes.	Director of Housing and Community Services	April 2009	Need to identify time to undertake the review, and substantial resources may be needed to progress EDMO's.	Decision made on use of EDMO's		
3.7	SCS	Establish at least one measure aimed at making more private homes meet the Decent Homes standard	Housing Task Group Director of Housing and Community Services	By December 2010	Funding may be required for initiative	The number of private properties that fail the Decent Homes Standard is reduced		
3.8	SCS	Establish a web site for empty home owners to get advice on how to bring units back in to use	Housing Task Group Enabling Officer	By September 2009	The Surrey Partnership project will assist with funding	Web site established		Some work has already started on this

HOMELESSNESS, HOUSING REGISTER & HOUSING ADVICE

Ref	Origin	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to implementation / additional resources identified	Measurable outcomes	Performance	Comments
4.1	HMS HI	Complete the feasibility study for redesign or refurbishment options for Ashdene.	Head of Housing Needs and Private Sector	December 2008	Any proposals to refurbish the temporary accommodation will require capital funding.	Satisfaction amongst users of T.A.		
4.2	Government Guidance	Introduce a sub-regional Choice Based Lettings (CBL) scheme	Head of Housing Needs and Private Sector	DC&LG requirement that CBL schemes are introduced by 2010	Adequate revenue funding and agreement with regional partners needed. Grant obtained to help with setup.	CBL scheme established		Implementation is now likely to be 2009.
4.3	HMS	To review the Allocations Policy annually to ensure that it complies with current legislation and is achieving the overall aims for the Policy.	Housing Needs Manager	Annually		Policy complies with guidance and achieves Council's aims.		
4.4	SCS	To let all permanent Council properties within 21 days of vacation.	Housing Needs Manager	Ongoing	Some units e.g. Sheltered units, are difficult to let.	The length of time properties are empty falls to 21 days or less.		Figure for second quarter of 2008/09 is 29 days
4.5	HI	To annually undertake checks of the Housing software to ensure allocation policy is being followed.	Housing Needs Manager	Annually		System is accurate and efficient.		

Ref	Origin	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to implementation / additional resources identified	Measurable outcomes	Performance	Comments
4.6	Government Guidance	Assess and introduce the Governments measures to deal with mortgage rescue.	Head of Housing Needs and Private Sector	Start date will depend on when Government have products available.	Additional resources may be required to administer new schemes	Government mortgage rescue measures are introduced		
4.7	HMS	Undertake TA residents survey to identify what TA improvements residents want and feedback key findings to TA Improvement Group	Housing Needs Manager	December 2008	Resources need to be identified for this.	To identify improvements to TA		This is an appraisal target for the Hostels Manager but not yet achieved.
4.8	HMS	Establish a mechanism to review and monitor advice and information services to ensure they meet the needs of BME communities	Housing Needs Manager Homelessness Task Group	December 2008	Resources will need to be identified	Increased awareness of services available		This is being looked at as part of Homeless Review.
4.9	HMS HS SCS	Undertake a Homeless Audit and produce a new Homelessness Strategy	Housing Needs Manager Private Sector Housing Manager	Strategy December 2008		A comprehensive Strategy is produced that takes account of all homeless priorities		Audit now complete and meetings held with other agencies. Results to feed into Strategy update.
4.10	HMS NI 156 SCS	Provide support to applicants and consider other initiatives to ensure that level of homeless acceptances is not increased beyond 24 per annum and Government target to reduce Temporary Accommodation use is achieved.	Housing Needs Manager	Ongoing	Property trends e.g. increase in mortgage interest rates could increase homelessness. Some CLG Funding for homelessness has been obtained but is not guaranteed for the future.	Continued decrease of homeless applications		

Ref	Origin	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to implementation / additional resources identified	Measurable outcomes	Performance	Comments
4.11	SCS	To establish at least one initiative (possibly a DVD) for schools to use to make young people more aware of the problems of homelessness	Housing Needs Manager Homelessness Task Group	By December 2009	Funding may be required for initiative	Young people made aware of what it is like to be homeless		

COMMUNITY SERVICES

Ref	Origin	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to implementation / additional resources identified	Measurable outcomes	Performance	Comments
5.1	BV SCS	To produce proposals for future use of Queen Elizabeth Day Centre.	Director of Housing and Community Services	December 2008	Complexity of current use and available options. Resources to be identified.	Review complete and a plan for future use of the building determined.		
5.2	BV SCS	Discuss with Hanover and James Butcher Housing Associations the possibility of using facilities within Aldwyn Place and Schroder Court to provide additional services to older people.	Director of Housing and Community Services Head of Community Services	October 2008	Requires input from other agencies.	Review complete and options considered.		Lunch club at Aldwyn Place has been established but is not yet open to the wider community.
5.3	BV SCS	Review the aims of Day Centre provision having had regard to different models of support provided by other authorities.	Director of Housing and Community Services Head of Community Services	April 2009	No additional resource is needed for review but there is unlikely to be substantial funding for changes that involve higher levels of support.	Other models of provision evaluated Day Centres meet the needs of users (people with mental health problems)		
5.4	KLOEs SCS	Investigate possibility of establishing resident involvement groups at sheltered schemes	Head of Community Services	April 2009	Resident apathy	Resident groups established		Discussions underway at Floral House.
5.5	SCS	Review arrangements for Day Centre transport and investigate opportunities to extend community transport services.	Head of Community Services	Sept 2009		Review complete and proposals made.		Some work has started.

HEALTH AND SOCIAL CARE

Ref	Origin	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to implementation / additional resources identified	Measurable outcomes	Performance	Comments
6.1	SCS	Promote and assist in improving access to local health, social care and support facilities for all	Healthy and Vibrant Task Group	Review summer 2009	Resources required from all partnership agencies in relation to project management	Unmet needs identified and dealt with via the appropriate organization.		Various projects implemented over the years e.g. Mobile Community Support Desk
6.2	SCS NI 141 (LAA)	<p>Improve the quality of life of people over 60 years old, increase their independence and reduce the likelihood of hospital admissions, and long term care.</p> <p>Initially by developing an integrated strategy with older people</p>	Healthy and Vibrant Task Group	Summer 2009	No barriers to production of Strategy but Strategy actions may require resourcing	Integrated strategy for older people developed		
6.3	SCS	Develop projects to facilitate discharge from hospital	Healthy and Vibrant Task Group Head of Community Services	March 2011	<p>Ageing population will increase the potential for delayed discharge</p> <p>Lack of resources and extremely dependant on effective partnership working and commitment from other agencies</p>	<p>Care and repair service helps people return home from hospital</p> <p>Careline is set up to tie in with hospital discharge</p>		
6.4	SCS	Work in conjunction with the Environment Task Group on the levels of pollution and the affect on the population and identify levels of pollution	Healthy and Vibrant Task Group	Ongoing		Levels of pollution identified and impact on population better understood.		

