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SOUTHEND-ON-SEA CITY COUNCIL

**People Scrutiny Committee**

Date: Tuesday, 6th June, 2023

Time: 6.30 pm

Place: Committee Room 1 - Civic Suite

Contact: Stephanie Cox (Principal Democratic Services Officer)

Email: [committeesection@southend.gov.uk](mailto:committeesection@southend.gov.uk)

**AGENDA**

**1 Chair's Introduction & Apologies for Absence**

**2 Declarations of Interest**

**3 Questions from Members of the Public**

**4 Minutes of the Meeting held on 14 March 2023 (Pages 3 - 6)**

**\*\*\*\* ITEMS FOR PRE-CABINET SCRUTINY/CALLED-IN FROM THE FORWARD PLAN**

None

**\*\*\*\* ITEMS CALLED IN/REFERRED DIRECT BY CABINET**

None

**\*\*\*\* OTHER SCRUTINY MATTERS**

**5 Mid & South Essex NHS Foundation Trust - Update (Pages 7 - 14)**

To receive an update from Mid and South Essex NHS Foundation Trust on the Community Diagnostic Centre Programme, operational performance, and progress on actions arising from recent Care Quality Commission visits and feedback.

**6 Passenger Transport Services - Performance Monitoring (Pages 15 - 36)**

At its meeting on 31 January 2023, the Committee supported an undertaking of the Cabinet Member for Highways, Transport and Parking that the performance of Vecteo be reported on a quarterly basis going forward.

Quarterly report of Executive Director (Neighbourhoods and Environment) attached.

**7 Work Programme Evaluation 2022/23 (Pages 37 - 42)**

Report of Executive Director (Finance and Resources) attached.

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

Councillor T Cowdrey (Chair), Councillor K Murphy (Vice-Chair)  
Councillors B Beggs, S Buckley, C Campbell, P Collins, A Dear, N Folkard,  
J Harland, D Jones, G Leroy, A Line, R Longstaff, C Nevin, M O'Connor,  
D Richardson, N Ward

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

# Public Document Pack

## SOUTHEND-ON-SEA CITY COUNCIL

### Meeting of People Scrutiny Committee

Date: Tuesday, 14th March, 2023

Place: Committee Room 1 - Civic Suite

# 4

- Present: Councillor L Salter (Chair)  
Councillors N Folkard (Vice-Chair), B Beggs, T Cowdrey, T Cox, A Dear, J Harland, L Hyde, B Hooper, A Jones, D Jones, K Murphy, M O'Connor, I Shead and M Stafford  
A Quinn (Southend Association of Voluntary Services), O Richards (Healthwatch Southend), Revd. Canon L Williams (Church of England Diocese) (Co-opted Members)
- In Attendance: Councillors L Burton and K Mitchell (Cabinet Members), M Harvey, M Marks and S Tautz
- Start/End Time: 6.30 pm - 7.40 pm

#### 762 Chair's Introduction & Apologies for Absence

##### (a) Chair's Introduction

Prior to the consideration of the matters set out in the agenda, the Chair outlined their expectations of the standard of conduct and behaviour to be shown at the meeting.

##### (b) Apologies for Absence

Apologies for absence were received from Councillor M Berry (no substitute) and T Watts (Southend Carers (Co-opted Member)).

#### 763 Declarations of Interest

The following interests were declared at the meeting:

- (a) Councillor L Salter (Chair) - Minute 766 (Single Operating Model for Pathology Services in Mid & South Essex) and Minute 767 (Mid & South Essex Integrated Care System - Service Harmonisation) - Husband is a consultant surgeon at Southend Hospital; Daughter is a consultant pathologist at Basildon Hospital; Son-in-law is a general practitioner in Southend-on-Sea.
- (b) Councillor N Folkard (Vice-Chair) - Minute 766 (Single Operating Model for Pathology Services in Mid & South Essex) and Minute 767 (Mid & South Essex Integrated Care System - Service Harmonisation) - Relative employed at Broomfield Hospital.
- (c) Councillor B Hooper - Minute 766 (Single Operating Model for Pathology Services in Mid & South Essex) and Minute 767 (Mid & South Essex Integrated Care System - Service Harmonisation) - Director of Blade Education, a not-for-profit company that works with local communities.
- (d) Councillor D Jones - Minute 766 (Single Operating Model for Pathology Services in Mid & South Essex) and Minute 767 (Mid & South Essex Integrated Care System - Service Harmonisation) - Family member employed as a nurse.

## **764 Questions from Members of the Public**

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

The Committee noted the responses of the Cabinet Member for Adult Social Care and Health Integration to questions submitted by Mr James Miller, which were to be sent to Mr Miller as he was not able to be present at the meeting.

## **765 Minutes of the Meeting held on 31 January 2023**

Resolved:

That the minutes of the meeting of the Committee held on 31 January 2023 be confirmed as a correct record and signed.

## **766 Single Operating Model for Pathology Services in Mid & South Essex**

The Committee received a presentation from Jonathan Dunk (Chief Commercial Officer) and Andrew Pike (Chief Operating Officer) of the Mid and South Essex NHS Foundation Trust, with regard to the proposed establishment of a single integrated pathology service model across the Trust's hospitals, and the increase in diagnostic capacity in Mid and South Essex through the establishment of new Community Diagnostic Centres.

