

Opposition Business

Notice of Motion

Vecteo Contract Issues

This Council notes the concerns of residents that LHCS and Southend Travel Partnership Ltd (T/as "Vecteo"), a transport provider contracted by Southend Council is failing.

Southend Council set up the transport company, Vecteo, in partnership with London Hire Community Services, a private contractor, after awarding the company a 10 year contract, using hundreds of thousands of pounds of public money.

Vecteo then left children and vulnerable adults on the side of the road, parents waiting hours for collection, children with severe safeguarding concerns left unattended or without adequate chaperones - one child had an epileptic fit and was reported "blue" on arrival.

Vecteo failed to provide adequate staff, meaning disabled children had to get taxis to school. Parents reported taxi drivers leaving children at the side of the road, no handover. They could have wandered off, been abducted, run over.

A child was taken to the wrong home on return from school. Parents had reported to have waiting hours for collection, disrupting other family members getting to school, or parents being able to get to work. Many reported that their chaperones (the few they had) were not medically trained in their child's conditions, something that the previous provider had ensured.

Many have described serious safeguarding concerns for those in taxis, or those that were able to go in minibuses including the lack of risk assessments for transporting the most vulnerable in the town.

This Council therefore resolves that:

1. Vecteo appoints an independent interim Managing Director, empowered to take control and resolve the numerous issues that have been created by the company since 1st September 2021 in delivering services to SEND children and vulnerable adults.
2. An independent investigation is conducted into the delivery of the contract from a user point of view, with the terms of reference to be agreed between the Children & Learning portfolio and shadow portfolio holders
3. An investigation is conducted, to be led by Internal Audit, into the awarding of the contract Vecteo and the failure to have adequate risk assessments in place for the most vulnerable in the town.

Proposed By: Cllr Cox
Cllr Courtenay

Seconded By Cllr Beggs
Cllr Bright
Cllr Boyd
Cllr Buck
Cllr Buckley
Cllr Davidson
Cllr Dear
Cllr Evans
Cllr Folkard
Cllr Garne
Cllr Garston
Cllr Habermel
Cllr Jarvis
Cllr Lamb
Cllr McGlone
Cllr Moring
Cllr Moyies
Cllr Nelson
Cllr Salter
Cllr Walker
Cllr Warren