Ref	Origin	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to implementation / additional resources identified	Measurable outcomes	Performance	Comments
6.5	SCS	Investigate ways to overcome difficulties of limited mobility as a result of poor public transport/no access to a car	Healthy and Vibrant Task Group	Autumn 2009	Dependant on the outcome of the SCC review of community transport	Percentage increase in the satisfaction of people with disabilities originally surveyed in 2006 New survey to be carried out Autumn 2010		
6.6	SCS	Encourage a greater contribution to community health by private companies by continuing to generate links between private companies, voluntary organizations, Health and Social Care	Healthy and Vibrant Task Group	Over the next 5 years		Healthier lifestyles		
6.7	NI 112 (LAA) NI 39 (LAA) NI 123 (LAA)	Work with Surrey PCT to promote a range of health and wellbeing initiatives: Teen pregnancy Smoking Alcohol misuse	Healthy and Vibrant Task Group	March 2011	Local interest Partner involvement Internal human resources required. Funding required to ensure schemes are sustainable	Surrey-wide LAA: Under 18 conception rate Yr 1 - 25% reduction 16+ current smoking rate: Yr 1 - 408 Alcohol-harm related hospital admission rates: Yr 1 - 1,242		Measures in place from 2009/10

Ref	Origin	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to implementation / additional resources identified	Measurable outcomes	Performance	Comments
6.8	SCS	Work with Surrey PCT to promote a range of health and wellbeing initiatives Initially work to concentrate on tackling the stigma around Chlamydia screening	Healthy and Vibrant Task Group	Summer 2009	Local interest Partner involvement Internal human resources required. Funding required to ensure schemes are sustainable	Healthier lifestyles		Develop a partnership project with Surrey PCT and Ashford and St Peter's
6.9	SCS	Work with statutory partners to address the shortage in accommodation for the voluntary and community sector by actively pursuing any building and funding opportunities	Healthy and Vibrant Task Group	Ongoing	Additional resources maybe be required to secure alternative accommodation	Voluntary sector has adequate accommodation		
6.10	SCS	Combat the reduction in the number of people running organisations for older people	Healthy and Vibrant Task Group	Autumn 2010	Lack of promotional and human resources	20% increase in the number of volunteers for older people's organisations		

BENEFITS

Ref	Origin	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to implementation / resources identified	Measurable outcomes	Performance	Comments
7.1	NI 180	Number of change events on Housing Benefit / Council Tax Benefit affecting entitlements within the year	Benefits and Income Manager	Annual (March)	Staff shortages. IT problems. Changes made by Government departments. Claimant unpredictability.	2,500 (annual)		This NI is difficult to define as the number of changes is determined by claimants, not the Council. The measurable outcome is an estimate needed, in part, to measure NI 181.
7.2	NI 181 (Priority PI)	Time taken to process Housing Benefit / Council Tax Benefit new claims and change events	Benefits and Income Manager	Annual (March)	Staff shortages. IT problems. Changes made by Government departments. Claimant unpredictability.	12 days		

Elmbridge Community Alarms Service and Spelthorne Personal Alarm Network

Proposal for a Telecare Service in

Runnymede Borough Council

Current Position

At present there is no telecare service offered to the residents of Runnymede. The Borough Council decided against applying for funding for this under the Preventative Technologies Grant (PTG) in 2006, as they were concerned about creating a future liability for their council tax payers.

Both Elmbridge and Spelthorne Borough Councils did apply for funding from the PTG and have since then utilised the monies they have received to benefit their residents by the provision of telecare sensors through their community alarm/careline units. Elmbridge has currently 10% of its clients using some form of telecare, whilst Spelthorne's figure is much lower at less than 3%. One of the reasons for this difference is believed to be the lack of an available service in Runnymede. Potential referrers from health and social care are put off as there is not uniformity of service. This becomes more apparent when it is considered that the majority of Elmbridge's telecare is installed in the east and south of the borough which borders with areas which offer telecare whilst the east area adjoining Runnymede has a lesser penetration.

All three boroughs, like their colleagues across the county, offer the CAT scheme, which allows for a free alarm for 12 weeks following discharge. The fact that this is a county-wide service has been a major factor in its success as referrers do not have to worry about where a person lives which is the case with telecare. It is a fact that most hospital staff don't have any awareness of the borough boundaries and to find out all the time is seen as an onerous task.

Elmbridge and Spelthorne Borough Councils wish to extend their existing telecare service into Runnymede; to provide the uniformity of service which they believe will also increase referral rates within their own boundaries.

Proposal Outline

Referral

They would look to divide Runnymede between them along geographical lines, possibly using postcode areas or the M3 motorway as means of doing this. They would seek the assistance of Runnymede staff to work out the most equitable method of achieving this division.

The Runnymede Careline team have offered to receive all telecare referrals for the Borough and will be the nominated point for these with the health and social care teams. Upon receipt of a referral they will allocate it to the relevant Elmbridge or Spelthorne team dependant upon area. They will also log the referral and the action they have taken for monitoring purposes.

When they receive a Runnymede referral the Elmbridge and Spelthorne teams will contact the potential client, their family/carer or the referrer to discuss their needs more fully. They will then, if it is felt to be appropriate by all concerned, arrange an appointment to visit the client to assess them for telecare sensors.

Following this appointment and if a telecare sensor package has been recommended and accepted by the client or their family/carer a date for installation will be booked. From this point Elmbridge and Spelthorne will manage the client as they would their own, although every effort will be made to ensure that service standards match those offered by Runnymede Careline. If it is decided that no telecare is needed other than the basic alarm and pendant then the client will immediately be referred back to Runnymede Careline for them to provide this service.

Clients taking telecare will be expected to complete application forms and agreements as used by Elmbridge and Spelthorne services. The equipment will all be branded to indicate which council is providing the service and full information and contact details will be left with them at installation.

Fees

Elmbridge and Spelthorne would charge the same as Runnymede for the alarm which is currently £4.20pw, which will ensure there is uniformity of charging to avoid any potential us and them conflict. This is the same as in Spelthorne but is 40p per week more than Elmbridge.

The telecare would be charged in the same way as it is across the rest of Surrey with the client paying an additional £1.00 per week for the sensor(s). From 1st April 2009 The Supporting People Team will be providing a subsidy to support this service across Surrey. Elmbridge and Spelthorne will enter into a contract with SP to provide the service in Runnymede. They have the benefit of already having stocks of the sensors which they have purchased through the PTG. Runnymede could apply for the subsidy but would have to fund up front the cost of the sensors. The costs for these range from £40 for a smoke alarm to £250 for a bed sensor kit and potentially £400 for those that detect an epileptic event.

If the referred client meets the criteria then the alarm will be provided under the terms of the CAT scheme for hospital discharge, as already provided by Runnymede Careline.

Monitoring

All the telecare alarms will be routed through the care centre operated by Mole Valley District Council. A complete new set of Identification Numbers would be allocated and then divided between Elmbridge and Spelthorne. This will ensure that there is no confusion between clients of the three boroughs. Should in the future Runnymede decide that they want to take over the telecare clients then it should be a relatively simple matter to transfer the client details between the Mole Valley Care Centre and Runnymede's own Centre as they have the same operating systems.

Elmbridge and Spelthorne will be responsible for paying the invoices issued by Mole Valley in respect of monitoring costs for the duration of the service agreement. No costs will be incurred by Runnymede for monitoring.

Out of Hours

There are two options for the covering of out of hours calls for the clients connected to the service.

Firstly, Elmbridge and Spelthorne will be responsible for their own area clients and will respond to any calls in the same way that they do presently for their own clients. This though will provide an imbalance, as both Elmbridge and Runnymede operate a 24 hour service whilst Spelthorne's only runs until 11.00pm and starts again at 6.00am.

The second option therefore, is for Elmbridge to handle all the out of hours calls for the telecare service in Runnymede as that fits better with what is already in existence. The two members of staff that cover out of hours in Elmbridge will have no difficulty operating in Runnymede as one already lives there and the other is based in Surrey Heath which is closer to Runnymede than Elmbridge.

There will need to be some more discussion on this subject but the second option is preferred by the team members that have so far been canvassed.

Installation of Smoke and Gas CO2 Detectors

Both these items require to be fixed to the walls or ceilings using screws. The Elmbridge team are covered to do this under their insurance and have received relevant training to undertake the tasks – ladder training, working at heights. They will need to ensure that their insurance cover will allow for them to work out of borough.

Spelthorne on the other hand do not do this and instead employ the services of the Age Concern Handyman for their area.

There are therefore different options here. The first is that Elmbridge undertake all smoke/gas installations regardless of area provided they can obtain insurance. Secondly, Spelthorne utilise Age Concern if they are willing to assist or thirdly, the Runnymede Home Improvement Agency Handyman is engaged to carry out the work.

Should this proposal be approved then all parties will need to decide on which is the best solution for the installation of this type of telecare, ensuring that the best and quickest service is provided to the clients and their families.

Client Visits

It is important, especially with telecare installed as well as the basic alarm package, that clients are visited to ensure that all their details are up to date and that the equipment is working as it should. It also gives them and their family or carers the opportunity to ask questions about the telecare and be kept aware of new developments. Timings and other settings can be adjusted to suit the clients' needs during these visits and the client is re-assessed for additional equipment to maintain their independence and safety.

