

Southend-on-Sea City Council

Briefing Note For the People Scrutiny Committee

6 July 2022

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

Vecteo Ltd – Progress Brief on the Provision of Key Performance Indicators

Cabinet Member: Councillor Laurie Burton (Cabinet Member for Children, Learning and Inclusion)

1. Purpose of Briefing Note

- 1.1 To update members of the People Scrutiny Committee with a briefing note advising of the progress to-date of monitoring our Joint Venture Company (JVC) Vecteo Ltd.'s service performance.

2. Background

- 2.1 The JVC went live on 1 March 2020 approximately two weeks prior to the first Covid-19 lockdown on 26 March 2020. This meant key members of staff were working from home causing a significant challenge to the implementation, including, training, recruitment and securing an office. During this time Vecteo Ltd advised they were not in a position to implement their software system Cordic.
- 2.2 The service was running at approx. 20% of the usual capacity and due to restrictions of the first lockdown the service was measured differently with only a few SEND students being transported to school. These children were travelling in bubbles by previously experienced sub-contractors with minimal issues or headteacher concerns.
- 2.3 In June 2020, there were three SCC management meetings and no concerns or issues with the service were raised by Vecteo or SCC.
- 2.4 The Cordic system was populated with the sub-contractors' details by various office staff and training in the system was provided. SCC officers were working in Vecteo's office during this time and had evidence that this system was being put into place and staff were receiving training in using this system.
- 2.5 In March 2022 Vecteo had recruited a new member of staff to populate Cordic, which went live on the 1 June 2022.
- 2.6 The PWC audit report's recommendations on the alignment of the KPIs to the minimum service requirements (MSRs) have been addressed and agreed by both parties. There are 27 KPI's and 11 of these have been classed as a priority (ranked 10). These are attached as Appendix (1).

2.7 All previous KPI's since mid-March 2022 up to the Cordic go live date have been manually counted and collected. KPI's are due on the 15th of each month to give the contract management team time to review ready for the Operational Management Group monthly meeting (OMG) held on the last Monday of each month. Due to the report timings, we are not able to update on this paper however, this information will be included in subsequent briefing notes. Below is a summary of the information the service has received and this shows a performance improvement.

3.0 Work underway by Vecteo in providing KPIs and, by SCC reviewing them

3.1 On the 5 May Vecteo Ltd provided retrospective KPI reports from March, which partially reported against 6 of the 11 priority KPIs.

3.2 On the 17 May Vecteo submitted KPI's along with Management reporting. They were able to report on 9 of the 11 priority KPIs. Of the remaining 16 KPIs, 1 was noted as quarterly so not due. Therefore, of the 15 KPIs, 7 were reported on. After reviewing the contract management team fed-back where data was missing, seeking further clarification, along with advice on how to fully report against the KPI's.

3.3 The main outstanding areas where Vecteo Ltd have received feedback and are currently working on to provide are:

- being able to evidence that all staff have received the necessary training.
- Complaints are being recorded. But a new procedure of automatic sharing is currently being adapted
- being able to evidence the recording/measuring mechanism to accurately report on the outstanding KPI's
- being able to accurately record timelines, where necessary

3.4 In both April and May there have been no Safeguarding issues raised that fall under the LADO threshold; Overall complaints have dramatically reduced and the level of hazard/risk being reported has greatly reduced and are more about timings than safety issues.

3.5 SCC at this point can advise that the data that has been provided and verified by our compliance inspections shows that there is a better standard of service being provided by Vecteo operational staff.

3.6 SCC are working with Vecteo Ltd to ensure that all KPIs within the Services Agreement will be captured and reported in the near future. Vecteo are not in a position currently to provide sub-contractor performance KPIs, however SCC are carrying out random compliance inspections on sub-contractors to ensure safety performance is to the required standards. Vecteo are currently working to produce procedures to be in a position to robustly contract manage their sub-contractors and provide SCC with KPI reporting in line with the Services Agreement.

4.0 **Financial Implications**

4.1 None

5.0 **Legal Implications**

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

6.0 **People Implications**

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

7.0 **Property Implications**

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

8.0 **Equalities and Diversity Implications**

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

9.0 **Risk Assessment**

9.1 None

10.0 **Value for Money**

10.1 N/A

11.0 **Community Safety Implications**

11.1 None.

12.0 **Environmental Impact**

12.1 None

13.0 **Other Options**

13.1 There are no other options proposed.

14.0 **Background papers**

14.1 Appendix 1