Members were advised that the Trust currently had differing models of pathology service provision across its hospitals and that the introduction of a single service would offer better value for money and a more joined-up service to benefit patient experience. The Committee was assured that the establishment of a single integrated pathology service would not change facilities where patients were currently already able to access tests and that there would continue to be a variety of pathology services available in community and acute hospitals. The Committee was informed that the Trust was preparing a full business case for the establishment of a single integrated pathology service for consideration by the Trust Board during Spring 2023 which, if approved, would enable a competitive market engagement process to be commenced in June 2023 with the aim of moving to a new integrated service by the end of 2024.

The Chief Commercial Officer and Chief Operating Officer of the Trust reported that work had also been undertaken to increase diagnostic capacity in Mid and South Essex, through the establishment of new Community Diagnostic Centres (CDCs) to provide diagnosis and treatment services that were more accessible and convenient for patients.

The Committee was informed that business cases were being developed for three CDCs in Mid and South Essex and that a funding decision was currently awaited from NHS England in respect of the largest planned CDC at Pitsea, which would have the capacity to support residents across South Essex. The Chief Commercial Officer and Chief Operating Officer indicated that the Trust recognised the concerns of the Committee that the proposed CDC at Pitsea would not necessarily mean that additional diagnostic services were more accessible and convenient for all residents of Southend-on-Sea and that, subject to the proposed CDC receiving approval from NHS England, consideration would also be given by the Trust to the supplement of CDC diagnostic capacity at existing health care facilities in areas such as Shoeburyness.

At the request of the Committee, Mr Dunk undertook to provide further detail around the likely future provision of bone density scan (DEXA scan) services and whether such services would be likely to be only available to residents of Southend from the proposed

CDC at Pitsea. Mr Dunk also offered to provide the Committee with the results of the analysis undertaken by the Trust around issues such as accessibility, travel times, deprivation and areas of need, that had been considered as part of the planning for the proposed establishment of a CDC at Pitsea.

On behalf of the Committee, the Chair thanked Mr Dunk and Mr Pike for their informative and comprehensive presentation.

Resolved:

1. That the proposals of the Mid and South Essex NHS Foundation Trust for the establishment of an integrated pathology service model across each of the Trust's hospitals and the increase in diagnostic capacity in Mid and South Essex through the provision of new Community Diagnostic Centres, be noted.
2. That the Trust be requested to make a further report on the establishment of the proposed integrated pathology service to a future meeting of the Committee, once the competitive market engagement process for the integrated service model has been completed.
3. That the Trust be requested to make a further report on the proposed establishment of Community Diagnostic Centres (CDC) to a future meeting of the Committee, once a funding decision in respect of the planned CDC to be developed at Pitsea has been made by NHS England

Note: This is a Scrutiny function

#### **767 Mid & South Essex Integrated Care System - Service Harmonisation**

The Committee received an update from Claire Hankey (Director of Communications and Engagement) of the Mid and South Essex Integrated Care Board (ICB), on the findings arising from the consultation exercise held 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). Members were reminded that the Committee had received a full presentation from representatives of the ICB on this matter at its meeting on 29 November 2022.

On behalf of the Committee, the Chair thanked Ms Hankey for her update on the service harmonisation proposals of the ICB.

Resolved:

That the analysis of the results of the public consultation undertaken by the Mid and South Essex Integrated Care Board with regard to the service harmonisation proposals, be noted.

Note: This is a Scrutiny function

#### **768 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:** \_\_\_\_\_

# Southend-on-Sea City Council

Report of Mid & South Essex NHS Foundation Trust  
To  
People Scrutiny Committee

On  
6 June 2023

Agenda  
Item No.

5

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## Community Diagnostic Centre Programme, Operational Performance & Progress on Actions from Recent CQC Visits and Feedback

### Part 1 (Public Agenda Item)

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#### 1. Purpose of Report

- 1.1. This report includes updates from Mid and South Essex NHS Foundation Trust (the Trust) on the Community Diagnostic Centre programme, operational performance, and progress on actions from recent CQC visits and feedback.

#### 2. Recommendations

- 2.1. The Committee is asked to consider this report and identify any issues arising.

#### 3. Background

##### 3.1. Trust performance – Foundations for the Future

As part of our Foundations for the Future improvement programme, the Trust is continuing its work to improve the basics in the care provided to its patients.

This is taking place through a series of 'sprints' where teams work together in targeted and rapid ways to support improvement in core areas, which are outlined below, in urgent and emergency care, cancer, falls and recruitment, among others.

Recent actions that have been taken include the use of the Malnutrition Universal Screening Tool across all the Trust's hospitals. This provides a single, standard process for how inpatients' risk of being malnourished is assessed and helps clinical staff to intervene. The Trust has also rolled out protected mealtimes, started to recruit volunteer feeding buddies for wards, and brought in

new ways to measure how well staff are keeping patients hydrated. There are plans to bring in additional training to improve paediatric nutrition.

The Trust has introduced a pilot which is providing bigger and easier-to-grip cutlery for patients who find it difficult to use ordinary knives and forks. Four wards across the Trust are trying this new cutlery and it is being received well by patients, who can eat more independently and enjoy their food.

The Trust is making the greatest possible use of its Hospital@Home service. This has helped patients to leave hospital and continue treatment in the comfort of their own home, while avoiding admissions. Staff have more access to information to make it easier for them to use the service.