Presently Runnymede Careline visits their clients once a year but are looking to increase this to six monthly which is the service provided in Elmbridge. Spelthorne offer the same annual visit as Runnymede at present.

For the purposes of this service it is proposed that all clients will be visited twice a year whether they are maintained by Elmbridge or Spelthorne.

Term and Review

Subject to Supporting People approval for a 12 month contract it is proposed that the service would operate initially for a 12 month trial period. Before the end of this period (end of 3rd quarter) a decision would be made to either:

1. Extend the trial for a further 12 months
2. Approve the service and grant Elmbridge and Spelthorne a longer license.
3. Halt the service with no new referrals accepted
4. Take the service in house with Runnymede Careline taking over the provision

In the event of either 3 or 4 above all existing clients would remain with Elmbridge or Spelthorne until such time as they no longer required the service, unless there was mutual agreement on the terms of transfer to the Runnymede Careline Service

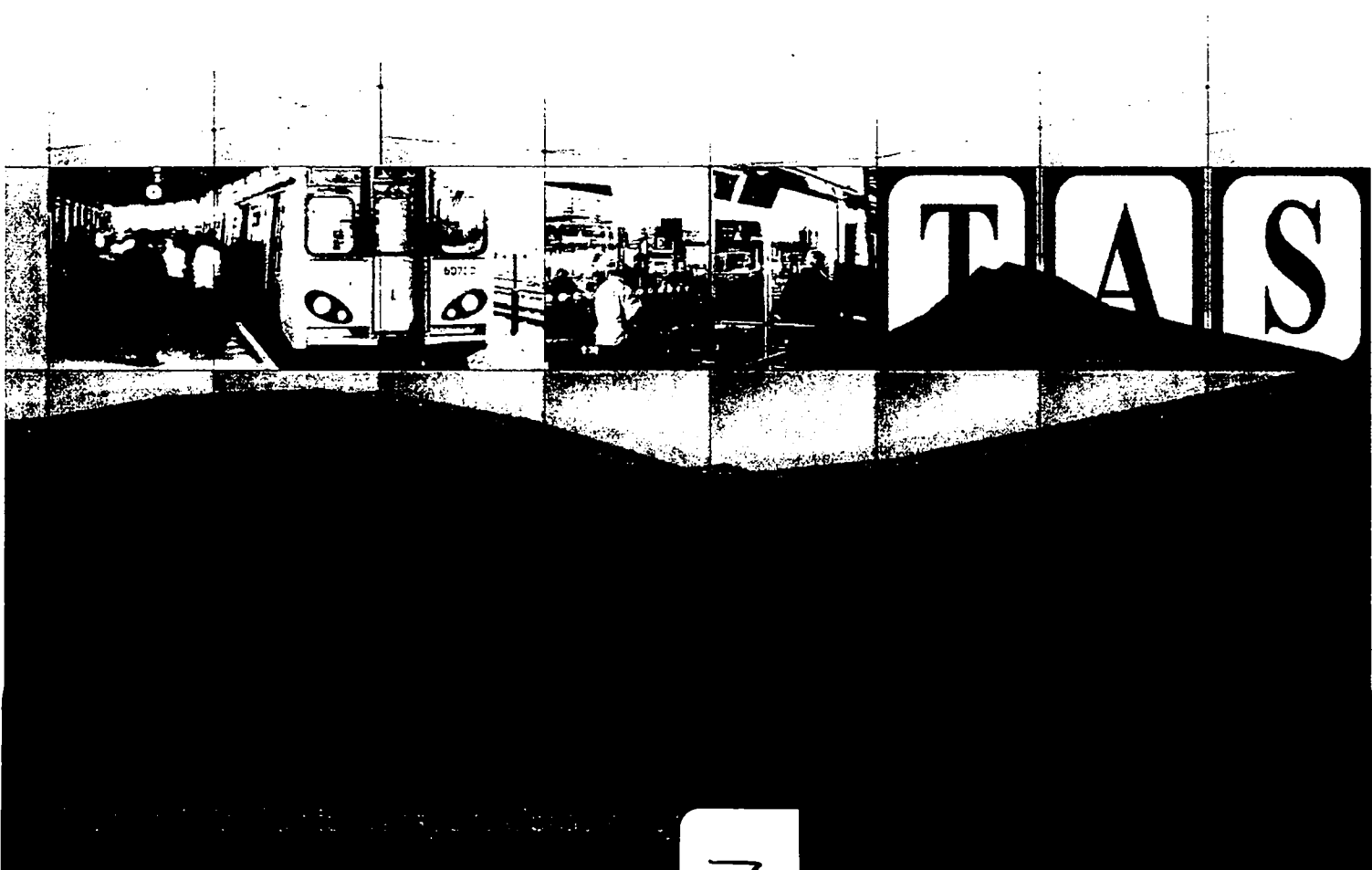
There would be full monitoring of referrals, installations and outcomes with quarterly meetings between the three boroughs to review the service and its progress.

Bullet Point Summary

- Initial 12 month trial period (with Supporting People approval)
- Elmbridge and Spelthorne to offer telecare in Runnymede on a 50/50 basis approx.
- Runnymede handle all new telecare referrals passing them on to relevant provider
- Assessment and installation undertaken by Elmbridge and Spelthorne
- Fees to be in line with Runnymede's current full cost
- Client pays fees to Elmbridge or Spelthorne
- CAT scheme used if client is eligible
- Alarms monitored by Mole Valley District Council Care Centre
- Out of Hours calls dealt with by Elmbridge team only
- All clients to receive two visits per year
- Quarterly review meetings between all 3 Boroughs

Surrey Concessionary Fares: Quarter 1 Reimbursement Costs

Surrey County Council and participating TCAs
August 08



Quality Assurance

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1.1 Introduction

- 1.1.1 This report details the reimbursement costs to bus operators participating in the Surrey Countywide concessionary fares scheme and the apportionment of these costs between the 11 Travel Concession Authorities (TCAs) in Surrey.

1.2 Methodology

- 1.2.1 Bus operators were required to record concessionary passenger boardings on the electronic ticket machines (ETMs) and also record the service number and the fare stage boarded. ETM data was supplied to us by operators for the period of the first quarter (1 April – 30 June) and from this data we have been able to calculate the:

- a) Number of concessionary fare boardings by service and fare stage
- b) Average Adult fare (using Adult Single, Adult Return and Adult Day tickets as defined by the published scheme)
- c) Value of travel (A*B)
- d) Reimbursement Due (C * 65%)

- 1.2.2 For the purposes of the Surrey scheme, only concessionary passenger boardings at fare stages within Surrey have been counted and these have been allocated to the 11 participating Districts/Borough within Surrey. Our software then allocates the reimbursement cost (steps A, B, C, D above) to individual Districts.

- 1.2.3 Some of the smaller operators in Surrey have older ticket machines that do not accurately record fare stage information. In some cases operators still use manual ticket machines. Where this is the case, we supplied operators with a pro-forma spreadsheet that calculates reimbursement due and apportionment between Districts has been done on the basis of route mileage.

1.3 Returns from operators

- 1.3.1 Several operators failed to provide data to support any concessionary fares reimbursement. Many of these operators only operate school bus services that were previously eligible for reimbursement under the pre-April 2008 mileage based scheme but do not in fact carry any concessionary passengers.

2.1 Payments to Operators

2.1.1 Participating bus operators received estimated monthly payments for the months of May, June, July and August based on calculations provided to Surrey by TAS.

2.1.2 From the ETM and other data supplied to us, we have been able to calculate the actual reimbursement due to operators for the first quarter of the 2008 scheme. From this information, we are able to determine:

- The value of any balancing payment required to reconcile interim payments made to operators with actual reimbursement based on the number of concessionary journeys made and the value of travel.
- A revised interim monthly payment payable from September to November 2008, based on 90% of the actual reimbursement value for the first quarter.

