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SOUTHEND-ON-SEA CITY COUNCIL

People Scrutiny Committee

Date: Tuesday, 31st January, 2023

Time: 6.30 pm

Place: Committee Room 1 - Civic Suite

Contact: S. Tautz (Principal Democratic Services Officer)

Email: committeesection@southend.gov.uk

AGENDA

- 1 Apologies for Absence
- 2 Declarations of Interest
- 3 Questions from Members of the Public
- 4 Minutes of the Meeting held on 29 November 2022 (Pages 1 - 6)

**PART 1 ITEMS CALLED IN/REFERRED DIRECT BY CABINET HELD ON
12TH JANUARY 2023**

None

****** ITEMS CALLED-IN FROM THE FORWARD PLAN**

None

****** ITEMS FOR PRE-CABINET SCRUTINY**

None

****** OTHER SCRUTINY MATTERS**

5 East of England Ambulance Service NHS Trust

To receive an update from the Chief Executive of the East of England Ambulance Service NHS Trust on the modelling review undertaken by the Trust and the present position with regard to the current and future operation of ambulance services from Shoeburyness Ambulance Station.

6 Essex Partnership University NHS Trust (Pages 7 - 28)

To receive a presentation from the Chief Executive of Essex Partnership University NHS Trust (EPUT).

7 Passenger Transport Services - Performance Monitoring (Pages 29 - 46)

At its meeting on 25 November 2021, the Council requested that a report on the monitoring of the performance of Vecteo be made to each meeting of the People Scrutiny Committee. Report of Interim Executive Director (Neighbourhoods and Environment) attached.

8 In-Depth Scrutiny Project 2022/23 - 'Providing First Class Services for Families with Children with Special Educational Needs & Disabilities'

To receive an update on the progress of the in-depth scrutiny project for 2022/23.

9 Exclusion of the Public

To agree that, under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the items of business set out below on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A to the Act, and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

**** **PART 2 ITEMS CALLED-IN FROM CABINET HELD ON 12TH JANUARY 2023**

10 Social Care Arrangements for Adult Mental Health

Minute No. 633 (Confidential Report circulated separately, Agenda Item No. 26 refers)

Called-in by Councillors Cox and Davidson

TO: The Chair & Members of the People Scrutiny Committee:

Councillor L Salter (Chair), Councillor N Folkard (Vice-Chair)
Councillors B Beggs, M Berry, T Cowdrey, T Cox, A Dear, K Evans, J Harland, L Hyde, B Hooper, D Jones, K Murphy, M O'Connor, I Shead, M Stafford, A Thompson

Co-opted Members

Church of England Diocese

Rev. Canon L Williams (Voting on Education matters only)

Roman Catholic Diocese

Vacant (Voting on Education matters only)

Parent Governors

(i) Vacant (Voting on Education matters only)

(ii) Vacant (Voting on Education matters only)

Southend Association of Voluntary Services

A Quinn (Non-Voting)

Healthwatch Southend
O Richards (Non-Voting)

Southend Carers
T Watts (Non-Voting)

Observers
Southend Youth Council

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SOUTHEND-ON-SEA CITY COUNCIL

Meeting of People Scrutiny Committee

Date: Tuesday, 29th November, 2022

Place: Committee Room 1 - Civic Suite

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Present: Councillor L Salter (Chair)
Councillors N Folkard (Vice-Chair), B Beggs, M Berry, T Cowdrey, T Cox, A Dear, K Evans, J Harland, L Hyde, B Hooper, D Jones, K Murphy, M O'Connor and I Shead
A Quinn (Southend Association of Voluntary Services), O Richards (Healthwatch Southend), T Watts (Southend Carers) and Revd. Canon L Williams (Church of England Diocese) (Co-opted Members)

In Attendance: Councillors L Burton, K Mitchell and S Wakefield (Cabinet Members), G Bloom, T Dafter, P Hill, N Hoskins, M Marks, L Minnis and S Tautz
R Fenton, C Hankey and L Moncur (Mid and South Essex Integrated Care Board), A Packer (Essex Police), L Williams (Independent Improvement Adviser), G Shuttleworth (Vecteo)

Start/End Time: 6.30 pm - 9.45 pm

511 Apologies for Absence

There were no apologies for absence from the meeting.

The Executive Director (Children and Public Health) reported that apologies for absence had been received from Professor Maggie Atkinson, the Independent Adviser for the Southend Safeguarding Partnership, who had hoped to attend the meeting in connection with the scrutiny of the annual report of the Partnership for 2021/22.

512 Declarations of Interest

The following interests were declared at the meeting:

(a) Councillors L Burton, K Mitchell and S Wakefield (Cabinet Members) - Interest in the called-in items, attended pursuant to the dispensation agreed at Council on 19 July 2012, under S.33 of the Localism Act 2011.

(b) Councillor L Salter (Chair) - Minute 517 (Mid & South Essex Integrated Care System - Service Harmonisation Consultation) - Husband is a consultant surgeon at Southend Hospital.

(c) Councillor N Folkard (Vice-Chair) - Minute 517 (Mid & South Essex Integrated Care System - Service Harmonisation Consultation) - Relative employed at Broomfield Hospital.

(d) Councillor B Beggs - Minute 515 (SEND Strategy) - Family member has special educational needs and disabilities and is in receipt of an Education, Health and Care Plan.

(e) Councillor B Beggs - Minute 518 (Children's Services Improvement Board) - Member of the Southend Adoption and Fostering Service Panel.

- (f) Councillor T Cox - Minute 515 (SEND Strategy) - Family member has special educational needs and disabilities and is in receipt of an Education, Health and Care Plan; Family member is a pupil of Shoeburyness High School.
- (g) Councillor T Cowdrey - Minutes 515 (SEND Strategy), 517 (Mid & South Essex Integrated Care System - Service Harmonisation Consultation) and Minute 519 (Passenger Transport Services - Performance Monitoring) - Employed as a social worker and practice educator at SEND school within Southend-on-Sea.
- (h) Councillor T Cowdrey - Minute 518 (Children's Services Improvement Board) - Appointed member of the Council's Fostering Panel.
- (i) Councillor K Evans - Minute 515 (SEND Strategy) - Family member is mentally handicapped.
- (j) Councillor B Hooper - Minute 515 (SEND Strategy) - Director of Blade Education, a not-for-profit company that works with local SEND children and MENCAP.
- (k) Councillor L Hyde – Minute 518 (Children's Services Improvement Board) - Appointed member of the Council's Adoption Panel.
- (l) Councillor I Shead - Minute 516 (Annual Safeguarding Report) - Family member has special needs and receives services from Essex County Council.
- (m) Councillor L Burton (Cabinet Member) - Minute 519 (Passenger Transport Services - Performance Monitoring) - Employed as a teacher at a school outside Southend-on-Sea that has pupils that are resident within the City.
- (n) Councillor K Mitchell (Cabinet Member) - Minute 516 (Annual Safeguarding Report) - Council's representative on the Board of Southend Association of Voluntary Services.
- (o) Councillor K Mitchell (Cabinet Member) - Minute 517 (Mid & South Essex Integrated Care System - Service Harmonisation Consultation) and Minute 519 (Passenger Transport Services - Performance Monitoring) - Close family member has SEN and learning difficulties.

513 Questions from Members of the Public

The Committee noted the responses of the Cabinet Member for Children, Learning and Inclusion to questions presented by Mr David Webb.

514 Minutes of the Meeting held on 11 October 2022

Resolved:

That the minutes of the meeting of the Committee held on 11 October 2022 be confirmed as a correct record and signed.

515 SEND Strategy

The Committee considered Minute 458 of the meeting of the Cabinet held on 8 November 2022, which had been called-in for scrutiny, together with a report of the Executive Director (Children and Public Health) presenting the Southend SEND Strategy for 2022-2025.

The Executive Director (Children and Public Health) undertook to provide a written response to questions raised by members of the Committee, with regard to the organisations, groups or individuals that had been invited to participate in the co-production of the draft SEND Strategy and the process for referrals to be made to the Play and Parenting Service (Jigsaws).

Resolved:

1. That the matter be referred back to the Cabinet for reconsideration as the Committee was concerned that the draft SEND Strategy was not fully co-produced with the involvement of children and young people with SEND and their families and that it was considered that the draft Strategy should be clearer around the full extent of the SEND support offer.

2. That, in accordance with Council Procedure Rule 39, the matter be referred to full Council for consideration. ||

Note: This is an Executive Function
Cabinet Member: Councillor L Burton

516 Annual Safeguarding Report

The Committee considered Minute 463 of the meeting of the Cabinet held on 8 November 2022, which had been called-in for scrutiny, together with a joint report of the Executive Director (Adults and Communities) and the Executive Director (Children and Public Health), presenting the annual report of the Southend Safeguarding Partnership for 2021/22.

In response to concerns expressed by the Committee, the Executive Director (Children and Public Health) undertook to investigate options for the issues raised in the annual report around the current level of resource allocation for the Business Unit for the Safeguarding Partnership to be addressed by the Leadership Group for the Partnership and (if appropriate) the Health and Wellbeing Board, as soon as possible.