Under Financial Foundations, the Trust is identifying schemes where efficiencies can be found and so releasing funding for other projects. This is alongside refreshed training for staff on improving value. There is a focussed drive to reduce the number of Bank staff used, following a higher than expected uptick in the costs for staff during month one. We are also focussing on improving quality and safety as key cornerstones for improving financial efficiency.

As part of the next sprint, plans include speeding up the process for hiring new staff, making it easier for the Trust to listen to its staff, and further improving patient communication.

### **3.2. Trust performance – Urgent and emergency care**

The Trust remains very busy in emergency departments, with some performance indicators improving and some declining.

#### **Four-hour performance**

All three hospital sites have shown a slight decrease in performance against the four-hour standard (where patients are admitted, transferred or discharged within four hours). From February to March, Southend fell by 0.9%, Basildon fell by 1.2%, and Broomfield fell by 1.3%. This can be explained by the impact of the bank holidays and strike days creating surge pressure following these events.

#### **Time to initial assessment**

The average time taken for patients to receive an initial assessment in mid-May was 15 minutes or less in all our hospitals:

- Basildon Hospital: 11 minutes
- Broomfield Hospital: 9 minutes
- Southend Hospital: 12 minutes

The Trust has introduced specific events to focus on discharge at Basildon and increase patient flow through our emergency departments. Initial work to reconfigure the emergency department at Southend was completed, adding



seven additional majors cubicles earlier in the year while a new ward has been opened for admitted patients in the Emergency Department.

### **Ambulance handovers**

This continues to improve, with an average handover time across the Trust of 28 minutes in April, down from 35 minutes in March. More than 33% of ambulances handed over in under 15 minutes.

### **Same Day Emergency Care (SDEC)**

The Trust is resetting the use of its SDEC units. During the busy winter months these SDEC areas have been used as overflow bed capacity, but they can now be used for the purpose they were set up for and very few people need to be kept in overnight using this extra capacity.

These units at the three hospitals support patients to receive assessments, tests and treatment and be discharged on the same day. This helps to improve patient experience and ease congestion in the hospitals by avoiding unnecessary admittance.

## **3.3. Trust performance – Cancer**

The Trust continues to work on reducing the time it takes for patients to find out if they are diagnosed with cancer or begin treatment.

In early May, the Trust had 788 patients waiting over 62 days on GP-referred pathways to rule out or treat cancer. While this was a significant reduction from 1,500 at the start of the year, there has been a slight decline in predicted performance. The two-week wait performance in April was 50%.

The Trust is focusing on areas which will have the biggest impact in reducing waiting times, including skin, colorectal and urology cancers. In colorectal, for example, clinicians are engaging more with GPs to improve referrals and endoscopy waiting times have been reduced, while the Trust has developed draft improvement plans for chemotherapy and radiotherapy.

### **Faster Diagnosis Standard**

This standard ensures patients will be diagnosed or have cancer ruled out within 28 days of being referred urgently by their GP for suspected cancer. The Trust is currently underperforming in this standard with its performance of 64% but has made improvements to achieve the target of 75%.

Action to date has seen a focus on skin cancers, with a reduction in the 62-day backlog from over 1,000 in October 2022 to 168 patients in late April. The Trust reached 82% on the Faster Diagnosis Standard, from 25% in October 2022. The tele-dermatology pathway has been launched, reducing unnecessary skin-cancer referrals to hospital, helping to reduce waiting lists.

The Trust plans to focus activities on cancer pathways including colorectal (recruitment programme), skin (quality improvement programme), urology (better understand demand and capacity), gynaecology (provide Trust-wide

ultrasound reporting), and to develop a workforce strategy for cancer diagnosis and treatment pathways.

### **3.4. Trust performance – Elective recovery**

#### **Referral to Treatment (RTT) – Long-waiting patients**

The Trust has reduced the number of patients waiting 78 weeks for treatment or alternative care, from around 1,800 patients in November 2022 to 20 at the end of March. This then rose slightly to 89 at the end of April, because of the impact of the Easter holidays and strikes.

The Trust has been recognised as top in the East region and among the best in the country for reducing our 78-week wait time.

The focus now is on the 65-week and 52-week waits, by expanding surgical capacity to treat patients. Plan are to have no patients waiting more than 65 weeks by December 2023 (for non-admitted) and March 2024 (for admitted).

### **3.5. Trust performance – Diagnostics**

Diagnostics recovery will be a key focus in 2023/24 to support efforts to reduce cancer waits and improve RTT performance. The target is that patients should not wait more than six weeks for a diagnostic test after it is requested.

Diagnostic performance was 69% in March (target 95% by March 2025) – an improvement from 67% the previous month and the third month consecutively to demonstrate improvement.

The Trust has set up a diagnostics project group to help focus on achieving this standard. Progress is monitored via the Elective Recovery Group.

The building of new Community Diagnostic Centres (CDCs) means that in the year 2024/25 there will be far more capacity to carry out much-needed tests faster and away from acute sites.

### **3.6. Trust performance – Staff vacancies and recruitment**

The vacancy rate across the Trust, after reducing for seven consecutive months, saw a very small (0.2%) increase to 11.2% in March as the organisation grew. This remains below the target of 11.5%.

