

Roles and Responsibilities

Education department: the council department that determines travel entitlement and holds the statutory responsibility for ensuring safe, suitable travel is provided. Classed as the Client under the contract.

Highways department: the council department that commissions and manages the provision of the service from the provider, on behalf of the Education department (client)

Joint Venture Company / JVC / Vecteo / Provider: An external company that is jointly owned by SBC (49%) and a private company (51% - London Hire Community Services - LHCS), which has been commissioned by the council to arrange and provide transport for SEND children and vulnerable adults

London Hire Community Services (LHCS): A private transport company and owner of 51% of the JV company. They also provide (at commercial rates) the vehicles to Vecteo as well as the back-office support services (IT/HR/Finance).

Customer: A child entitled to free school SEND transport. The child's parents or carers are also considered as customers.