Resolved:

That the following decision of the Cabinet be noted

“That the Southend Strategic Safeguarding Partnership Annual Report 2021-2022, be noted.”

Note: This is an Executive Function
Cabinet Members: Councillors L Burton and Councillor K Mitchell

517 Mid & South Essex Integrated Care System - Service Harmonisation Consultation

The Committee received a presentation from Ronan Fenton (Medical Director) and Claire Hankey (Director of Communications and Engagement) of the Mid and South Essex Integrated Care Board (ICB) with regard to the proposals of the ICB to harmonise the provision of six service areas (Bariatric surgery, breast asymmetry, breast reduction, female sterilisation and tertiary fertility services), as a result of differing historic commissioning policies within the previous clinical commissioning groups.

Members were advised that current arrangements for the delivery of the six services differed across Mid and South Essex and that the ambition of the harmonisation proposals was for everyone living in Mid and South Essex to have the same opportunities and access to the services. The Committee was advised that consultation on the proposals of the ICB

was being undertaken from 31 October to 19 December 2022 and that the consultation process placed emphasis on seeking participation from groups most likely to be impacted by changes in service provision.

Resolved:

1. That the proposals of the Mid and South Essex Integrated Care Board (ICB) for the harmonisation of the provision of the service areas presented to the Committee, be noted.
2. That the Committee support the promotion of the consultation on the harmonisation of service delivery by the ICB.
3. That the ICB present an analysis of the results of public consultation with regard to the service harmonisation proposals, to a future meeting of the Committee.

Note: This is a Scrutiny function

518 Children's Services Improvement Board

The Committee considered a report of the Executive Director (Children and Public Health) that provided an update on the work of the Children's Services Improvement Board.

The Committee also received a comprehensive presentation from the new independent Chair of the Board, Lou Williams, on the findings of a 'deep dive' exercise undertaken across the provision of children's services.

Resolved:

1. That the current work programme and progress of the Children's Services Improvement Board, be noted.
2. That the findings arising from the 'deep dive' exercise undertaken by the independent chair of the Board, be noted.
3. That a further report be made to a future meeting of the Committee setting out progress on the achievement of actions to address relevant findings arising from the 'deep dive' exercise.

Note: This is a Scrutiny function

519 Passenger Transport Services - Performance Monitoring

The Committee received a report in relation to the ongoing monitoring of the performance of the Vecteo Joint Venture Company established for the provision of passenger transport services.

Resolved:

That the report be noted.

Note: This is a Scrutiny function.

520 In-Depth Scrutiny Project 2022/23 - 'Providing First Class Services for Families with Children with Special Educational Needs & Disabilities'

The Committee received an update on progress with regard to the in-depth scrutiny project for 2022/23.

Resolved:

That the report be noted.

Note: This is a Scrutiny function

Chair: _____

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Essex Partnership University
NHS Foundation Trust

Southend Health and Wellbeing Overview and Scrutiny Committee

30 January 2023

EPIUT

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1. BACKGROUND



- **Since 2020, EPUT has been through considerable change** as the new leadership has focussed on:
 - Responding to the priorities from the Health and Safety prosecution
 - Working with the Essex Mental Health Independent Inquiry
 - Establishing a safety strategy “Safety First, Safety Always”
 - Creating a culture that is open and psychological safety for all
 - Managing staffing pressures and increasing demand for mental health services

2. VISION, PURPOSE STRATEGIC OBJECTIVES AND VALUES

In 2021, EPUT's Board agreed a new vision, purpose, strategic objectives and values to improve services for patients, carers, their families and the wider community.

EPUT is currently developing a strategic plan which will deliver these which will be presented at our Public Board on 25 January 2023

(0)(U)|R} PURPOSE

We **care** for people, every day.
What we do **together**, matters.

(0)(U)|R} VALUES

We **CARE**
We **LEARN**
We **EMPOWER**

(0)(U)|R} VISION

To be the **leading** health and wellbeing service in the provision of **mental health** and **community care**.

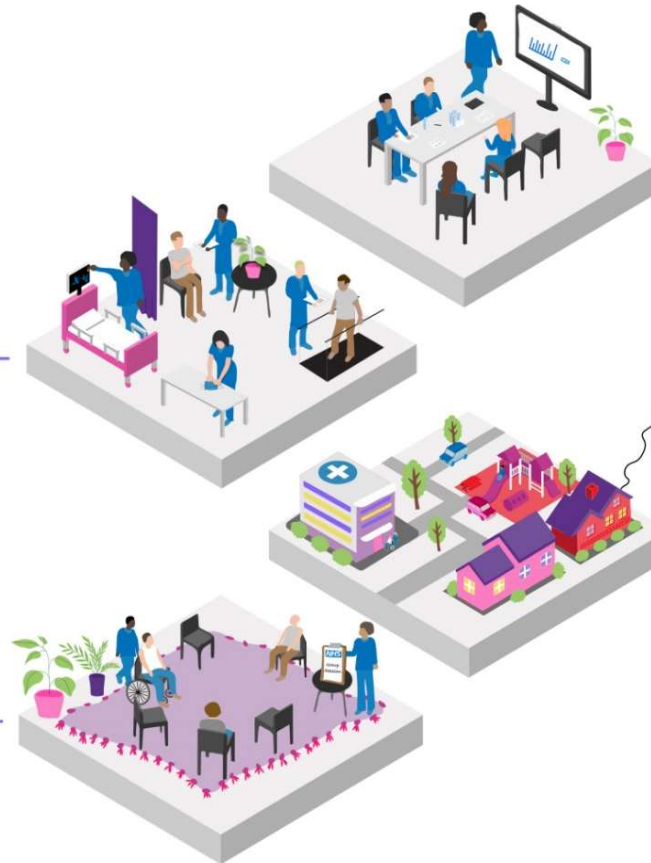
(0)(U)|R} STRATEGIC OBJECTIVES

We will deliver **safe**, high quality **integrated** care services.

We will **enable** each other to be the **best** that we can.

We will work together with our **partners** to make our services **better**.

We will help our communities **thrive**.



Progress – strategic objectives

1. Safe, effective, high quality, integrated services

Integrated Leadership

Joint posts with
↳ NELFT, Provide and
Thurrock

Community Transformation

£20m of investment into
community services

Ward Safety Enhanced



£20m inpatient investment

2. We will enable each other to be the best we can be



A culture of
speaking up

TIME TO CARE

Time to Care



Learning and
Education

Progress – strategic objectives (cont.)

3. We will work together with our partners to make our services better

Mid and South Essex
Community Collaborative



A number of new initiatives

EOH MH Collaborative

Repatriation, better use of regional resources



Improved Relationships

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4. We will help our communities to thrive


a.r.u. | Anglia Ruskin University
Partnership with Anglia Ruskin University



Co-creating with service users

enableeast
making improvements **actually** happen

Employment services in partnership



Apprenticeships
Supporting local people to start a career at EPUT

3. SAFETY FIRST, SAFETY ALWAYS PROGRESS

Safety First, Safety Always Strategy

- The care and safety of patients is our number one priority led by the Executive Team
- Safety Strategy **approved by Board in January 2021**; Progress updated January 2022; Next progress update March 2023
- Seven themes: **Leadership; Culture; Continuous Learning; Wellbeing; Innovation; Enhancing Environments; and Governance and Information.**

¹³ New Care Unit operating model – increased clinical, quality and safety leadership

- New operating model with defined Care Units with multi-disciplinary leadership teams
- **5 x new Deputy Directors of Quality and Safety, 5 x new Deputy Medical Directors**

New Patient/Service User Experience team

- Patient Experience team established with mandate to increase the voice of people with lived experience

Absconsions:

The number of absconds from wards at EPUT has **decreased by over 60% from 2019 to 2021.**

Prone restraint:

88% reduction in prone restraint since May 2020. (Safety First, Safety Always Board Report, Jan 2022)

Fixed Ligature:

- £20m investment in inpatient wards
- **32% reduction in fixed ligature incidents in 2021/22** compared to the previous year

LIGATURE RISK REDUCTION

Key quality actions taken

- EPUT is implementing a **four part action plan on ligature risk reduction covering:**
 - Governance and working practice;
 - Environment;
 - Workforce; and
 - Training and Learning.
- **Quarterly Ligature reports are shared with the Trust Quality Committee and Trust Board of Directors** to provide assurance reporting and risk escalation.
- **Since 2020, EPUT has invested £20m in improving its inpatient wards**, this has included extensive improvements which reduce the risk of fixed point ligature.

4. RESPONSE TO C4 DISPATCHES

Key Messages

- The care and safety of patients is our number one priority.
 - EPUT took immediate actions to ensure patient safety on Willow Ward and Galleywood Ward (the two wards identified by the production company) including ward visits, staffing reviews and clinical reviews.
 - We understand how distressing these allegations are for patients, their families and carers.
 - We have commissioned a full internal inquiry and have informed our regulators, safeguarding partners and partner organisations, and will continue to work with them and keep them updated on the actions we are taking as a result. Where this investigation has identified potential misconduct we have instigated our conduct procedures.
 - Over the 3-month period of undercover reporting, EPUT cared for service users on Willow Ward and Galleywood ward which included residents from Thurrock, Southend and Essex.
-

RESPONSE TO C4 DISPATCHES (cont.)