2.1.3 Appendix A provides the detailed output of reimbursement payments to individual operators but a summary is shown below in Table 1, along with data on the recorded number of journeys and the average reimbursement cost per passenger. The table is presented in descending order of reimbursement due for Quarter 1.

Table 1: Reimbursement Costs

Operator	Reimbursement Due (from ETM data)	Passengers	Cost per passenger
Arriva Guildford & West Surrey	£448,180.00	432,219	£1.04
Stagecoach (all operators)	£348,232.91	306,061	£1.14
Metrobus Limited	£247,579.82	243,525	£1.02
Travel London (West) Ltd	£230,413.99	198,149	£1.16
Countryliner Coach Hire	£141,355.16	120,971	£1.17
London Bus Services Ltd	£136,781.98	193,385	£0.71
First Beeline Buses Ltd	£37,340.68	31,065	£1.20
Epsom Buses	£31,371.06	35,184	£0.89
Safeguard	£31,272.86	45,713	£0.68
Southdown PSV	£24,061.85	20,759	£1.16
Dicksons Travel	£14,281.31	11,068	£1.29
Carlone	£7,927.02	14,417	£0.55
Countywide Travel	£7,302.83	4,322	£1.69
Ashford & St Peters Hospital NHS Trust	£6,617.58	6,764	£0.98

Operator	Reimbursement Due (from ETM data)	Passengers	Cost per passenger
Compass Travel	£1,507.48	1,424	£1.06
Flights Hallmark Ltd	£1,053.00	892	£1.18
Compton Village Association	£953.30	311	£3.07
Cruisers	£630.50	454	£1.39
Ashford Luxury Coaches	£618.57	1,046	£0.59
Total	£1,717,481.90	1,667,729	£1.03

2.2 Changes in Reimbursement Costs

2.2.1 Changes in the method of reimbursement to bus operators from the 37 pence mileage rate to the new scheme based on a reimbursement rate of 65% are detailed below in Table 2.

2.2.2 There are some significant increases in payments, particularly to Arriva and Stagecoach where the mileage based scheme has historically under-reimbursed both these operators, resulting in additional grant payments.

Table 2: Changes in Reimbursement Payments to Operators

	Q1 - 2008 Scheme	Q4 - 2007 Scheme	Difference	% Change
AMK	£0.00	£862.87	-£862.87	-100%
Alder Valley Travel	£0.00	£2,477.74	-£2,477.74	-100%
Arriva Guildford & West Surrey	£448,180.00	£285,580.57	£162,599.43	57%
Ashford & St Peters Hospital NHS Trust	£6,617.58	£13,215.34	-£6,597.76	-50%
Ashford Luxury Coaches	£618.57	£670.95	-£52.38	-8%
Atbus	£0.00	£3,587.62	-£3,587.62	-100%
Bear Buses	£0.00	£816.76	-£816.76	-100%
Carlone	£7,927.02	£9,577.23	-£1,650.21	-17%
Compass Travel	£1,507.48	£916.38	£591.10	65%
Compton Village Association	£953.30	£734.27	£219.03	30%
Countryliner Coach Hire	£141,355.16	£75,502.40	£65,852.76	87%
Countywide Travel	£7,302.83	£9,460.96	-£2,158.13	-23%
Cruisers	£630.50	£4,618.09	-£3,987.59	-86%
Dicksons Travel	£14,281.31	£11,029.87	£3,251.44	29%
Epsom Buses	£31,371.06	£26,865.67	£4,505.39	17%

	Q1 - 2008 Scheme	Q4 - 2007 Scheme	Difference	% Change
First Beeline Buses Ltd	£37,340.68	£13,086.37	£24,254.31	185%
Flights Hallmark Ltd	£1,053.00	£11,324.20	-£10,271.20	-91%
Legg's Travel	£0.00	£1,075.85	-£1,075.85	-100%
London Bus Services Ltd	£136,781.98	£366,652.70	-£229,870.72	-63%
London General Transport	£0.00	£1,242.71	-£1,242.71	-100%
Metrobus Limited	£247,579.82	£230,142.10	£17,437.72	8%
Post Office	£0.00	£4,214.83	-£4,214.83	-100%
Reptons	£0.00	£210.78	-£210.78	-100%
Safeguard	£31,272.86	£24,543.34	£6,729.52	27%
Southdown PSV	£24,061.85	£22,702.22	£1,359.63	6%
Stagecoach (all operators)	£348,232.91	£207,890.44	£140,342.47	68%
Sunray Travel Ltd	£0.00	£10,628.48	-£10,628.48	-100%
Tellings Golden Miller (Wiltax)	£0.00	£10,586.84	-£10,586.84	-100%
Travel London (West) Ltd	£230,413.99	£244,096.09	-£13,682.10	-6%
W & H Motors	£0.00	£1,901.39	-£1,901.39	-100%
WASP	£0.00	£246.90	-£246.90	-100%
Woking Community Transport	£0.00	£2,973.21	-£2,973.21	-100%
Total	£1,717,481.90	£1,598,572.30	£118,909.60	7%

2.3 Apportionment between TCAs and 2008/9 budget

2.3.1 Table 3 provides a summary of the apportionment costs with a more detailed breakdown provided in Appendix B. From the data supplied by operators for the first quarter, we can estimate the likely outturn for the first twelve months of the new scheme. This is also provided in the table below.

Table 3: Cost apportionment between TCAs

TCA	Reimbursement - Q1	2008/9 - Likely Outturn
Elmbridge	£81,338	£325,353
Epsom & Ewell	£102,638	£410,551
Guildford	£328,423	£1,313,691
Mole Valley	£102,814	£411,255

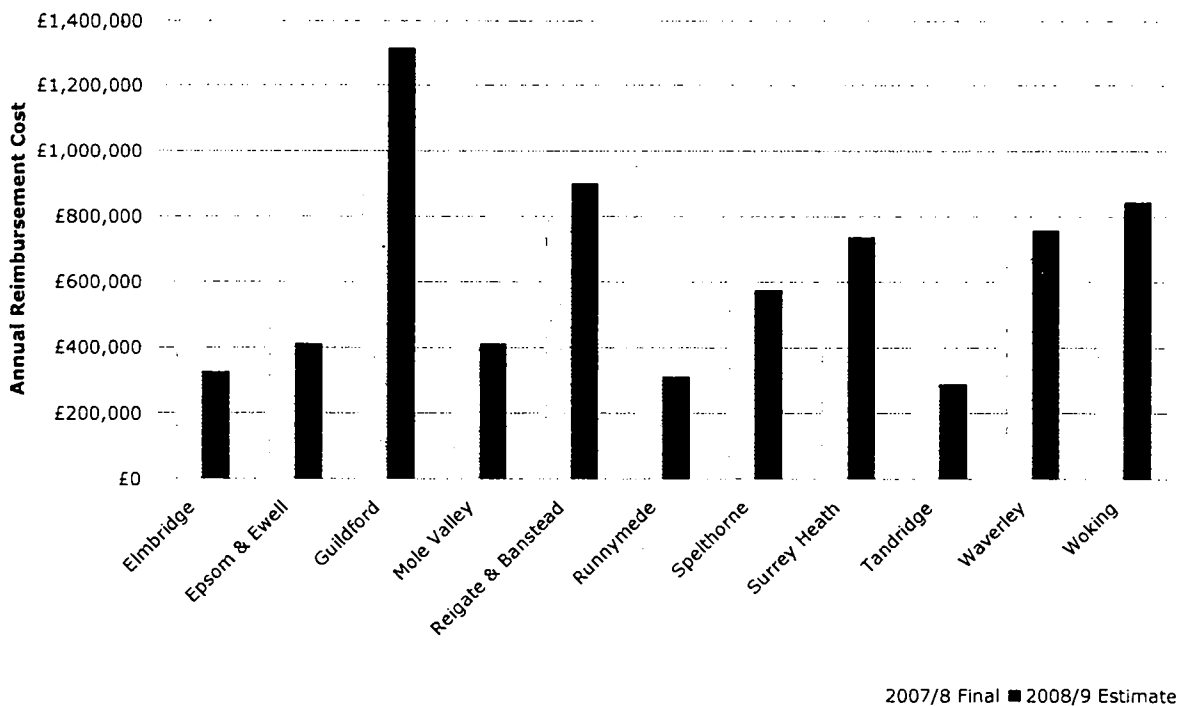
TCA	Reimbursement - Q1	2008/9 - Likely Outturn
Reigate & Banstead	£225,295	£901,182
Runnymede	£77,301	£309,205
Spelthorne	£143,505	£574,021
Surrey Heath	£184,127	£736,508
Tandridge	£71,955	£287,820
Waverley	£189,120	£756,479
Woking	£210,966	£843,863
	£1,717,482	£6,869,928

2.3.2 The estimate provided above does not make allowance for any further bus fare increases as a result of increases fuel costs, which will impact upon the calculation of average adult fare and therefore the value of concessionary journeys made.