The Trust continues to hold large-scale recruitment campaigns in areas that are difficult to recruit to, including healthcare support workers, estates and facilities, nursing, and medical staff. This led in April to 30 job offers for Healthcare Assistants at Broomfield Hospital made, and seven job offers made at an emergency department recruitment open day. The Trust attends university fairs and encourages young people to begin a career in the NHS, and is working with EPUT on joint recruitment days.

Retention has improved over the past eight months, at 13.2% in April, down from 13.6% in March. The Trust has introduced programmes to improve staff wellbeing, which include:

- Sessions informed by NHS England to teach managers how to have wellbeing conversations
- Ongoing recruitment of mental-health first aiders among staff
- Financial support for staff, including a community pantry, tea and coffee for departments, vouchers, and dedicated financial wellbeing information.

The Trust relies far less on agency staff.

### **3.7. Trust performance – Complaints and PALS**

Complaints and Patient Advice and Liaison Service (PALS) response rates remain a key area of pressure. The standard for responses to formal complaints is 40 working days, and five working days for PALS queries.

The Trust is committed to reducing the number of delayed responses. A new governance staffing structure was put in place in January 2023, involving weekly meetings with main divisions to discuss and progress active cases, and reporting of active and overdue cases to improve performance monitoring. This has already started to reduce delayed responses to formal complaints, from 265 in January 2023 to 184 in April.

The number of formal complaints received has remained fairly static over the last two years, averaging 126 per month, with 145 in March 2023. In recent months there has been an increase in PALS enquiries, with 968 in January and 1,061 in March. The main themes are appointments (waiting times and cancellations) and communication.

### **3.8. Trust performance – Falls**

Reducing falls (with or without harm) is a national priority. The Trust continues to review a high number of patients to identify high-risk fallers and ensure that every mitigation is made to prevent further falls. Initiatives include anti-slip socks, individual support for confused patients, and a trial of falls sensors and alarms on beds.

There are harm-free falls champions based on wards who support awareness of falls prevention among staff.

### **3.9. Trust performance – Pressure Ulcers**

Pressure ulcer prevention is a cornerstone in the Trust's drive to improve quality of care, reduce harm and improve patient experience.

A number of preventative and management strategies within the Trust are being implemented. A Topical Negative Pressure Therapy policy has now been ratified and is being shared across the sites. The Tissue Viability Steering Group is putting quality improvement initiatives in place to reduce the number of ulcers and assess wounds.

### 3.10. Community Diagnostic Centres

The Trust has been working to ensure it increases diagnostic capacity in mid and south Essex and has been seeking to secure significant funding, through the Government's Community Diagnostic Centre Programme. The centres will offer diagnostics closer to home for residents, and some centres will offer wider tests such as endoscopy and other investigative procedures.

Following approval of submitted business cases, funding has been approved for Thurrock and Braintree CDCs. The Thurrock CDC will be located at Long Lane in Grays and is due to open in Spring 2024. The Braintree CDC will be in the St Michael's building at Braintree Community Hospital and is due to open in Autumn 2024. Both will offer x-ray, MRI, CT, ultrasound, blood tests and heart and lung tests. They are in the implementation phase with contractors being appointed and final programmes of work being developed.

The Government has now announced funding for the third Community Diagnostic Centre (CDC) in mid and south Essex, which is due to be located at a central location in Pitsea.

The Trust has taken action to speed up access and offer more diagnostic tests in the community. It is working closely with Basildon Council and following due process with regards to planning and contracts for permanent centre. In the meantime, the Trust is keen to provide community diagnostic capacity via a temporary solution in Basildon. This will offer CT scans, MRI scans and endoscopy tests via mobile units which will be placed in a car park, near to Basildon train station. This facility will be provided later this year.

The CDC in Pitsea will support residents from across south Essex, and the first phase will offer all the above services, and more endoscopy rooms.

The Trust expects the Pitsea CDC to be open by the end of 2024.

Southend residents can access all the CDCs across mid and south Essex and will still have access diagnostic tests at Southend Hospital site. The Trust is in dialogue with the Integrated Care Board and national teams around further local capacity for Southend.

The Trust is leading on the programme with the Mid and South Essex Integrated Care System.

Following each centre receiving funding, the Trust has been engaging with residents to show them the plans and ask what their needs will be and how they would like to access the centres. This information is being used to help develop service models.

The first engagement for Braintree residents was held at the George Yard shopping centre in Braintree in May. The Trust is planning further events in June and July for this CDC with local staff and residents to engage as many people to engage as possible. A survey is open to residents to allow them to give feedback on their current diagnostic experiences, and the Trust encourages this to be shared: [www.mse.nhs.uk/have-your-say](http://www.mse.nhs.uk/have-your-say)

The Trust plans to begin public engagement events for the Pitsea CDC in July, with a further event in September. Alongside this, it will engage with staff about the opportunities at each of the CDCs, as well as colleagues in primary care about how this will affect their referrals.

### 3.11 Urology Reconfiguration

Following the public consultation – Your Care in The Best Place – which was agreed by the Secretary of State in 2019, Urology services are being consolidated from three separate services to two services providing Urology care across three sites, with emergency treatment delivered at Broomfield and Southend.

The service at the Southend site will remain unchanged. Patients will continue to receive specialist and cancer urology services as before. The change will largely impact on Basildon patients, who will be referred to Broomfield for emergency or complex urology surgery.