Key quality actions taken

- Enhanced management oversight and on-site presence is in place including Executive Director presence
- Established a standalone process for the triage and handling of service user, family and carer contacts in relation to the programme via our PALS and Complaints teams.

Existing workforce actions

- Since January 2022, we have appointed over 100 health care assistants (with over 60 enrolled on our apprenticeships) in alignment with safer staffing recruitment practice
 - We have also taken on over 600 colleagues to our bank of staff working with us on a regular basis and we have appointed over 1000 new starters including over 150 bank to permanent new joiners.
-

SYSTEM RAPID QUALITY REVIEW



Rapid Quality Review – 14 December 2022

- Called for by EPUT
- Chaired by Anthony McKeever (CEO of MSE ICB) on behalf of HWE, MSE, SNEE Integrated Care Partnerships (as required by national guidance) with representatives of Thurrock, Southend and Essex Local Authorities, Healthwatches and other key stakeholders including regulators invited
- EPUT's Action Plans and Assurances reviewed and supported by multi-agency representatives

Ongoing/Future Oversight

- Further Rapid Quality Review in February
- Monthly Quality Together oversight meetings
- Weekly Safety Huddle of Chief Nurses

GOVERNANCE



EPUT is leveraging its existing governance structures to oversee its response to the findings.

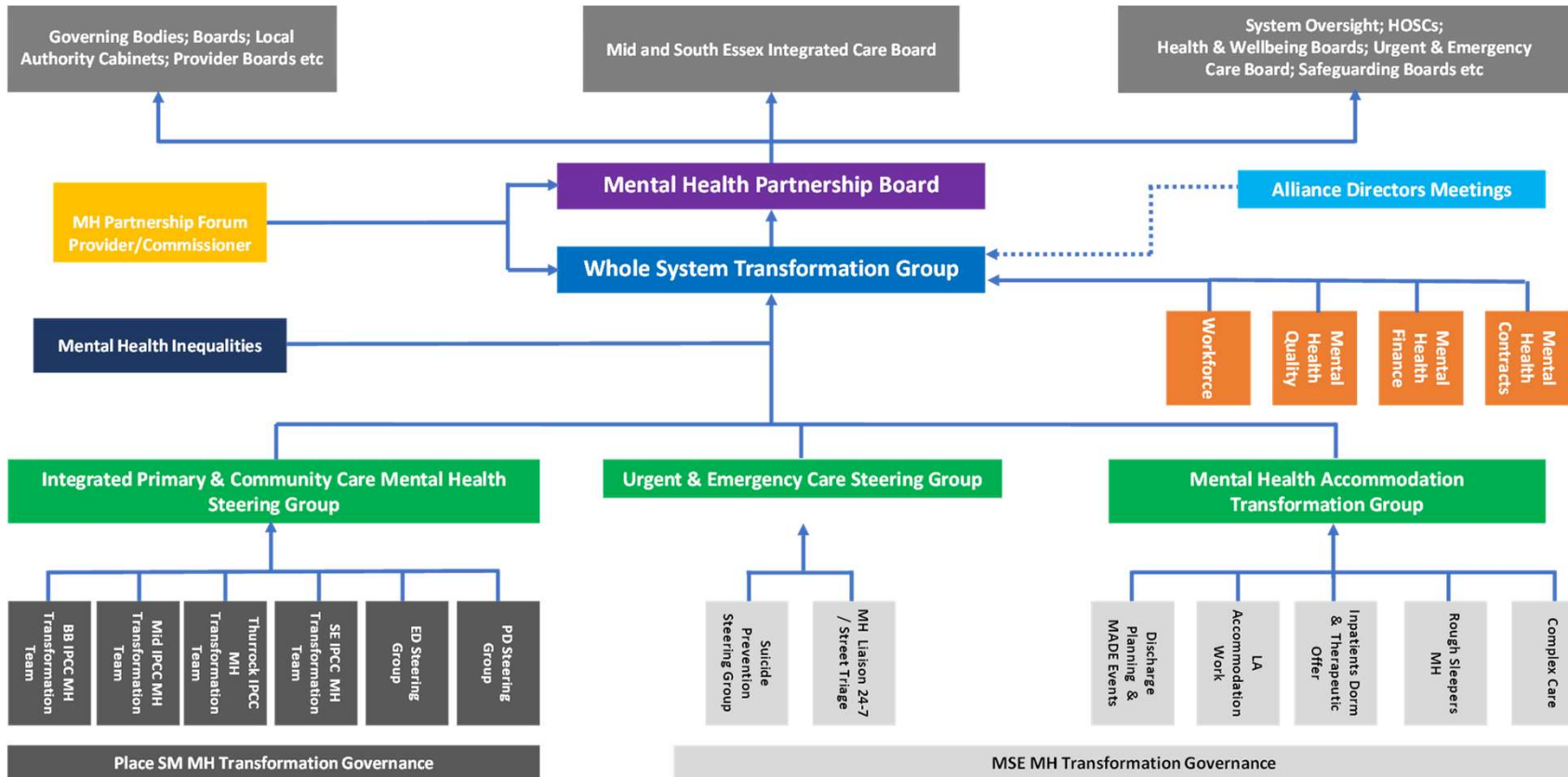
Internal

- Accountability framework as mechanism for oversight
- Inpatient clinical support group with multi disciplinary attendees
- Clarity of process, reporting, data and accountability
- Output measures

External

- Weekly safety huddle
- Oversight quality group

MSE ICB ADULT MENTAL HEALTH OVERSIGHT



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5. TRANSFORMATION ACTIONS

Strategic Plan:

- Trust and Care unit plans to deliver vision, values and strategic objectives
- Extensive engagement with staff, service users and partner organisations
- To be endorsed at **Public Board on 25 Jan 2023**

Focus on flow and capacity

- New Mental health urgent care department at Basildon in **March 2023**
- Multi agency discharge Event taking place **13 January 2023**

Time to care

- **Launched summer 2022**
- Looking at everything we do from staffing to data with patients and their care at the centre
- Working with service users to create a model of care that allows clinical time with patients to be prioritised

Safety Strategy

- **Launched January 2021**
- Continued focus on the key areas of staffing, ligature, observations and learning co-created with service users
- Future focus on imbedding learning and improving patient safety data
- Involvement with National Lead for the inpatient mental health quality programme

6. IMPROVEMENTS FOR SOUTHEND RESIDENTS

- Ongoing evolution and development of dedicated mental health teams in each Primary Care Network (PCN)
 - Plans for dedicated consultant psychiatrist sessions in PCNs
 - Recruitment of a specialist mental health pharmacist to support PCNs
 - Appointment of joint director for community physical and mental health
 - Appointment of service manager across dementia, older adult MH and frailty
 - Mental health outreach support for homeless people
-

7. NEXT STEPS

- Continued oversight through monthly Quality Together meetings (with 3 x ICB Chief Nurses) and weekly safety huddles
- Launch of trust strategic plan in January
- Second Rapid Quality Review Meeting in February
- Second annual progress report on Safety First, Safety always in March
- **Offer to present progress on safety strategy to HWOSC following EPUT March Board meeting**
- Continued commitment to collaboration between health and social care

BED-BASED CARE FOR PEOPLE IN MENTAL HEALTH CRISIS IN SOUTHEND

PEOPLE SCRUTINY COMMITTEE 31 JAN 2023

This report is prepared in response to the data request received by Essex Partnership University NHS Foundation Trust from the Southend People Scrutiny Committee on 20 December 2022. This report supplements the presentation that will be presented to the Committee on 31 January 2023.

1. Capacity

Questions from the Committee:

- a) How many beds are available for Southend residents experiencing a mental health crisis, by week, by adults and by children? Please include details about any sub-speciality beds (Mother and Baby, Eating Disorders etc.)
- b) Where are these beds?
- c) What is the budget for bed-based care by quarter, by adults, by children, by sub-speciality?

Adult inpatient beds

EPUT provides adult inpatient mental health services across Southend, Essex and Thurrock. Whilst our beds are not reserved to residents from any one geographic area, we will always try to admit a patient to a bed as close as possible to their home. We have therefore provided an overview of bed capacity which is located in South Essex, Thurrock and Southend as at mid-January 2023. Our total bed capacity across the whole of Essex at that time was 398 beds. Operating a bed base across Southend, Essex and Thurrock creates flexibility to meet need in a timely way. Like other NHS trusts, our bed capacity can fluctuate frequently depending on planned service changes, estates work, single sex ward protocols, ward reconfigurations, Infection and Prevention Control measures and staffing availability. Due to the way internal data is held, it is not immediately possible to present data on bed availability by week, or including specialist units.