2.4 Useful comparisons

2.4.1 Figure A below provides a comparison between the final reimbursement cost to TCAs of the 2007/8 mileage based scheme and the estimated cost of the 2008/9 scheme based on the outturn of Quarter 1.

Figure A: Comparison with mileage based scheme



Appendix A

Reimbursement Costs by Operator

Q1: Payments to Operators

	Reimbursement Due (from ETM data)	Q1 Monthly Interim Payment	Total Paid (Apr - June)	Balancing Payment Due (Sept 08)	Q2 Revised Monthly Payment	Passengers
AMK	£0.00	£0.00	£0.00	£0.00	£0.00	
Alder Valley Travel	£0.00	£0.00	£0.00	£0.00	£0.00	
Arriva Guildford & West Surrey	£448,180.00	£0.00	£383,854.00	£64,326.00	£134,454.00	432,219
Ashford & St Peters Hospital NHS Trust	£6,617.58	£0.00	£5,955.82	£661.76	£1,985.27	6,764
Ashford Luxury Coaches	£618.57	£0.00	£0.00	£618.57	£185.57	1,046
Atbus	£0.00	£186.00	£558.00	£0.00	£0.00	
Bear Buses	£0.00	£0.00	£0.00	£0.00	£0.00	
Carlone	£7,927.02	£0.00	£8,057.00	£129.98	£2,378.11	14,417
Compass Travel	£1,507.48	£482.00	£1,446.00	£61.48	£452.24	1,424
Compton Village Association	£953.30	£0.00	£0.00	£953.30	£285.99	311
Countryliner Coach Hire	£141,355.16	£37,265.00	£111,795.00	£29,560.16	£42,406.55	120,971
Countywide Travel	£7,302.83	£1,453.00	£4,359.00	£2,943.83	£2,190.85	4,322
Cruisers	£630.50	£395.00	£1,185.00	£554.50	£189.15	454
Dicksons Travel	£14,281.31	£2,864.00	£8,592.00	£5,689.31	£4,284.39	11,068
Edward Thomas & Son	£0.00	£0.00	£0.00	£0.00	£0.00	
Epsom Buses	£31,371.06	£6,799.00	£5,746.00	£25,625.06	£9,411.32	35,184
First Beeline Buses Ltd	£37,340.68	£2,329.00	£20,397.00	£16,943.68	£11,202.20	31,065
Flights Hallmark Ltd	£1,053.00	£0.00	£6,987.00	£5,934.00	£315.90	892
Legg's Travel	£0.00	£0.00	£0.00	£0.00	£0.00	
London Bus Services Ltd	£136,781.98	£85,806.00	£257,418.00	£120,636.02	£41,034.60	193,385
London General Transport	£0.00	£0.00	£0.00	£0.00	£0.00	
Metrobus Limited	£247,579.82	£72,161.00	£216,483.00	£31,096.82	£74,273.95	243,525
Post Office	£0.00	£0.00	£0.00	£0.00	£0.00	
Reptons	£0.00	£0.00	£0.00	£0.00	£0.00	
Safeguard	£31,272.86	£9,885.00	£29,655.00	£1,617.86	£9,381.86	45,713
Southdown PSV	£24,061.85	£8,903.00	£26,709.00	£2,647.15	£7,218.56	20,759
Stagecoach (all operators)	£348,232.91	£104,838.00	£314,514.00	£33,718.91	£104,469.87	306,061
Sunray Travel Ltd	£0.00	£0.00	£0.00	£0.00	£0.00	
Tellings Golden Miller (Wiltax)	£0.00	£0.00	£0.00	£0.00	£0.00	
Travel London (West) Ltd	£230,413.99	£64,880.00	£194,640.00	£35,773.99	£69,124.20	198,149
W & H Motors	£0.00	£0.00	£0.00	£0.00	£0.00	
WASP	£0.00	£0.00	£0.00	£0.00	£0.00	
Woking Community Transport	£0.00	£0.00	£0.00	£0.00	£0.00	
Total	£1,717,481.90			£119,131.08	£515,244.57	1,667,729

Appendix B

Apportionment Costs between Districts

Quarter 1: Apportionment between TCAs

	Enbridge	Epsom & Ewell	Guildford	Mole Valley	Reigate & Banstead	Runnymede	Spelthorne	Surrey Heath	Tandridge	Waverley	Woking
AMK											
Alder Valley Travel	£3,169	£0	£178,369	£39,920	£12,068	£4,226	£25,983	£42,254	£146,417		
Arriva Guildford & West Surrey	£1,212	£0	£987	£453	£0	£993	£550	£803	£1,179		
Ashford & St Peters Hospital NHS Trust	£6,618	£0	£582	£90	£1,418						
Ashford Luxury Coaches	£619		£582	£90	£1,418						
Atbus	£0										
Bear Buses	£0										
Carlone	£7,927	£0	£987	£453	£0	£993	£550	£803	£1,179		
Compass Travel	£1,507		£582	£90	£1,418						
Compton Village Association	£953		£582	£90	£1,418						
Countryliner Coach Hire	£141,355	£19,017	£23,776	£44,149		£706	£8,393	£2,051	£40,331		
Countywide Travel	£7,303						£2,369	£4,933			
Cruisers	£631										
Dicksons Travel	£14,281				177,801	£4,799	£257	£9,226	£453		
Edward Thomas & Son	£0										
Epsom Buses	£31,371	£28,575		£2,796		£16,683	£12,796	£7,862	£706		
First Beeline Buses Ltd	£37,341				£347						
Flights Hallmark Ltd	£1,053										
Legg's Travel	£0										
London Bus Services Ltd	£136,782	£42,042		£7,874	£18,833		£55,807	£12,226			
London General Transport	£247,580	£13,003		£5,941	£178,533			£50,018	£84		
Metrobus Limited	£0										
Post Office	£0										
Reptons	£0										
Safeguard	£31,273		£31,273								
Southdown PSV	£24,062			£1,593	£13,918			£8,551		£138,624	£255
Stagecoach Hants & Surrey	£348,233		£79,611					£129,743			
Sunray Travel Ltd	£0										
Tellings Golden Miller (Wiltax)	£0										
Travel London (West) Ltd	£230,414	£74,025	£13,826			£49,894	£71,761				£20,908
W & H Motors	£0										
WASP	£0										
Woking Community Transport	£0										
Total	£1,717,482	£81,338	£328,423	£102,814	£225,295	£77,301	£143,505	£184,127	£71,955	£189,120	£210,966
2008 Estimated Total	£6,869,928	£325,353	£410,551	£1,313,691	£411,255	£901,182	£309,205	£574,021	£736,508	£287,820	£843,863
2009/10 Estimate (5%)	£7,213,424	£341,620	£431,078	£1,379,375	£431,818	£946,241	£324,666	£602,722	£773,334	£302,211	£886,056