## 4. Appendices

None

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# Southend-on-Sea City Council

## Briefing Note For the People Scrutiny Committee

# 6

6<sup>th</sup> June 2023

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

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### Vecteo – progress brief on the provision of Key Performance Indicators

Cabinet Member: Councillor Tony Cox, Leader

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#### 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 brief details the ongoing and much improved performance of Vecteo. Upon speaking with schools, parents and other stakeholders, it has been clear that public perception has completely changed, from a poor service with a lot of dissatisfied stakeholders, to positive feedback and a pleasing number of compliments received. There is a lot of support and trust in Vecteo, who are working hard to maintain their now, very good, reputation.
- 2.2 The areas they have been concentrating on is more effective contract management of their sub-contractors. UK wide there has been a dramatic decrease in drivers, Passenger Assistants and vehicle/parts availability, which is both consequence of Covid and Brexit. Whilst things are steadily improving, this is taking longer than originally anticipated and has affected some of their sub-contractor's ability to provide the service to the required standard. This is something the Contract Management Team are working with Vecteo on to help overcome such issues. Appendix 3 details the positive feedback on the social value aspect of the contract, which is surpassing expectations and many vulnerable groups around the borough are benefiting from Vecteo's ongoing commitment to provide the community with services that are needed.

#### 3 Background

- 3.1 A report on the performance of Vecteo has been made to each meeting of the People Scrutiny Committee in accordance with the decision of the Council on 25 November 2021.
- 3.2 At its meeting on 31 January 2023, the Committee supported an undertaking of the Cabinet Member for Highways, Transport and Parking that the performance of Vecteo now be reported on a quarterly basis going forward.

- 3.3 Therefore it was agreed that the next briefing note on Vecteo Performance, would be for January-March 2023 quarter will be reported to the first meeting of the Committee in the new municipal year in June 2023.
- 3.4 In July 2022 Members requested that the scheduled briefing notes on Vecteo's performance detailed;
- 3.5 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.
- 3.6 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.
- 3.7 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 Jan – March 2023.
- 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 Jan – March 2023 regarding social value that Vecteo are providing to various groups within our community.

#### **5.0 Recommendation**

- 5.1 There are no recommendations as a result of this brief.

#### **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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## Appendix 1

Mar 2023 - Feb 2024

Service Criteria		KPI	KPI	Jan-23	Feb-23	Mar-23	Service Required
				11	12	1	
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	100% no accidents to report	100% two accidents recorded this month but not reportable due to vehicle not in service at time of the incidents	100% reported		100%
Co-ordination	2	Specialist equipment i.e. harnesses ordered within 3 working days of completed risk assessment.	100% achieved no equipment required this month	100% achieved no equipment required this month	100% achieved		98%
Co-ordination 19	3	1 hour "end to end journey time" for primary school Service Users where journeys are to and from within the borough of Southend	100%	100%	99%		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	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)	100%	100%	100%		100%

Customer Service	6	Response times to the Council's requests for further information relating to safeguarding issues within 3 hours	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 - no requests from SCC in relation to safeguarding issues this month	95%
Customer Service	7	Acknowledge receipt of complaints within 3 working hours	100%	100% no recorded complaints for February	100%	90%
Customer Service	8	Respond to complaints within 3 days of receipt	100%	100%	100%	100%
Management information	9	Training and DBS records of all staff to be provided at each review meeting	Training and DBS records are all up to date and reported in line with requirements	Training and DBS records are all up to date, can be viewed at anytime	Training and DBS records are all up to date and available for review by SCC at anytime	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	100% achieved - no data breaches	100% achieved - no data breaches	100% achieved - no data breaches this month	100%
Data Protection & Security	11	All staff to be data protection regulation trained	100%	100%	100%	100%
Passenger Management	12	On-board incidents notified to the Council within 1 hour of being notified	100% achieved - 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.	100%	100%	100%	90%

Passenger Management	14	Emergency measures to cover business continuity including Sub – Contractor provisions	100% - no emergency measures required	100% - no emergency measures required	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.	100% achieved	100% achieved	100% achieved	98%
Customer Service	16	Response times to the Council's requests for general management information within 3 working day.	100%	100%	100%	98%
Invoicing	17	Invoice queries dealt with to satisfaction within 5 working days	100%	100% one query resolved within 5 days	100% one query resolved within 5 days	100%
Passenger Management	18	Number of incidents on-board a vehicle that were reported to the provider via Driver/Passenger Assistant	100% reported	100% reported	100% reported	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.	100%	100%	100%	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.	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	100% all routes operated	100% all routes operated	100% achieved, one Jny delayed and covered by the school	< 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.	100% one new application	100% 3 new members this month	100% three new applications	90%
Social Value Outcomes	23	Case studies and Qualitative and Quantitative report provided evidencing social value outcomes	Glen to give update for Jan at SPB	Glen to give update for March SPB	now reported on a rolling basis	Quarterly reporting in line with SPB
Passenger Management	24	Number of passengers per route/service	100% reported	100% reported	100% reported	100%
Passenger Management	25	Number of route changes over 3 month period	100% reported	100% reported	100% reported	100%
Passenger Management	26	Driver changes to allocated routes over a monthly period	99%	100%	99.4%	98%
Passenger Management	27	Passenger Assistant changes to allocated routes over a monthly period	99%	99.20%	99%	