South Adult Wards

Location	Ward	Bed Base
Rochford	Cedar	20
Basildon	Grangewaters (Assessment Unit)	15

Basildon	Hadleigh	15
Basildon	Kelvedon	16
Basildon	Cherrydown	16
Rochford	Willow	18

South Older Adults

Location	Ward	Bed Base
Rochford	Beech	24
Thurrock	Gloucester	22
Thurrock	Meadowview	20

Budget for adult inpatient services

Mid and South Essex Integrated Care Board (MSE ICB) and EPUT agree annual contracts for adult inpatient services for residents of Mid and South Essex. Prior to the formation of MSE ICB in July 2022, Southend CCG agreed contracts with EPUT for adult inpatient services for Southend residents.

The table below shows the contract values agreed by Southend CCG and EPUT in 2020/21 and 2021/22. It also shows an estimated share of the MSE ICB contract for 2022/23 that is attributable to Southend based on prior years' contract values.

Southend Mental Health In-Patient Bed Costs - EPUT Services only

	£000		
Adult Inpatients	2020-21	2021-22	2022-23
Adult Inpatients	3,754	3,947	4,109
PICU	903	950	989
OP Organic Assessment Wards	1,168	1,228	1,278
OP Assessment	889	935	973
Functional OP Treatment	472	496	516
TOTAL	7,186	7,556	7,866

Notes: Psychiatric Intensive Care Unit (PICU); Older People (OP)

Source: MSE ICB

Children and Young People

Inpatient mental health services for Children and Young People are commissioned by NHS England on a regional basis via the East of England Provider Collaborative. This means it is not possible to provide a contract value for children and young people's inpatient mental health services for Southend.

The main provider of children and young people's community mental health services for Southend is North East London NHS Foundation Trust.

Mother and baby units

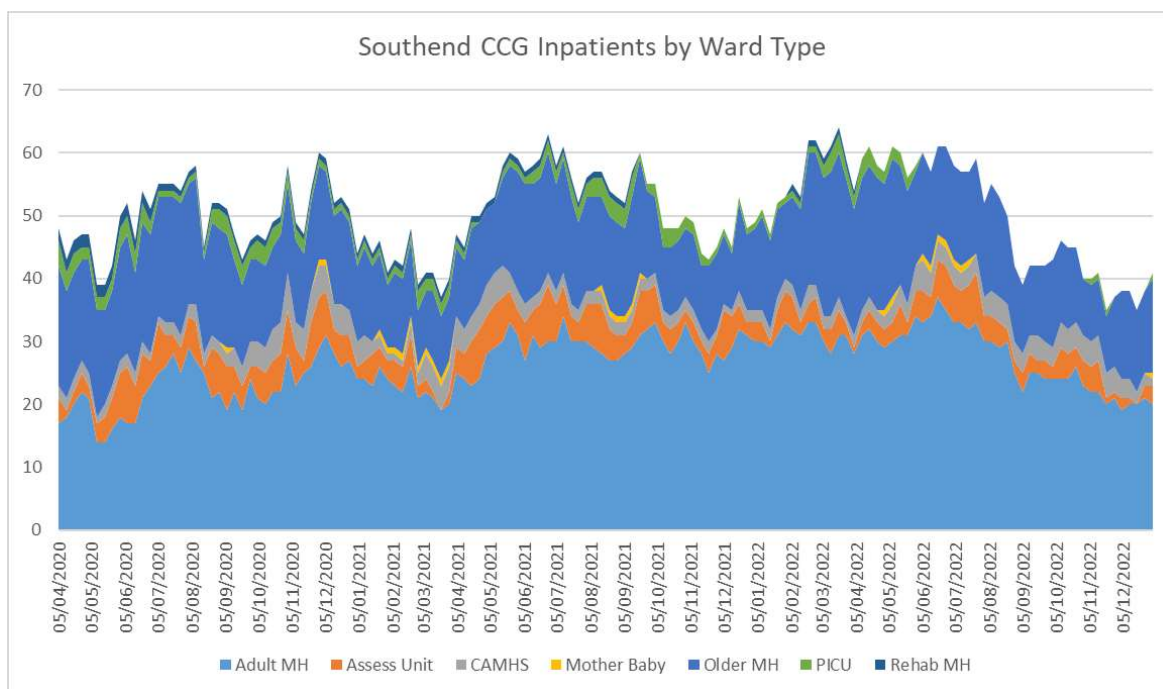
The 6 bedded Rainbow Unit is commissioned by NHS England on a regional basis via the East of England Provider Collaborative. This means it is not possible to provide a contract value for this service.

2. Activity

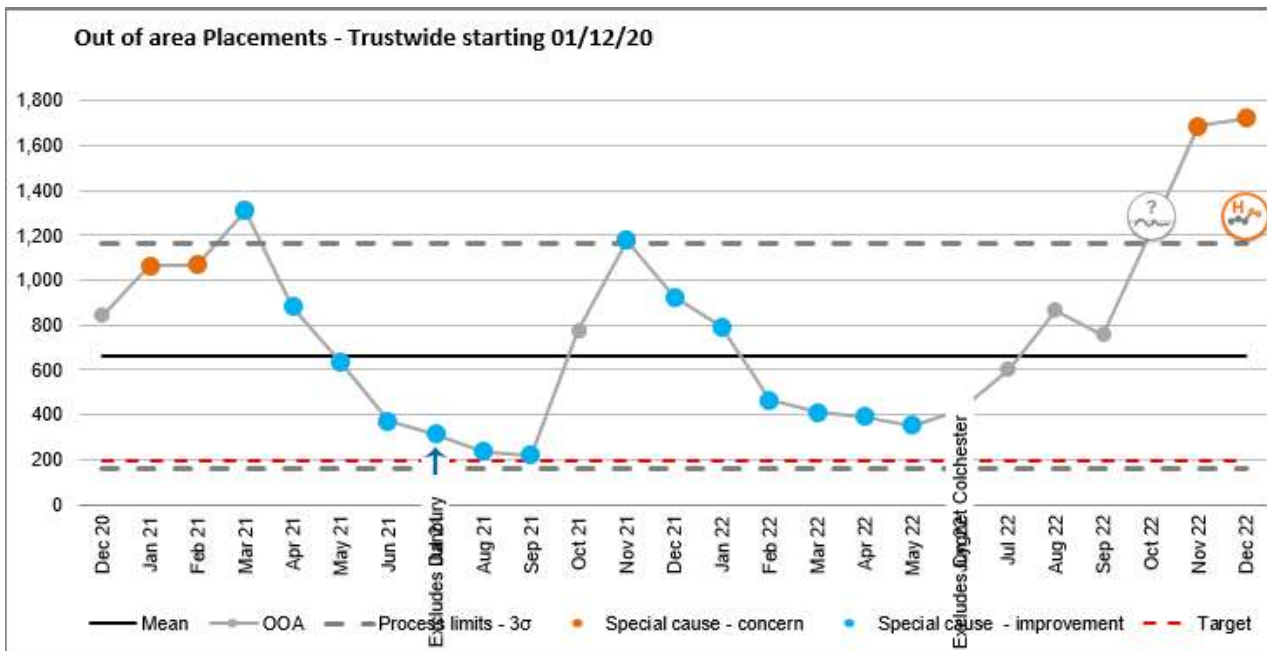
Questions from the Committee:

- d) How many Southend residents were in bed-based care by week, by age, by location (specifically by distance from Southend)?
- e) How many people required a bed, either because they were in mainstream physical hospital, in police station, in a s137 suite, or because they had assessed as needing sectioning but no bed was available, by week, by age?
- f) What was the spend on Southend residents for EPUT based bed-based care, by quarter?
- g) What was the spend on Southend residents for other bed-based care, by quarter, by provider?

The chart below illustrates the numbers of patients registered with a Southend GP and being cared for on EPUT’s inpatient mental health wards since April 2020 each week. This is segmented into age groups for Children & Young People (<18), working age adults (19-64) and older adults (>65) and includes specialist units.



EPUT aims to keep the number of Out of Area (OOA) placements to a minimum and is working to continually reduce that number in collaboration with local partners on an OOA system recovery plan and internal optimisation of capacity and flow. Reducing OOA Placements form part of EPUT’s “10 ways to improve safety” initiative. EPUT is also participating in the national Getting it Right First Time Programme. The trend in OOA Placements is illustrated in the chart below.



The surge in demand seen in the last months of 2022 is not EPUT specific and is also being experienced by Regional colleagues. There is still a high demand for inpatient admissions and a Whole Essex System Flow and Capacity group has been established to review current and future bed modelling.

The spend on Southend residents for bed-based care delivered by EPUT is set out in the contract value tables in section 1 above where the same caveats apply.

3. Quality

Questions from the Committee:

- h) What was the quality of provision (by CQC / OFSTED categories) by number of people, by age, by week?
- i) How many safeguarding referrals were raised relating to Southend residents relating to bed-based care, by quarter, by age, by issue?
- j) How many contract concerns relating to quality have been raised over the last two years, by category?

CQC ratings

EPUT's current Care Quality Commission (CQC) ratings are summarised in the table below. EPUT's services are currently being inspected by CQC. When the inspection process has conclude CQC will announce any changes to its ratings. CQC ratings apply to entire service areas, not to specific wards or patients so it is not possible to provide ratings at that level of granularity. CQC's previous inspections and reports including previous ratings are on its website.