Payments to Bus Operators 2007/08 & 2008/09

	2007/8 Original Estimate of Payments to Bus Operators	%	Breakdown of Additional Costs - March & May 2007 (note 1)	TAS Costs for 2007/8	Revised Estimates	Actual Costs 2007/08 based on Runnymede final figure. (Jun. 2%)	2008/09 Original Estimate (TAS - Nov 07) (note 2)	%	2008/09 Revised Estimate (TAS - Sept 08) (note 3)	%	% change Estimate to Revised estimate	Number of pass holders April 2008 (CFWG 24/4)	Average 1st Qtr cost per passholder
Elmbridge	£602,727	10.01%	£19,435	£3,022	£625,184	£637,788	£371,169	5.60%	£325,353	4.74%	-12.34%	13,000	6.26
Epsom & Ewell	£436,399	7.25%	£14,070	£2,187	£452,656	£461,782	£300,372	4.54%	£410,551	5.98%	36.68%	10,500	9.78
Guildford	£819,755	13.70%	£26,440	£4,109	£850,304	£867,446	£1,550,818	23.42%	£1,313,691	19.12%	-15.29%	16,000	20.53
Mole Valley	£462,920	7.73%	£14,920	£2,320	£480,160	£489,840	£228,200	3.45%	£411,255	5.99%	80.22%	10,100	10.18
Reigate & Banstead	£744,535	12.44%	£24,009	£3,732	£772,276	£787,845	£981,487	14.82%	£901,182	13.12%	-8.18%	13,500	16.69
Runnymede	£349,062	5.83%	£11,253	£1,750	£362,065	£369,364	£128,095	1.93%	£309,205	4.50%	141.39%	7,000	11.04
Spelthorne	£592,210	9.89%	£19,089	£2,968	£614,267	£626,651	£897,342	13.55%	£574,021	8.36%	-36.03%	10,100	14.21
Surrey Heath	£353,977	5.91%	£11,408	£1,774	£367,159	£374,561	£598,091	9.03%	£736,508	10.72%	23.14%	7,000	26.30
Tandridge	£425,024	7.10%	£13,703	£2,130	£440,857	£449,745	£423,291	6.39%	£287,820	4.19%	-32.00%	8,500	8.47
Waverley	£634,450	10.50%	£20,458	£3,180	£658,088	£671,355	£686,521	10.37%	£756,479	11.01%	10.19%	12,500	15.13
Woking	£564,203	9.43%	£18,199	£2,828	£585,230	£597,028	£456,930	6.90%	£843,863	12.28%	84.68%	9,000	23.44
Total	£5,985,262	100%	£192,984	£30,000	£6,208,246	£6,333,404	£6,627,316	100%	£6,869,928	100%	3.74%	117,200	14.65

Note 1 Sufficient to cover costs of extra grants to Slagecoach (£72,000), Arriva (£12,000) and Safeguard (£3,000).
To cover extra grants for Metrobus (£76,000) & Travel London (£84,000)

Note 2 Excludes TAS consultancy costs and based upon 65% reimbursement rates

Note 3 Based upon the Operators first quarter returns

File Note



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Date Written: 30 September 2008
File Ref.: C:\40002\ConcFares

Allocation of Concessionary Fare Reimbursement Costs

1. TAS administers concessionary fares reimbursement payments as part of the Surrey Countywide Concessionary Fares scheme. In particular, TAS:
 - Obtains and analyses data from bus operators on the volume, value and boarding District of concessionary fare journeys in Surrey and calculates reimbursement due to bus operators
 - Allocates the reimbursement costs by District
2. This note deals specifically with the second task of allocating the reimbursement costs to the 11 participating Districts. During the autumn of 2007, we attempted to estimate the reimbursement costs of the revised national concessionary fares scheme for 2008/9. The revised free travel scheme introduced by government made a significant change to the liability for allocating reimbursement costs. Prior to April 2008, Travel Concession Authorities (TCAs) were responsible for the journeys made by their passholders, even for journeys starting in a neighbouring TCA or cross-boundary concessionary fare scheme.
3. In Surrey, the total reimbursement costs were apportioned by Surrey County Council using a methodology based on the number of concessionary fare passes issued / in circulation in each district – it was not based on actual bus use. From April 2008, TCAs are liable to reimburse bus operators for every journey starting in their District, regardless of the origin of the person making the journey.
4. Another significant change was the conversion of the Surrey scheme from a method that reimbursed bus operators according to the mileage operated on each service (at 37p a mile) to a methodology based on actual use. This is another significant change in the basis of reimbursement and cost allocation.
5. As advised by TAS on many occasions previously, the mileage based reimbursement scheme typically over-reimbursed high mileage, low usage services (such as rural services in Mole Valley and Tandridge) and under-reimbursed low mileage high usage services (such as Woking, Guildford, Camberley).

6. TAS estimated the reimbursement costs of the 2008/9 scheme based on imperfect data because:
- Under the mileage based scheme few bus operators recorded the number of concessionary journeys accurately because this was not required for the purpose of reimbursing operators – only mileage operated on each service was an absolute requirement.
 - Where concessionary boardings were recorded we were supplied with data for journeys recorded as 'Surrey passholder' but not the journeys of passholders from neighbouring schemes. Reasonably robust data was available from Arriva, Stagecoach, Travel London and Metrobus representing around 65% of the data for the previous scheme. Significant omissions were data for services secured by Transport for London and operators such as Southdown PSV, Countryliner, Countywide, Epsom Buses and First Beeline that provide reasonable levels of services in some Districts.
 - In some cases, such as Transport for London, data was made available from surveys but this only recorded the number of concessionary journeys from a sample of surveys and did not record the boarding location.
7. In the absence of robust data from operators, estimates had to be made of the:-
- Number of concessionary journeys made per annum on each service
 - Number of concessionary journeys made by Surrey residents in neighbouring areas for which Surrey TCAs would no longer be liable.
 - Number of journeys made in Surrey by passholders living outside of Surrey for which the Surrey TCAs would become liable.
 - Likely increase in the number of journeys and passholders resulting from the increased awareness and attractiveness of the revised free travel scheme.
 - Allocation of reimbursement costs between the 11 Districts.
8. It was in the context of these assumptions that section 1.3 of our report¹ detailed a list of caveats regarding the accuracy of the estimates.

Q1 Reimbursement Costs

9. Quarter 1 (April 2008 – June 2008) has been the first time that we have received detailed data from participating operators on the number of concessionary journeys for each bus service operating in the county. It is also the first time that we have been able to accurately allocate every journey, and their value, to a TCA. This is because this data is now an absolute requirement of the scheme and if operators do not supply the data then they simply do not get paid.

¹ Task Note 2: Estimated Reimbursement Calculations 2008

10. It has, of course, allowed us to more accurately calculate the 2008/9 reimbursement costs for each District and make comparisons with the forecasts made in the autumn of 2007. Table 1 details these figures:-

Table 1: 2008/9 Reimbursement Costs

TCA	2008/9 Estimate	Original Tas EST.	Difference	% Diff
Elmbridge	£325,353	£384,505	-£59,153	-15%
Epsom & Ewell	£410,551	£298,472	£112,079	38%
Guildford	£1,313,691	£1,660,246	-£346,555	-21%
Mole Valley	£411,255	£236,764	£174,491	74%
Reigate & Banstead	£901,182	£1,038,795	-£137,613	-13%
Runnymede	£309,205	£137,133	£172,072	125%
Spelthorne	£574,021	£917,126	-£343,104	-37%
Surrey Heath	£736,508	£640,293	£96,215	15%
Tandridge	£287,820	£432,951	-£145,132	-34%
Waverley	£756,479	£734,963	£21,516	3%
Woking	£843,863	£489,172	£354,691	73%
Total	£6,869,928	£6,970,421	-£100,494	-1%

11. The likely outturn reimbursement costs of five Districts are significantly higher than the original estimates and these are highlighted in red/bold in the table above. Table 2 below identifies the principal reasons for the variations.

