Service Criteria	KPI Number	KPI	Rank	Mar 1	Apr 2	May 3	Jun 4	July 5	Service Required
				Mar 2022 - Feb 2023					
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	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	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 occurences 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 administaration 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)	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						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	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	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	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	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 trainined for September. DBS records have been provided.	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	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%
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)	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	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.	100%
Customer Service	15	Communication with all relevant stakeholders to notify of any forseen 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	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.	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%
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	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	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	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 mereged in April unmerged - SCC not notified within timescales	No further changes since May	No further changes since June	< 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.	5	0 applications	4 applications	1 applicaton	3 applicatioons	3 applications	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	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)	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 b ready to report for August	100%
Passenger Management	26	Driver changes to allocated routes over a monthly period	1	Kingsdown 87 crew		Kingsdown 6 crew changes	Kingsdown 14 crew		

| Passenger Management | 27 | Passenger Assistant changes to allocated routes over a monthly period | 1 | 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 changs 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 ovr 30 trips
Individual routes to above schools 2 crew changes over 60 trips
Overall change 3%
Sub contractor 0 crew changes | 98% |