Core service	Last inspection	Current rating
Child & Adolescent mental health wards	29/7/22	Requires Improvement

Wards for people with a learning disability or autism	26/7/18	Good
Forensic inpatient or secure wards	26/7/18	Good
Long stay or rehabilitation mental health wards for working age adults	9/10/19	Good
Wards for older adults with mental health problems	9/10/19	Requires Improvement
Acute wards for adults of working age and psychiatric intensive care units		Rating suspended

Safeguarding

Due to the sensitive nature of safeguarding referrals it is not possible to provide data by age and theme because this could be potentially identifiable. The table below provides total referrals per quarter. Numbers equal to or less than five are not reported.

	20/21 Q1	20/21 Q2	20/21 Q3	20/21 Q4	21/22 Q1	21/22 Q2	21/22 Q3	21/22 Q4	22/23 Q1	22/23 Q2	22/23 Q3
Total safeguarding referrals relating to Southend registered patients aged 18+	*	9	6	*	11	7	6	11	11	10	6

There has been a total of six safeguarding referrals for children cared for in EPUT's Child and Adolescent Mental Health units in the last three years.

Contract concerns

MSE ICB has put in place a collaborative approach to system oversight and assurance for all services provided locally EPUT and ICB quality leads work together to identify and address any areas for improvement. Since April 2020, EPUT has not received any Contract Performance Notices in relation to its adult inpatient services or its children and young people's services from MSE ICB.

4. Overarching questions

Questions from the Committee:

- k) Please provide a brief summary of the current offer in terms of bed-based care for people in mental health crisis in Southend. This should cover adult and children's services.
- l) Are there any recent changes to services that you think scrutiny should be aware of.
- m) What is the current performance of bed based care for people in mental health crisis who live in Southend?
- n) What are the current quality issues in bed based care for people in mental health crisis who live in Southend?
- o) What are the problems that the ICS is addressing as a priority from a commissioning point of view?
- p) What are the problems that EPUT is addressing as a priority from a provider point of view?

EPUT's Urgent Care and Inpatient Care Unit provides urgent and emergency and inpatient mental health services across Essex, Southend and Thurrock. The trust provides adult (18+) and older adult (70+) inpatient services from 23 wards across Chelmsford, Colchester, Rochford, Harlow, Clacton, Basildon, Thurrock and Epping. There is also a trust-wide rehabilitation unit and two nursing homes. Urgent care services include mental health liaison teams based within the five acute hospitals in Essex, crisis response services and home-treatment teams.

EPUT provides inpatient Children & Adolescent Mental Health services as part of the East of England Provider Collaborative. We provide inpatient perinatal services at Rainbow unit, a 6 bedded ward in Chelmsford.

A comprehensive overview of EPUT's quality and performance metrics are available in public Board papers on the trust website. The latest data was presented to the Board in November 2022 and is available [here](#).

The MSE Integrated Care Strategy (ICS), which is due for final ratification by the Integrated Care Partnership – of which Southend City Council is a key partner - in March, sets out the shared approach between NHS, Local Authority and wider partners to delivery of all health and care for the next 10 years. The ICS was developed through extensive and repeated engagement with local communities and stakeholder partners. The plans for delivery of key mental health transformations in the next five years will be further described in the ICB's Joint Forward Plan (JFP) which will be published in June. The JFP is a five-year plan for the ICB and its NHS partners that describes how the NHS will respond to the ICP strategy, Health & Wellbeing Board strategies and national requirements. The JFP will be approved by the ICB and provider boards. Southend Council is a partner member of the ICB and we will be discussing the JFP with the Health and Wellbeing Board.

Southend-on-Sea Borough Council

Briefing Note For the People Scrutiny Committee

7

31st January 2023

Report prepared by: Anne Warburton
Service Manager – Integrated Transport and Fleet Services
Civil Engineering Group

Vecteo – progress brief on the provision of Key Performance Indicators

Cabinet Member: Councillor Steven Wakefield

1. Purpose of Briefing Note

- 1.1 To provide members with substantiated data on the Key Performance Indicators (KPIs), provided by our Joint Venture company Vecteo on their performance.

2 Summary

- 2.1 This briefing note covers the months of October to December 2022. All information has been verified through extensive compliance checks and gate-keeping processes. It has been noted by the Contract Management Team that during this period there has been 100% success in meeting all minimum service requirements. Contract management of both Adult Services and Supervised Contact is in the process of being handed back to Vecteo to manage the service in its entirety. In addition, compliments are now commonplace and due to consistent service improvement additional work has started to come in for Vecteo which will be income generation. This is due to the improvements made by Vecteo's Office Management Team and the crew's that go out each day. Having faced a lot of criticism and scrutiny over the 16 months, through hard work, flexibility and resilience that have ensured the service is now running to a very high standard.

3 Background

- 3.1 It was agreed that members of the People Scrutiny Committee, in accordance with the decision of the Council on 25th November 2021, would receive regular updated information on the performance of Vecteo.

Subsequent to this, In July 2022 Members requested that;

- 3.2 The circulation of the full schedule of KPIs applicable to the Services Agreement with Vecteo for the provision of special educational needs and disabilities (SEND) home to school transport would be provided for every subsequent meeting.
- 3.3 The provision of a comprehensive report on the performance of Vecteo against each of the key performance indicators applicable to the contract to each future meeting of the Committee, setting out actual performance figures rather than percentages.

3.4 Details of performance against each of the Minimum Service Requirements for the contract for the provision of special educational needs and disabilities home to school transport services.

4.0 Information and progress requested

4.1 The full schedule of KPIs within the Services Agreement is attached as Appendix 1 and have been annotated for the months Oct - Dec.

4.2 Appendix 2 is a table of the Minimum Service Requirements (MSRs) for the Services Agreement that includes all core services Vecteo perform. This has been annotated to cross reference the KPI data that gives us an overall position of performance of core services against the MSRs.

4.3 Appendix 3 is a social value brief supplied by Vecteo for November and December regarding free or cost only transport to provide transport solutions for various groups within our community.

5.0 Recommendation

5.1 It is recommended that, due to the consistent service improvement and impending changes within the company structure, briefing notes on performance will be 6 monthly for 2023 reducing to yearly from 2024. Performance will continue to be monitored monthly by officers.