Table 2: Reasons for estimate variations

TCA	Reasons for over-estimate	Reasons for under-estimate
Elmbridge	Transfer of operations from Tellings Golden-Miller to Travel London. Significant volume of journeys into Surbiton and Kingston now falling to London boroughs.	
Epsom & Ewell		No data from Epsom Buses and estimates significantly under estimated actual concession use in Epsom & Ewell. Estimates of TfL and Countryliner operations also under-estimated due to lack of data from operators.
Guildford	Estimates of Guildford concessionary journeys over estimated and actual boardings fall within Woking and not Guildford District.	
Mole Valley		Significant under estimate of Arriva and Countryliner concessionary journeys. No data was available for Countryliner and actual concession use is far higher than original estimate.
Reigate & Banstead	Significant over estimate of reimbursement to Transport for London for cross-boundary services from Sutton and Croydon areas. Likely to be a result of under-recording of concessionary	

TCA	Reasons for over-estimate	Reasons for under-estimate
	journeys by drivers on TfL services.	
Runnymede		Concession boardings on Travel London services much higher than estimated and also includes some work taken over from Tellings for which no data was available. Actual use on First Beeline, Ashford St.Peters and Dicksons Travel (no data available at time of original estimate) again significantly higher than forecast.
Spelthorne	Significant over estimate of reimbursement to Transport for London for cross-boundary services from London boroughs. Likely to be a result of under-recording of concessionary journeys by drivers on TfL services. Over estimate of journeys on Travel London services.	
Surrey Heath		Significant transfer of liability for neighbouring passholders travelling into Surrey Heath from Bracknell, Aldershot and Farnborough where we had no data on the use of neighbouring passholders. Also, we had no data whatsoever from operators Countywide, Dicksons Travel and First Beeline.
Tandridge	Significant over estimate of reimbursement to Transport for London for cross-boundary services from Croydon. Likely to be a result of under-recording of concessionary journeys by drivers on TfL services.	
Waverley	Estimate within 3% of forecast.	
Woking		Actual concessionary journeys under estimated and detailed data from Arriva shows a significant transfer of liability from Guildford.

12. Other reasons for the variation from forecasts are:-

- Bus fares have risen at a higher rate than originally forecast because of pressure of fuel price increases. Bus fare increases result in a higher average adult fare which therefore increases the reimbursement payments to bus operators.
- Fuel price increases have attracted a switch from car to bus use amongst pensioners throughout the UK because of the free travel offered.
- Districts have continued to record significant increases in the volume of concessionary permits issued, leading to increased use. Although the validity of passes throughout Surrey has changed very little, it is likely that fuel price increases coupled with the national availability have encouraged this take-up.

AUDIT COMMISSION SHORT NOTICE INSPECTION CONSULTATION QUESTIONS

The Audit Commission have asked the following questions and Officers' responses are in italics:

1. Do you see any issues that we might need to address if we use short notice inspections on non-landlord services of LAs (for example, the homelessness service)?
2. Are there any aspects of the HA methodology which need to be changed for use with LA housing services and ALMOs?
3. Are there specific differences we need to apply to short notice inspections at ALMOs?
4. Should short notice inspections be targeted at previously inspected services or services which have not been inspected? If the former, should they be targeted at services which received a Fair, 1 star rating?
5. Do you agree that the main focus for the short notice inspections should be on those LAs and ALMOs that have already been inspected? If not what would you advocate should be our approach?
6. Do you agree with our proposals for scoring services under short notice inspections? Do you agree with the proposed approach for judging prospects for improvement?
7. How should customers' views be taken into account when identifying the services to inspect and during the inspection process itself, particularly where non-landlord services are assessed?
8. How should we communicate the findings of short notice inspections of LAs and ALMOs to service users, particularly where we are assessing services delivered to the community as a whole (such as the strategic housing role or homelessness service)?
9. How should we integrate short notice inspections of LA housing services, including those delivered by ALMOs, within the CAA framework for assessing performance of public bodies in local areas?
10. What issues will the Commission face when co-ordinating short notice inspections with other inspectorates and regulators, including TSA, under CAA? How should we address any issues that you have identified?
11. Do you have any further suggestions that you would like us to consider?

HOUSING SERVICES
BUDGET MONITORING STATEMENT
 Figures to the end of October 2008

PROJECTED BUDGET AND FORECAST

	2008/09 Estimate £'000	Future Years		
		2009/10 £'000	2010/11 £'000	2011/12 £'000
Approved budget:				
Runnymede Renewal				
Private Sector Renewal Assistance	77	77	77	77
Care and Repair Service	30	30	30	30
Housing Enforcement	94	94	94	94
Homes First				
Housing Strategy & Enabling (note 1)	258	258	258	258
Housing Advice & Register	245	245	245	245
Homelessness	103	103	103	103
Gypsy Caravan Sites	-25	-25	-25	-25
House Purchase & Improvement Loans	1	1	1	1
Benefits Service				
Housing and Council Tax Benefits (note 2)	543	543	543	543
Total approved budgets	1,326	1,326	1,326	1,326
Planned Underspends brought forward from 2007/08	70			
Changes included in the Financial Forecast				
Housing Strategy and Enabling				
Needs survey in 2008/09 and 2011/12 only		-35	-35	
Private stock condition survey in 2008/09 only		-45	-45	-45
Housing redevelopment; 3-year resource approved in Pay & Workforce Plan 2006 ends in September 2010			-25	-50
Benefits Service				
Reduced DWP subsidy for "efficiency" savings		24	48	48
Local Housing Allowance; cost of software licence		5	5	5
Other services				
Housing Support Co-ordinator - S/E approved June 2008	2	8	8	8
Review of Care & Repair service (working with Woking BC)		-2	-4	-6
Increase charges by 3% more than inflation				-1
Latest budget projections	1,398	1,281	1,278	1,285

SAVINGS STILL TO BE DELIVERED

	2008/09 Estimate £'000	Future Years		
		2009/10 £'000	2010/11 £'000	2011/12 £'000
Review of Care & Repair Service		2	4	6
Increase charges by 3% more than inflation				-1

CURRENT YEAR KEY BUDGET INDICATORS - April to October

	2008/09 Budget £	Budget to Date £	Actual to Date £	Variance to Date £
Homelessness - bed and breakfast accommodation	25,600	14,933	14,823	-110
Homelessness - rental deposits granted	30,000	17,500	14,491	-3,009

COMMUNITY SERVICES
BUDGET MONITORING STATEMENT
Figures to the end of October 2008

PROJECTED BUDGET AND FORECAST

	2008/09 Estimate £'000	Future Years		
		2009/10 £'000	2010/11 £'000	2011/12 £'000
Approved budget:				
Day Centre services	1,469	1,469	1,469	1,469
Community Alarm (Careline)	37	37	37	37
Community Transport	71	71	71	71
Concessionary Bus Fares	88	88	88	88
Total approved budgets	1,665	1,665	1,665	1,665
Planned Underspend brought forward from 2007/08	2			
Changes included in the Financial Forecast				
Queen Elizabeth House				
Transport to Manor Farm; subsidy removed in 2009		-7	-9	-9
Aldwyn Place meals subsidy removed in April 2010			-10	-10
Other services				
Energy price increases	18	25	25	25
Care Assistant; possible loss of PCT grant (reported to September 2008 meeting)	16	16	16	16
Concessionary Fares; see report on this Agenda	120	120	120	120
Increase charges by 3% more than inflation				-15
Latest budget projections	1,821	1,819	1,807	1,792

SAVINGS STILL TO BE DELIVERED

	2008/09 Estimate £'000	Future Years		
		2009/10 £'000	2010/11 £'000	2011/12 £'000
Increase charges by 3% more than inflation		-	-	15

CURRENT YEAR KEY BUDGET INDICATORS - April to October

	2008/09 Budget £	Budget to Date £	Actual to Date £	Variance to Date £
Income budgets				
Dial a ride income from membership and fares	32,500	18,958	18,639	-319
Day centre transport - fares income	26,400	15,400	15,671	271
Day centre meals and meals on wheels income (note 2)	279,900	163,275	158,557	-4,718
Community alarm income from unsubsidised clients	127,800	74,550	73,000	-1,550

Note 2 - Meals income: The lower than expected income will be substantially offset by reduced costs on food, consumables and other meal preparation costs, and has been accounted for in the Probable estimates..