**APPENDIX 2**

**PARTNERSHIP SPECIFIC MINIMUM SERVICE REQUIREMENTS – January - March 2023**

Minimum Service Requirements	Linked KPIs	Comments
<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>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 Jan – Mar 2023 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 Jan – Mar 2023 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 Jan – Mar 2023 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 Jan – Mar 2023 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 Jan – Mar 2023 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 Jan – Mar 2023 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 during the reporting period.</p> <p>For the months Jan - Mar 2023 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>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 Jan – Mar 2023 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 Jan – Mar 2023 Minimum Service Requirement 12 within the Services Agreement has been met.</p>

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## Social Value Report January to March 2023

## 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 a 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 five employees with various levels of SEND (Special Educational Needs and Disabilities) and one who is an amputee
- When working with contractors, 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.

## **Social Interaction**

We have a Vecteo public page on Facebook and have set up 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

We use these platforms to promote/share local groups and charity's information from their FB sites, we also share SCC information and posts, Cllrs information that they may have posted and helpful information and guidance for SEND carers and parents.

We actively attend coffee mornings for various groups and charities, making us available to give out information about our services and to promote Dial a Ride services, but more importantly to be available for parents to give us feedback on our services and receive new ideas on how we can improve ourselves

## **Recently we have supported.**

03/01/23	Attended the Southend Insight coffee morning at the Ekco sports club to promote Dial a Ride, took 3 people home from the coffee morning
17/01/23	Southend Adult Community Collage to Garons Park and return (free of charge)
19/01/23	Southend Adult Community Collage to Garons Park and return (free of charge)
19/01/23	Garons Park, UK Friendship Group evening Meal – a vehicle was provided at cost only and operated two runs from Southend City center to Garons Park and two trips back later in the evening, (done at cost price)
24/01/23	Southend Adult Community Collage to Garons Park and return (free of charge)
26/01/23	Southend Adult Community Collage to Garons Park and return (free of charge)
31/01/23	Turning Tides – trip into Southend City center – (Done at Cost)
31/01/23	Southend Adult Community Collage to Garons Park and return (free of charge)
02/02/23	Southend Adult Community Collage to Garons Park and return (free of charge)
07/02/23	Southend Adult Community Collage to Garons Park and return (free of charge)
09/02/23	Southend Adult Community Collage to Garons Park and return (free of charge)
23/02/23	Welcome to the UK, trip to look round Southend Hospital (Done at Cost)

07/03/23	Turning Tides – trip to Caddies and return – (done at Cost)
10/03/23	Attended the SEND The Right Message Support session, said a few words and provided an opportunity to receive any feedback from parents whilst being able to supply support and information to existing and potentially new parents/carers for SEND home to school transport
13/03/23	Had a meeting at the Haven Hub to promote Dial a Ride to them and to see how we may be able to help them get clients to and from the Haven Hub events
14/03/23	Meeting at Southend Insight Office in Hamlet Court Road, to discuss transport needs and how Vecteo may be able to assist and how Dial a Ride might meet some of their needs
15/03/23	One Love Project working in Collaboration Southend Food Alliance and Southend Community Investment Board. Vecteo transported food and provisions from Southend to St Cedds Church and return to Southend (free of Charge)
24/03/23	Pholk Care – following the theft of their minibus, Vecteo operated a trip to Top Golf, Chigwell to save it having to be cancelled, (Free of charge)
24/03/23	Vecteo held a Curry and Quiz night at the Ambleside Club and raised £1314.50 to help get one of their passenger assistants and his team mates out to Berlin to take part in the Special Olympics representing Team GB in Football
26/03/23	Vecteo reached out to the Southend Air Cadets following the theft of their vehicle – although no trips have been made to this date, they have thanked us and told Vecteo that they will be speaking to their insurance company but if they are stuck for transport they will contact us.
30/03/23	Pholk Care – Following the theft of their minibus, Vecteo operated a second trip for them to save it being cancelled, this one was to Barleylands (free of Charge)

**Compliments received.**

10/01/23	Headteacher, Lancaster School	Thank you for going the extra mile with HT
10/01/23	Parents - HT	Explained how happy HT was with his transport and was happy when he returned home from school and allowed Donna (Vecteo PA) to unbuckle him and he was smiling – also please thank the boss of Vecteo as he actually turned up with the transport this morning to help out and get HT settled on the transport
16/01/23	Parents - TS	I just wanted to say thank you to yourself and the crew, TS should not have been handed

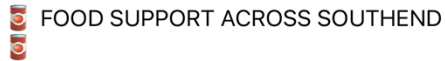


		<p>over to you by the school in his condition, however as you know TS became further unwell as the journey progressed and your crew were amazing in caring for TS and how you followed up on how is he doing and carrying out the relevant reporting.</p> <p>This is a serious failing of the school and is being investigated by them.</p> <p>We are lucky to have you and our dedicated crew, who always show professionalism and care.</p>
10/02/23	Zakk;s Mum	Thank you for being a great driver and always taking such good care of Zakk
10/03/23	Send The Right Message	Thanked us on Social media for attending their support session
16/03/23	One Love project and soup kitchen	Thanked us on social media for helping them transport food supplies to St Cedds Church
28/03/23	Haley Byatt	<p>Just to let you know Ollie seems alot happier on the bus. Infact, now he doesn't want to get off the bus to go into school! 😊. I don't know what it is as he cannot tell me as you know but he does seem happier and I have to go by his reactions and that really helps me cope with him. Lorretta is lovely and makes a fuss of the kids, Paul seems happier. I hope Kayleigh is loving her new bus crew and is getting the support. Thank you all for much for being so supportive. We appreciate all you do.</p>
30/03/23	Pholk Care	<p>I just wanted to say a huge thank you to you and your lovely team. I've heard nothing but great feedback from service users and my staff whilst I've been off. Without your assistance, our service users wouldn't have been able to have their days out, which is extremely important to them!</p> <p>Thank you again,</p>