6.0 Financial Implications

6.1 There are no financial implications as a result of this brief.

7.0 Legal Implications

7.1 There are no Legal implications as a result of this brief.

8.0 People Implications

8.1 There are no People implications as a result of this brief.

9.0 Property Implications

9.1 There are no implications as a result of this brief.

10 Equalities and Diversity Implications

10.1 There are no Equality or Diversity implications as a result of this brief.

11 Risk Assessment

11.1 None

12 Value for Money

12.1 N/A

13 Community Safety Implications

13.1 None.

14 Environmental Impact

14.1 None

15 Other Options

15.1 There are no other options proposed.

16 Background papers

16.1 Appendix 1 – KPI schedule

16.2 Appendix 2 – MSR requirements

16.2 Appendix 3 – Social Value Brief

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Service Criteria	KPI Number	KPI	Rank	Mar	Apr	May	Jun	July	August	September	October	November	December	Service Required
				1	2	3	4	5	6	7	8	9	10	
Passenger Management	1	Full written report of accidents by 5pm if occurring in the morning and by 11am the following working day if occurring in the afternoon	10	Not captured	Not captured	0	Not captured	0	0	100% no accidents to report	100% - one accident reported within correct time lines	100% one accident - reported on the same day	100% no accidents to report	100%
Co-ordination	2	Specialist equipment i.e. harnesses ordered within 3 working days of completed risk assessment.	10	Not captured	0 Only captured for new starters.	0	0	0	100% reached. 20 booster seats required	100% achieved no equipment required this month	100% 2 pieces of equipment ordered Kneeling pad & starter pack	100% achieved seat belt clips required raised on 09/11/22 delivered 11/11/22	100% achieved no equipment required this month	98%
Co-ordination	3	1 hour "end to end journey time" for primary school Service Users where journeys are to and from within the borough of Southend	10	Not captured	32 Routes 19 trips over the accepted timings	32 Routes 13 trips going over the accepted timings (One route is responsible for 9 out of the 13 occurrences Vecteo will look at this route with a view to reducing it). SCC unable to verify as no journey time data provided after requests	Not captured - Vecteo advised data sheets were shredded in an administration error.	100% reported on time (36 routes self delivered). (SCC are still verifying at time of this report being verified using Cordic system and compliance inspection data during July)	No journeys during August	100%	100%	100%	100%	90%
Co-ordination	4	One hour and 15minutes "end to end journey time" for secondary school age or adult Service Users where journeys are to and from within the borough of Southend	10						No journeys during August	100%	100%	100%	100%	90%
Customer Service	5	Pre transport phone calls to introduce the Partnership, the Drivers and Passenger assistant and to arrange a pre meet and greet (if required by parent)	10	Not captured	2 new starters (1 received meet & greet, 1 not captured by sub-contractor)	Not captured	Not captured	0 new starters	Self delivery - 43 new students - 23 took place. 10 had received a meet & greet during transition week in July. 10 either did not respond or had siblings attending so crew known to parents. SUB-CONTRACTORS 27 meet & greets required. 17 recorded have taken place. Vecteo still chasing Sub-Contractors for information on the remaining 10 students.	100% self-delivery achieved. 1 sub-contractor carried out meet and greets late and 1 sub-contractor failed to carry out 10 meet and greets. This has been addressed during a contractual meeting and a new robust procedure is being prepared for next year.	100%	100%	100%	100%
Customer Service	6	Response times to the Council's requests for further information relating to safeguarding issues within 3 hours	10	1 Request made response timescales met (did not meet LADO criteria)	No safeguarding incidents reported	A Vecteo member of staff heard a child discussing a concern that would come under Safeguarding. They reported this to the school who advised they would take this concern up.	No safeguarding incidents reported	No safeguarding incidents reported	No safeguarding incidents reported	100% achieved - no requests from SCC in relation to safeguarding issues this month	100% achieved - no requests from SCC in relation to safeguarding issues this month	100% achieved - 0 requests from SCC in relation to safeguarding issues this month	100%	95%
Customer Service	7	Acknowledge receipt of complaints within 3 working hours	10	Not captured	0 complaints recorded (SCC unable to verify)	0 complaints recorded (SCC unable to verify)	0 complaints recorded (SCC advised of two complaints that had already received and shared for Vecteo to respond)	1 complaint recorded (SCC aware of 3 complaints) - acknowledgement not sent in timescales due to further investigation required from sub contractor. SCC have logged 2 other comments that Vecteo have dealt with but not recorded as complaints. Vecteo are aligning their complaints procedure and definition to SCCs	No complaints received	100%	100%	100% - 2 complaints responded in time	100%	90%
Customer Service	8	Respond to complaints within 3 days of receipt	10	Not captured	0 complaints recorded (SCC unable to verify)	0 complaints recorded (SCC unable to verify)	0 complaints recorded (SCC advised of two complaints that had already received and shared for Vecteo to respond)	1 complaint recorded (SCC aware of 3 complaints) - timescale of response not met due to further investigation required from sub contractor	No complaints received	100%	100%	100% - 2 complaints resolved within time scales	100%	100%
Management Information	9	Training and DBS records of all staff to be provided at each review meeting	10	Due quarterly	Due quarterly	Due quarterly	Vecteo reported 100% up to date SCC unable to verify as no records been provided - Vecteo HR collating a report from their systems to enable SCC to verify	Due to refresher training taking place currently we are expecting an updated list by 31st August to ensure all staff are appropriately trained for September. DBS records have been provided.	Vecteo have supplied a full training matrix of all staff. All staff have the appropriate training for the passengers needs. Further cross training for any contingencies that arise is also taking place (i.e. anaphylaxis training).	Training and DBS records are all up to date, still waiting for database access from LHCS to confirm	Training and DBS records are all up to date.	Training and DBS records are all up to date, made available to SCC to review	100%	100%
Data Protection & Security	10	Immediate notifications of data protection breaches which the provider becomes aware of including whereby the provider or anyone in its supply chain is responsible	10	Not captured	Not captured	No DP breaches	Not captured	No DP breaches	No DP breaches	100% achieved - no data breaches this month	100% achieved - Zero breaches this month	100% achieved - no data breaches this month	100% achieved - no data breaches this month	100%
Data Protection & Security	11	All staff to be data protection regulation trained	10	Not captured	Not captured	Not captured	98.9% - 4 staff required to undertake training	99% - 1 staff member to undertake training	100% staff trained	100%	100%	100%	100%	100%
Passenger Management	12	On-board incidents notified to the Council within 1 hour of being notified	9	14 recorded - timescales were not recorded during this month	4 recorded - 1 outside timescale	7 recorded - timescales were not recorded during this month	22 recorded - timescales were not recorded during this month	14 recorded - timescales not recorded (minor incidents 11 were involving the same user which Vecteo have looked into)	No SEND transport running. No incidents	100% achieved - see attached log	100% - see attached log	100% achieved - see attached log	100% achieved - see attached log	100%

Passenger Management	13	Number of new applications for children social care transport to be processed and allocated a route within next working day if requested by 2pm the previous day.	9	Not captured	100% 3 applications - timescales met	85.6% 7 applications - 1 missed timescale	100% 5 applications - timescales met	100% No applications	0 LAC children for home to school were transported in August	100%	100%	100%	100%	90%
Passenger Management	14	Emergency measures to cover business continuity including Sub - Contractor provisions	8	Not captured	Not captured	Not captured	Not captured	New Manager working on these procedures these will be reported in Augusts return.	Business Continuity in place that covers sub-contractors - 100%	100% - no emergency measures required this month	100% - Zero emergency measures required this month	100% - no emergency measures required this month	100% - no emergency measures required this month	100%
Customer Service	15	Communication with all relevant stakeholders to notify of any foreseen changes of service giving a minimum of 24 hours notice.	8	Not captured	Not captured for all stakeholders	Not captured for all stakeholders	Not captured for all stakeholders	Not captured for all stakeholders	No service running	100% achieved	100%	100% achieved	100% achieved	98%
Customer Service	16	Response times to the Council's requests for general management information within 3 working day.	8	No recording mechanism in place to evidence reported figure	No recording mechanism in place to evidence reported figure	No recording mechanism in place to evidence reported figure	No recording mechanism in place to evidence reported figure	New Manager working on these procedures these will be reported in Augusts return.	100% - all responses within 3 working days	100%	100%	100% - 3 requests all responded to within timescales	100%	98%
Invoicing	17	Invoice queries dealt with to satisfaction within 5 working days	8	Not captured	Not captured	Not captured	Not captured	New Manager working on these procedures these will be reported in Augusts return.	100% - all responses within 3 working days	100% one query resolved within 5 days	100%	100% no recorded invoice queries this month	100%	100%
Passenger Management	18	Number of incidents on-board a vehicle that were reported to the provider via Driver/Passenger Assistant	6	12	3	6	21	14	No service running	100% reported	100%	100%	100%	100%
Passenger Management	19	Number of new applications for home to school/college transport to be processed and allocated a route within 10 working days including meet and greet.	6	Not captured	4 applications - 2 did not meet timescales	No applications	No applications	No applications	100% - all in house new starters were communicated with and meet and greets completed where required before the end of Aug - contractor meet and greets were done at the start of September and will be included in Septembers KPI	100%	100%	100%	100% there was one that fell outside of this due to complications of the Childs needs and transport could not be provided until further information from School, Parents & SCC was obtained	95%
Passenger Management	20	Number of new applications for adults with learning disabilities transport to be processed and allocated a route within 3 working days.	6	No applications	No applications	No applications	No applications	Due to time report submitted, SCC still verifying	100%. Vecteo/SCC will be channing this KPI as the process does not work and cannot match the KPI requirement. Will be reported from as from Septembers return.	100%	100%	100%	100%	90%
Passenger Management	21	Inability to operate a Route, or any part of a Route, this must be reported to the Council's representative Transport and Contracts Manager, by the provider, in writing on the same day on which the default takes place	5	Not captured	4 routes merged into two - SCC not advised within timescales	2 routes that merged in April unmerged - SCC not notified within timescales	No further changes since May	No further changes since June	No service running	100% all routes operated	100% all routes operated	100% all routes operated	100% all routes operated	< 5 per month and 100% reported
Passenger Management	22	Number of new applications for Dial-a Ride transport to be processed and allocated a route within 3 working days. Case studies and Qualitative and Quantitative report provided evidencing social value outcomes	5	0 applications	4 applications	1 applicaton	3 applications	3 applications	2 applications both confirmed within 3 days. 100%	100% one new application - although not traveled as yet	100% - 4 new applications - one not eligible, 2 not traveled as yet, one started traveling	100% two new application - although not traveled as yet	100%	90%
Social Value Outcomes	23	Case studies and Qualitative and Quantitative report provided evidencing social value outcomes	2	Due quarterly	Due quarterly	Due quarterly	Report to follow	Social value trips arranged for August trips. Employ local residents, employ some staff with SEND whom were previous passengers	Please see attached report by Vecteo	reported last month	report attached	updated every month	reported in line with SPB	Quarterly reporting in line with SPB
Passenger Management	24	Number of passengers per route/service	1	Partial registers provided sub contractors not captured	Registers provided sub contractors partially reported	Registers provided sub contractors partially reported	Registers provided including sub-contractors (SCC random compliance inspections undertaken)	Registers provided including sub-contractors (SCC random compliance inspections undertaken)	No service running	100% reported	100% reported	100% reported	100% reported	100%
Passenger Management	25	Number of route changes over 3 month period	1	N/A	N/A	N/A	Not captured - Mechanism to report figure over 3 monthly period still being devised but details are captured within other KPI's	New Manager working on these procedures assured to be ready to report for August	Not applicable. This resets from every September	100% reported	100% reported	100% reported	100% reported	100%
Passenger Management	26	Driver changes to allocated routes over a monthly period	1	Kingsdown 87 crew changes over 690 trips St Christophers 43 crew changes over 598 trips St Nicholas 37.5 crew changes over 184 trips Lancaster 17 changes to crew over 46 trips Overall 12% change Sub contractor data not captured	Kingsdown 7 crew changes over 252 trips St Christophers 4 crew changes over 240 trips St Nicholas 3 crew changes over 160 trips Lancaster 0 crew changes over 20 trips Overall 6% change Sub contractor partially captured 0 crew changes	Kingsdown 6 crew changes over 608 trips St Christophers 7 crew changes over 456 trips St Nicholas 3 crew changes over 152 trips Lancaster 1 crew change over 38 trips Individual routes to above schools 1 crew changes over 266 trips Overall change 2% Sub contractor partially captured 0 crew changes	Kingsdown 14 crew changes over 576 trips St Christophers 10 crew changes over 432 trips St Nicholas 1 crew change over 144 trips Lancaster 1 crew change over 36 trips Individual routes to above schools 0 crew changes over 108 trips Overall change 2% Sub contractor 0 crew changes	Kingsdown 13 crew changes over 480 trips St Christophers 6 crew changes over 390 trips St Nicholas 3 crew changes over 120 trips Lancaster 3 crew changes over 30 trips Individual routes to above schools 2 crew changes over 60 trips Overall change 3% Sub contractor 0 crew changes	Not applicable. This resets from every September	95.2% this was due to high number of sickness throughout September	98.2% - combined in house and contracted (this is the first time we have been able to account for Contracted crew changes) - total changes 1.8% - in house only was 2.7%	99%	99%	98%
Passenger Management	27	Passenger Assistant changes to allocated routes over a monthly period	1	Kingsdown 87 crew changes over 690 trips St Christophers 43 crew changes over 598 trips St Nicholas 37.5 crew changes over 184 trips Lancaster 17 changes to crew over 46 trips Overall 12% change Sub contractor data not captured	Kingsdown 7 crew changes over 252 trips St Christophers 4 crew changes over 240 trips St Nicholas 3 crew changes over 160 trips Lancaster 0 crew changes over 20 trips Overall 6% change Sub contractor partially captured 0 crew changes	Kingsdown 6 crew changes over 608 trips St Christophers 7 crew changes over 456 trips St Nicholas 3 crew changes over 152 trips Lancaster 1 crew change over 38 trips Individual routes to above schools 1 crew changes over 266 trips Overall change 2% Sub contractor partially captured 0 crew changes	Kingsdown 14 crew changes over 576 trips St Christophers 10 crew changes over 432 trips St Nicholas 1 crew change over 144 trips Lancaster 1 crew change over 36 trips Individual routes to above schools 0 crew changes over 108 trips Overall change 2% Sub contractor 0 crew changes	Kingsdown 13 crew changes over 480 trips St Christophers 6 crew changes over 390 trips St Nicholas 3 crew changes over 120 trips Lancaster 3 crew changes over 30 trips Individual routes to above schools 2 crew changes over 60 trips Overall change 3% Sub contractor 0 crew changes	Not applicable. This resets from every September	90% due to high sickness throughout September	98.2% - combined in house and contracted (this is the first time we have been able to account for Contracted crew changes) - total changes 1.8% - In house only was 2.3%	99.00%	99%	98%