Elmbridge Community Alarms Service and Spelthorne Personal Alarm Network

Proposal for a Telecare Service in

Runnymede Borough Council

Current Position

At present there is no telecare service offered to the residents of Runnymede. The Borough Council decided against applying for funding for this under the Preventative Technologies Grant (PTG) in 2006, as they were concerned about creating a future liability for their council tax payers.

Both Elmbridge and Spelthorne Borough Councils did apply for funding from the PTG and have since then utilised the monies they have received to benefit their residents by the provision of telecare sensors through their community alarm/careline units. Elmbridge has currently 10% of its clients using some form of telecare, whilst Spelthorne's figure is much lower at less than 3%. One of the reasons for this difference is believed to be the lack of an available service in Runnymede. Potential referrers from health and social care are put off as there is not uniformity of service. This becomes more apparent when it is considered that the majority of Elmbridge's telecare is installed in the east and south of the borough which borders with areas which offer telecare whilst the east area adjoining Runnymede has a lesser penetration.

All three boroughs, like their colleagues across the county, offer the CAT scheme, which allows for a free alarm for 12 weeks following discharge. The fact that this is a county-wide service has been a major factor in its success as referrers do not have to worry about where a person lives which is the case with telecare. It is a fact that most hospital staff don't have any awareness of the borough boundaries and to find out all the time is seen as an onerous task.

Elmbridge and Spelthorne Borough Councils wish to extend their existing telecare service into Runnymede; to provide the uniformity of service which they believe will also increase referral rates within their own boundaries.

Proposal Outline

Referral

They would look to divide Runnymede between them along geographical lines, possibly using postcode areas or the M3 motorway as means of doing this. They would seek the assistance of Runnymede staff to work out the most equitable method of achieving this division.

The Runnymede Careline team have offered to receive all telecare referrals for the Borough and will be the nominated point for these with the health and social care teams. Upon receipt of a referral they will allocate it to the relevant Elmbridge or Spelthorne team dependant upon area. They will also log the referral and the action they have taken for monitoring purposes.

When they receive a Runnymede referral the Elmbridge and Spelthorne teams will contact the potential client, their family/carer or the referrer to discuss their needs more fully. They will then, if it is felt to be appropriate by all concerned, arrange an appointment to visit the client to assess them for telecare sensors.

Following this appointment and if a telecare sensor package has been recommended and accepted by the client or their family/carer a date for installation will be booked. From this point Elmbridge and Spelthorne will manage the client as they would their own, although every effort will be made to ensure that service standards match those offered by Runnymede Careline. If it is decided that no telecare is needed other than the basic alarm and pendant then the client will immediately be referred back to Runnymede Careline for them to provide this service.

Clients taking telecare will be expected to complete application forms and agreements as used by Elmbridge and Spelthorne services. The equipment will all be branded to indicate which council is providing the service and full information and contact details will be left with them at installation.

Fees

Elmbridge and Spelthorne would charge the same as Runnymede for the alarm which is currently £4.20pw, which will ensure there is uniformity of charging to avoid any potential us and them conflict. This is the same as in Spelthorne but is 40p per week more than Elmbridge.

The telecare would be charged in the same way as it is across the rest of Surrey with the client paying an additional £1.00 per week for the sensor(s). From 1st April 2009 The Supporting People Team will be providing a subsidy to support this service across Surrey. Elmbridge and Spelthorne will enter into a contract with SP to provide the service in Runnymede. They have the benefit of already having stocks of the sensors which they have purchased through the PTG. Runnymede could apply for the subsidy but would have to fund up front the cost of the sensors. The costs for these range from £40 for a smoke alarm to £250 for a bed sensor kit and potentially £400 for those that detect an epileptic event.

If the referred client meets the criteria then the alarm will be provided under the terms of the CAT scheme for hospital discharge, as already provided by Runnymede Careline.

Monitoring

All the telecare alarms will be routed through the care centre operated by Mole Valley District Council. A complete new set of Identification Numbers would be allocated and then divided between Elmbridge and Spelthorne. This will ensure that there is no confusion between clients of the three boroughs. Should in the future Runnymede decide that they want to take over the telecare clients then it should be a relatively simple matter to transfer the client details between the Mole Valley Care Centre and Runnymede's own Centre as they have the same operating systems.

Elmbridge and Spelthorne will be responsible for paying the invoices issued by Mole Valley in respect of monitoring costs for the duration of the service agreement. No costs will be incurred by Runnymede for monitoring.

Out of Hours

There are two options for the covering of out of hours calls for the clients connected to the service.

Firstly, Elmbridge and Spelthorne will be responsible for their own area clients and will respond to any calls in the same way that they do presently for their own clients. This though will provide an imbalance, as both Elmbridge and Runnymede operate a 24 hour service whilst Spelthorne's only runs until 11.00pm and starts again at 6.00am.

The second option therefore, is for Elmbridge to handle all the out of hours calls for the telecare service in Runnymede as that fits better with what is already in existence. The two members of staff that cover out of hours in Elmbridge will have no difficulty operating in Runnymede as one already lives there and the other is based in Surrey Heath which is closer to Runnymede than Elmbridge.

There will need to be some more discussion on this subject but the second option is preferred by the team members that have so far been canvassed.

Installation of Smoke and Gas CO2 Detectors

Both these items require to be fixed to the walls or ceilings using screws. The Elmbridge team are covered to do this under their insurance and have received relevant training to undertake the tasks – ladder training, working at heights. They will need to ensure that their insurance cover will allow for them to work out of borough.

Spelthorne on the other hand do not do this and instead employ the services of the Age Concern Handyman for their area.

There are therefore different options here. The first is that Elmbridge undertake all smoke/gas installations regardless of area provided they can obtain insurance. Secondly, Spelthorne utilise Age Concern if they are willing to assist or thirdly, the Runnymede Home Improvement Agency Handyman is engaged to carry out the work.

Should this proposal be approved then all parties will need to decide on which is the best solution for the installation of this type of telecare, ensuring that the best and quickest service is provided to the clients and their families.

Client Visits

It is important, especially with telecare installed as well as the basic alarm package, that clients are visited to ensure that all their details are up to date and that the equipment is working as it should. It also gives them and their family or carers the opportunity to ask questions about the telecare and be kept aware of new developments. Timings and other settings can be adjusted to suit the clients' needs during these visits and the client is re-assessed for additional equipment to maintain their independence and safety.

Presently Runnymede Careline visits their clients once a year but are looking to increase this to six monthly which is the service provided in Elmbridge. Spelthorne offer the same annual visit as Runnymede at present.

For the purposes of this service it is proposed that all clients will be visited twice a year whether they are maintained by Elmbridge or Spelthorne.

Term and Review

Subject to Supporting People approval for a 12 month contract it is proposed that the service would operate initially for a 12 month trial period. Before the end of this period (end of 3rd quarter) a decision would be made to either:

1. Extend the trial for a further 12 months
2. Approve the service and grant Elmbridge and Spelthorne a longer license.
3. Halt the service with no new referrals accepted
4. Take the service in house with Runnymede Careline taking over the provision

In the event of either 3 or 4 above all existing clients would remain with Elmbridge or Spelthorne until such time as they no longer required the service, unless there was mutual agreement on the terms of transfer to the Runnymede Careline Service

There would be full monitoring of referrals, installations and outcomes with quarterly meetings between the three boroughs to review the service and its progress.

Bullet Point Summary

- Initial 12 month trial period (with Supporting People approval)
- Elmbridge and Spelthorne to offer telecare in Runnymede on a 50/50 basis approx.
- Runnymede handle all new telecare referrals passing them on to relevant provider
- Assessment and installation undertaken by Elmbridge and Spelthorne
- Fees to be in line with Runnymede's current full cost
- Client pays fees to Elmbridge or Spelthorne
- CAT scheme used if client is eligible
- Alarms monitored by Mole Valley District Council Care Centre
- Out of Hours calls dealt with by Elmbridge team only
- All clients to receive two visits per year
- Quarterly review meetings between all 3 Boroughs