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### The One Love Project & Soup Kitchen - Southend · Follow

15 Mar · 🌐



FOOD SUPPORT ACROSS SOUTHEND

On Wednesday's The One Love Project is working in collaboration with the [Southend Food Alliance](#), Southend Community Investment Board and [Southend-on-Sea City Council](#)

Today we took Food Support to St Cedds in the Westcliff area. One of the new initiatives the charity is involved in, in 2023

Thank you to [Vecteo](#) for your support and help with transportation of food and provisions! 🚚

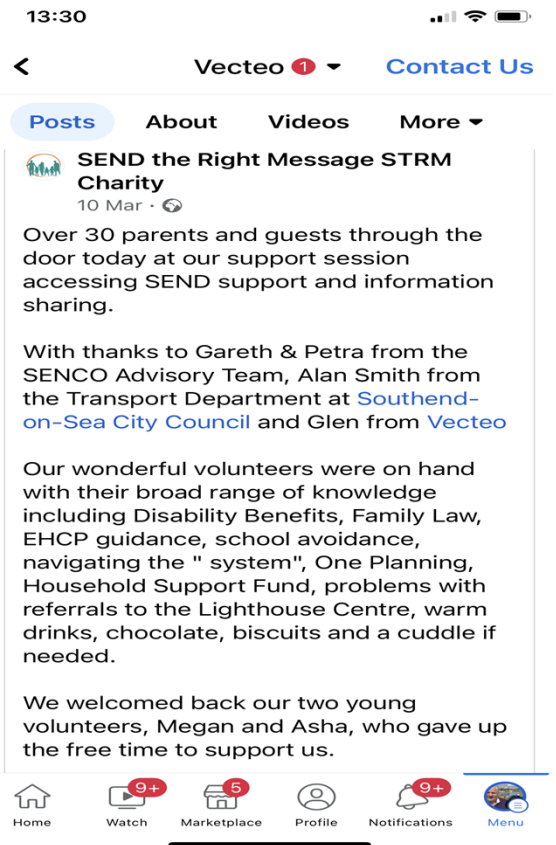
It means that people who struggle to visit to current food support providers can access to food and essentials they need to help feed themselves or their family during the cost of living crisis.

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- Elizabeth53@svp.org.uk
- <https://www.facebook.com/profile.php?id=100071858318480>

#onelove #soupkitchen #foodbanks  
 #fightingfoodpoverty  
 #kindness #donations #southend #essex  
 #charity #homeless #volunteers  
 #costoflivingcrisis





great work in our community and have always been one of our local Heroes

**Pholk Care Ltd** · Follow  
16 h · 🌐

We would like to give a huge thank you to our lovely friends from **Vecteo** who have helped with our transport over the last two weeks! We honestly cannot thank them enough, they have enabled us to continue with our day trips and make sure our wonderful service users don't miss out!

A huge shoutout to our lovely driver Kevin, thank you so much, we have all loved having you along on our days out! 🥰💜



<b>Meeting:</b>	<b>Place Scrutiny Committee, People Scrutiny Committee and Policy &amp; Resources Scrutiny Committee</b>
<b>Date:</b>	5 June 2023 6 June 2023 8 June 2023
<b>Classification:</b>	Part 1
<b>Key Decision:</b>	No
<b>Title of Report:</b>	<b>Work Programme Evaluation 2022/23</b>
<b>Executive Director:</b>	Finance & Resources
<b>Report Author:</b>	S. Tautz (Principal Democratic Services Officer)

**1. Executive Summary**

- 1.1. For the Committee to review the work that it carried out during the previous municipal year.

**2. Recommendations**

- 2.1. **That the Committee note the summary of the scrutiny work that it has undertaken during the 2022/23 municipal year.**

- 2.2. **That the completion of the in-depth scrutiny project undertaken for 2022/2, around the theme of ‘Providing First-Class Services for Families of Children with Special Educational Needs and Disabilities’, be noted.**

**3. Work Undertaken by the Scrutiny Committees 2022/23**

- 3.1 A summary of the work undertaken by the Committee during the 2022/23 municipal year is attached at Appendix 1 to this report.

- 3.2 The Committee is requested to note the summary of the work it has undertaken during 2022/23.

**4. In-Depth Scrutiny Project 2022/23 - “Providing First-Class Services for Families of Children with Special Educational Needs and Disabilities”**

- 4.1 The in-depth scrutiny project undertaken on behalf of the Committee for 2022/23, has recently been completed.

- 4.2 The final report and recommendations arising from the completion of the in-depth scrutiny project is currently being finalised and will be presented to the Committee for consideration at its next meeting.