Compliments/added Social Value		4 Head Teacher/School compliments circa 8 verbal/written compliments either to SCC, Vecteo or on Social Media , by parents, social workers, foster carers	Compliments on FaceBook, Via Little Heroes Charity and various parents	Compliments on Social Media and thank you emails received	Various Compliments from Schools and parents. Please see Appendix 3 for added Social Value	Compliment from Social workers for social value work provided. Please see Appendix 3 for added Social Value	
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APPENDIX 2

PARTNERSHIP SPECIFIC MINIMUM SERVICE REQUIREMENTS – Oct - Dec 2022

Minimum Service Requirements	Linked KPIs	Matters being addressed & comments for Oct – Dec 2022:
<p>1 To deliver the home to school service during the schools’ academic year (although on occasions transport may be required during the school holidays for clubs). This service includes the requirement of wheelchair accessible minibuses that operate with pick-ups and drop offs either at a bus stop or a door to door service. Epileptic and diabetic trained Passenger Assistants are also to be provided (where required) see 6.1.1 above).</p> <p>37</p>	<p>KPI 1 – Written report of Accidents KPI 2 – Specialist Equipment KPI 3 – Maximum journey times primary KPI 4 – Maximum journey times secondary KPI 5 – Pre transport comms KPI 6 – Response for further information relating to safeguarding KPI 7 – Acknowledgment of receipt of complaint KPI 8 – Response of complaint KPI 9 – DBS and training records – quarterly KPI 10 – Immediate notification of GDPR breach KPI 11 – Data Protection training KPI 12 – Onboard incidents notified to Council KPI 14 – Emergency measures to cover business continuity KPI 15 – Comms to stakeholders of foreseen changes KPI 16 – Response times for management information KPI 17 – Response times to invoice queries KPI 18 – Nu of incidents on board a vehicle reported KPI 19 – Number of new applications for home to school KPI 21 – Inability to operate a route KPI 23 – Qualitive and quantitative social value outcomes KPI 24 – Number of passengers per route/service KPI 25 – Number of route changes over a 3 month period KPI 26 – Driver changes within a month KPI 27 – Passenger Assistant changes over a 3 month period</p>	<p>For the months Oct – Dec 2022 Minimum Service Requirement 1 within the Services Agreement has been met.</p>

<p>2 To provide one Passenger Assistant (PA) per eight seater mini-bus and two PAs for 16 seater minibuses or larger vehicles as a standard requirement for the home to school transport service. However, vehicles of less than eight seats used for home to school, supervised contact and children's respite care may also require a PA where this is required. Where the PA is accompanying an epileptic service user it is expected that the PA will be trained in being able to administer Buccal Midazolam and other requirements as set out in 7.2 below.</p>	<p>KPI 9 – DBS and training records – quarterly</p>	<p>All Training and DBS records have been supplied and verified.</p>
<p>3 To provide a meet and greet introduction with service users for the home to school provision during the school summer holidays to allow service users and parents/carers familiarisation with the PA/driver and transport as outlined in Appendix C (see also 7.3 below).</p>	<p>KPI 5 – Pre transport comms</p>	<p>For the months Oct – Dec 2022 Minimum Service Requirement 3 within the Services Agreement has been met.</p>
<p>4 To ensure the maximum “end to end journey” time for a service user does not exceed 1 hour for primary school pupils and 1 hour and 15 minutes for secondary school age pupils and adults (which includes walking time to pick-up and drop-off points) where travelling is within the Borough of Southend-on-Sea. The stated times must also take into account the loading and unloading of service users with wheelchairs/mobility scooters (see 7.4 below).</p>	<p>KPI 3 – Maximum journey times primary KPI 4 – Maximum journey times secondary</p>	<p>For the months Oct – Dec 2022 Minimum Service Requirement 4 within the Services Agreement has been met.</p>
<p>5 To deliver the adults with learning disabilities service between Mondays-Fridays 7.30am and 5.30pm all year round except during the bank holidays and Christmas through to the New Year bank holiday. This service includes the</p>	<p>KPI 6 – Response for further information relating to safeguarding KPI 7 – Acknowledgment of receipt of complaint KPI 8 – Response of complaint KPI 9 – DBS and training records – quarterly KPI 10 – Immediate notification of GDPR breach KPI 11 – Data Protection training</p>	<p>For the months Oct – Dec 2022 Minimum Service Requirement 5 within the Services Agreement has been met.</p>