## **5. Corporate Implications**

### Contribution to the Southend 2050 Road Map

Becoming an excellent and high performing organisation.

### Financial Implications

There are costs associated with the completion of the annual work programme for the Committee and the undertaking of in-depth scrutiny projects, although these are generally contained within existing resources.

### Legal Implications

None

### People Implications

None.

### Property Implications

None

### Consultation

As required for the completion of the annual work programme for the Committee and the undertaking of in-depth scrutiny projects

### Equalities and Diversity Implications

None

### Risk Assessment

None

## **6. Background Papers**

None

## **7. Appendices**

Appendix 1(a)-(c) – Work programme evaluation for each of the scrutiny committees for 2022/23

## **PEOPLE SCRUTINY COMMITTEE WORK PROGRAMME EVALUATION - 2022/23**

During the 2022/23 municipal year, the People Scrutiny Committee held **6** meetings and met on the following dates: 6 July 2022, 31 August 2022, 11 October 2022, 29 November 2022, 31 January 2023 and 14 March 2023. No special meetings of the Committee were held during the year.

During the year, the Committee undertook the following scrutiny work:

### **(a) Call-In/References from Cabinet**

The Committee considered **12** reports that were called-in (7) from the Cabinet or referred directly (5) by the Cabinet for scrutiny. During the year, the Annual Report and Provisional Resources Outturn for 2021/22 against the Delivery of the Southend 2050 Outcomes and Priorities, was called in to each of the scrutiny committees. In addition, the Finance and Corporate Performance Report for Period 4 of 2022/23 was referred directly to each of the scrutiny committees by the Cabinet, as was the annual review of the Corporate Risk Register.

Of the reports that were called-in from the Cabinet or referred directly by the Cabinet for scrutiny:

- The Committee referred **1** item back to the Cabinet for reconsideration during the year.
- The Committee referred **1** matter up to the Council for consideration in accordance with Procedure Rule 39 during the year.

### **(b) Forward Plan**

The Committee considered **no** items called-in from the Cabinet forward plan during the year.

### **(c) Pre-Cabinet Scrutiny**

The Committee considered **no** pre-Cabinet scrutiny items during the year.

The Council has agreed the introduction of pre-Cabinet scrutiny arrangements across the scrutiny function from the commencement of the 2023/24 municipal year.

### **(d) Scheduled Items**

During the year, the following scheduled matters were considered at each meeting of the Committee (as appropriate):

- A total of **17** questions received from members of the public were responded to by the relevant Cabinet Members.
- Passenger Transport Services - A monitoring report on the performance of the Vecteo Joint Venture Company established for the provision of passenger transport services was made to each meeting.
- In-Depth Scrutiny Project 2022/23 - A verbal update on the progress of the project was made to each meeting by the Chair of the Project Team.

### **In-Depth Scrutiny Project**

An in-depth scrutiny project was undertaken on behalf of the Committee for 2022//23 on the theme of 'Providing First-Class Services for Families of Children with Special Educational Needs and Disabilities,' which was agreed at the meeting of the Committee on 6 July 2022 (Minute 106). A project plan and work programme for the in-depth scrutiny project were agreed at the meeting on 11 October 2022 (Minute 357). No additional topics were selected by the Committee for in-depth scrutiny activity during 2022/23.

The final report and recommendations arising from the in-depth scrutiny project are to be considered by at the meeting of the Committee on 4 July 2023 and, subject to the agreement of the report and recommendations, will then subsequently be considered by the Cabinet.

### **Health Overview and Scrutiny**

The People Scrutiny Committee fulfils the role of the statutory Health Overview and Scrutiny Committee (HOSC) for Southend-on-Sea and scrutinises the provision of healthcare services by local National Health Service organisations.

During the year, the Committee undertook the following health scrutiny work:

- East of England Ambulance Service NHS Trust - Shoeburyness Ambulance Station (6 July 2022 (Minute 104) and 31 January 2023 (Minute 654)).
- Community In-Patient Beds (11 October 2022 (Minute 347)).
- Mid and South Essex Integrated Care System - Service Harmonisation (29 November 2022 (Minute 517) and 14 March 2023 (Minute 767)).
- Essex Partnership University NHS Trust (11 October 2022 (Minute 347) and 31 January 2023 (Minute 653)).
- Single Operating Model for Pathology Services in Mid and South Essex (14 March 2023 (Minute 766)).

Mid and South Essex NHS Foundation Trust held regular briefings for councillors throughout year, on its operational and estates projects. All members were invited to attend the briefings.

### **Other Matters**

During the year, the Committee undertook the following other scrutiny work:

- Consideration of the final report and recommendations arising from the Joint In-Depth Scrutiny Project for 2022/23 (6 July 2022 (Minute 106) and 31 August 2022 (Minute 255)).
- Consideration of the summary of work for 2021/22 and the proposed In-Depth Scrutiny Project for 2022/23 (6 July 2022 (Minute 107)).
- Presentation in respect of the Community First Responder Volunteer Programme (11 October 2022 (Minute 354)).
- Update on progress against the action plan arising from the Local Government Association SEND Peer Review undertaken in 2021 (11 October 2022 (Minute 355)).



- Update on the work of the Children's Services Improvement Board (29 November 2022 (Minute 518)).

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