<p>requirement of wheelchair accessible minibuses that operate with pick-ups and drops-offs either at a bus stop or a door to door service. Epileptic and diabetic trained Passenger Assistants are also to be provided (where required) – see 6.1.2 above.</p>	<p>KPI 12 – Onboard incidents notified to Council KPI 14 – Emergency measures to cover business continuity KPI 15 – Comms to stakeholders of foreseen changes KPI 16 – Response times for management information KPI 17 – Response times to invoice queries KPI 18 – Number of incidents on board a vehicle reported KPI 20 – Number of applications for Adults LD KPI 21 – Inability to operate a route KPI 23 – Qualitive and quantitative social value outcomes KPI 24 – Number of passengers per route/service KPI 25 – Number of route changes over a 3 month period KPI 26 – Driver changes within a month KPI 27 – Passenger Assistant changes over a 3 month period</p>	
<p>6 To deliver the Supervised Contact service seven days a week between 9.00am and 5.30pm (including bank holidays except Christmas Day) after school or during the school holidays including weekends. This service can vary from a return to and from a child's home or a one-way trip. This service is usually provided by a taxi. However there may be occasions where this involves a number of siblings and the requirement of multiple car seats, so a minibus may be used on occasions (see 6.1.3 above).</p>	<p>KPI 1 – Written report of Accidents KPI 2 – Specialist Equipment KPI 6 – Response for further information relating to safeguarding KPI 7 – Acknowledgment of receipt of complaint KPI 8 – Response of complaint KPI 9 – DBS and training records – quarterly KPI 10 – Immediate notification of GDPR breach KPI 11 – Data Protection training KPI 12 – Onboard incidents notified to Council KPI 14 – Emergency measures to cover business continuity KPI 15 – Comms to stakeholders of foreseen changes KPI 16 – Response times for management information KPI 17 – Response times to invoice queries KPI 18 – Number of incidents on board a vehicle reported KPI 21 – Inability to operate a route KPI 23 – Qualitive and quantitative social value outcomes KPI 24 – Number of passengers per route/service KPI 25 – Number of route changes over a 3 month period KPI 26 – Driver changes within a month KPI 27 – Passenger Assistant changes over a 3 month period</p>	<p>For the months Oct – Dec 2022 Minimum Service Requirement 6 within the Services Agreement has been met.</p>
<p>7 To deliver the respite care service Monday-Friday during the school academic year and school holidays. This service can vary from a return to and from the child's home or a one-way trip. These return trips could be spread over a</p>	<p>KPI 1 – Written report of accidents KPI 2 – Specialist equipment KPI 6 – Response for further information relating to safeguarding KPI 7 – Acknowledgment of receipt of complaint KPI 8 – Response of complaint KPI 9 – DBS and training records – quarterly KPI 10 – Immediate notification of GDPR breach</p>	<p>For the months Oct – Dec 2022 Minimum Service Requirement 7 within the Services Agreement has been met.</p>

<p>weekend or a couple of days (see 6.1.3 above).</p>	<p>KPI 11 – Data Protection training KPI 12 – Onboard incidents notified to Council KPI 13 – Processing new applications for LAC KPI 14 – Emergency measures to cover business continuity KPI 15 – Comms to stakeholders of foreseen changes KPI 16 – Response times for management information KPI 17 – Response times to invoice queries KPI 18 – Number of incidents on board a vehicle reported KPI 21 – Inability to operate a route KPI 23 – Qualitive and quantitative social value outcomes KPI 24 – Number of passengers per route/service KPI 25 – Number of route changes over a 3 month period KPI 26 – Driver changes within a month KPI 27 – Passenger Assistant changes over a 3 month period</p>	
<p>8 To manage the bookings for the provision of 'on demand' Dial-a-Ride services Monday to Friday (10.00am-2.30pm) using wheelchair accessible minibuses that operate a door to door service. This service may also require assistance with carrying the service users shopping to the front door of the service user (see 6.1.4 above).</p>	<p>KPI 1 – Written report of Accidents KPI 6 – Response for further information relating to safeguarding KPI 7 – Acknowledgment of receipt of complaint KPI 8 – Response of complaint KPI 9 – DBS and training records – quarterly KPI 10 – Immediate notification of GDPR breach KPI 11 – Data Protection training KPI 12 – Onboard incidents notified to Council KPI 14 – Emergency measures to cover business continuity KPI 15 – Comms to stakeholders of foreseen changes KPI 16 – Response times for management information KPI 21 – Inability to operate a route KPI 22 – Number of new applications KPI 23 – Qualitive and quantitative social value outcomes</p>	<p>Dial-A-Ride is currently in operation and Vecteo are in a position to actively promote this service. Ridership has been increasing over the past 3 months.</p> <p>For the months Oct – Dec 2022 Minimum Service Requirement 8 within the Services Agreement has been met.</p>
<p>9 The vehicles used in delivery of this service must meet the standards set out 7.5 and 7.6 below and be fully compliant with all relevant Licencing Regulations and Southend Licencing (where applicable) including the use of signs which must also comply with 7.7 below.</p>	<p>No KPI linked to this MSR</p>	<p>All vehicles and licence plates are verified during SCC compliance inspections.</p> <p>SCC Hackney carriage viewed sample vehicles to be used in 2021 to ensure compliance.</p>

<p>10 To ensure all drivers and passenger assistants comply with the requirements set out in 7.8 below.</p>	<p>KPI 1 – Written report of Accidents KPI 10 – Immediate notification of GDPR breach KPI 11 – Data Protection training KPI 12 – Onboard incidents notified to Council</p>	<p>For the months Oct – Dec 2022 Minimum Service Requirement 10 within the Services Agreement has been met.</p>
<p>11 To ensure all Drivers and Passenger Assistants employed by the Partnership have an enhanced Disclosure Barring Service check before commencement on any service (see 7.9 below).</p>	<p>KPI 9 – DBS and training records – quarterly</p>	<p>All DBS records have been supplied and verified.</p>
<p>12 To ensure all Drivers and Passengers Assistants undertake the necessary training as set out in 7.10 below.</p>	<p>KPI 1 – Written report of accidents KPI 9 – DBS and training records – quarterly KPI 10 – Immediate notification of GDPR breach KPI 11 – Data Protection training KPI 12 – Onboard incidents notified to Council</p>	<p>For the months Oct – Dec 2022 Minimum Service Requirement 12 within the Services Agreement has been met.</p>

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Social Value Report November/December 2022

Local Recruitment

Vecteo has recognized that it should employ its staff in the local area and that the staff should reflect the diversity of the local communities that it serves.

We firmly believe in local jobs for local people and recognize how local employment feeds into the local economy

To achieve this, we have

- Recruited our employees locally through the job site Indeed and mixture of local posters on vehicles, social media, local shopping areas and through word of mouth from existing staff
- We have proactively looked and employed where it is possible to do so employees with disabilities, as an example we currently have four employees with various levels of SEND (Special Educational Needs and Disabilities) and one who is an amputee
- Where work is tendered out to other operators, preference is given to local companies to ensure that those employed by these companies is also kept local.

Supporting Local Groups and Charities

At Vecteo we believe that we are not just here to deliver and service a contract, we feel it is our duty to help and support within the local community and deliver transport services where we can, helping groups and charities within the local communities.

On occasions we have managed to offer support and vehicles free of charge and where we can do this we will, this can often be achieved by utilizing available staff and vehicles at a time when they might be available, our staff are committed to this ethos and on occasions especially for charities they donate their time free to enable us to give this much needed support.

We are aware that we are a business that has to offer best value to both SCC (Southend City Council) and the communities we serve so sometimes we may have to make a small charge to help support some groups and charities, this is normally to cover any fuel costs and possibly some staff costs depending on what is being asked for, however it still supports the groups and charities as they are able to minimize spend on transport that may otherwise have cost them more enabling them to get more services for their available funds.

Recently we have supported

- SCC, when they required transport to distribute electric blankets and slow cookers out to Charities and support groups within the City

- We have provided a number of Private hires booked out to local schools at competitive rates, one was for Fairways School to the Olympic village.
- We have begun to raise funds for a member of our vecteo team who has been selected to play football for the GB team in this year's SEND Olympic games in Berlin. He is amongst five local & Essex people to represent the GB at the games in Berlin and they need to raise £2,500 each to enable them to get out to the games
- We have started a Vecteo public page on Facebook and off of this we have two private groups one for staff (Vecteo teams) and one for parents of those children we carry on our services (Vecteo Family) this is designed to improve communications, gain feedback and to be better involved with the community we serve, this is proving to be a great way to provide information and keep in touch with the community

SCC.

Vecteo are actively seeking opportunities where we can help SCC get better value from the contract.

- As mentioned above we provided a vehicle and driver free of charge to help distribute Slow cookers and electric blankets
- We provided free transport for Kingsdown school to help get the Children to their Christingle service and then back to the school.
- We allowed the use of a vecteo vehicle by one of our drivers that also works at Kingsdown in the day as an LSA, (Learning Support Assistant) they had booked a trip out and did not have an available vehicle and were going to have to cancel the trip, by allowing the use of the Vecteo vehicle the trip was able to take place.
- We assisted in the moving of residents from a local rest home that closed in December, we were asked to help by SCC and by carefully using our resources were able to keep cost low and even helped move their belongings with them.
- We have attended a working group on Community transport to better understand the transport needs of local Charities and community groups and how Vecteo can help to support their needs
- We have held a meeting with Garon Park Community Interests Company & Wellness center GP about their community transport needs and have already agreed to take adult students from SACC (Southend Adult Community Collage) to the center twice a week so that they can use their facilities. We have been able to do this free of charge given the availability of a vehicle and driver and SACC and Garon Park being able to arrange the transport requirement around the availability of our team.
- We are also in talks with Garon Park CIC, Wellness center GP and welcome to the UK Charity about local transport needs for refugees in the area to better understand their needs and how we can help.

- We have arranged to collect files from the Allen Cole Centre as and when required and deliver them securely to the post room at the Civic Centre as and when required – We are able to do this free of charge on a Tuesday or Friday as we are already in that area with a vehicle for Libraries.
- We are actively attending various events such as local meetings, Coffee Mornings, Open days with local SEND groups, Charities and forums to better understand families and carers difficulties to enable us to meet and manage expectations, promoting a better working relationship between these groups Vecteo and SCC.
- We were able to gift a number of toys (provided to us by Rochford Council) to some families facing hardship that attend Kingsdown school.