

# Southend-on-Sea Borough Council

## Briefing Note For the People Scrutiny Committee

11<sup>th</sup> October 2022

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

Cabinet Member: Councillor Steven Wakefield

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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 Ltd, on their performance, improvements and areas where further improvement or reporting is necessary to determine if their overall service operation is improving and performing to the expected standards required.

#### 2 Summary

From Appendix 1, Apart from 1 KPI for meet and greets all others are showing as green in the RAG rating status. The Meet and Greets are showing Amber due to the sub-contractors not passing information onto Vecteo in a timeline for this report. You will notice that whilst Amber there were 43 meet and greets required for new starters for Vecteo's self-delivery. All 43 were contacted and 23 took this offer up. Of the remaining 20, 10 had already had an induction in July so declined a second visit and the other 10 either have other children at the school or declined for reasons not stated or did not respond to messages left by Vecteo. Schools do not open in August, however, the Contract Management Team have seen a vast improvement with the operational management of the Vecteo Ltd team and this has been evident in the smooth return to school and compliments by head teachers and parents.

#### 3 Background

It was agreed that members of the People Scrutiny Committee, in accordance with the decision of the Council on 25<sup>th</sup> November 2021, would receive regular updated information on the performance of Vecteo Ltd.

Subsequent to this, In July 2022 Members requested that;

- 3.1 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.
- 3.2 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.

- 3.3 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 are attached as Appendix 1 and have been annotated for the month of August. Please note KPIs are a month in arrears for each meeting due to the collation by Vecteo and the verification process by the Contract Management Team.

- 4.2 Appendix 2 is a table of the Minimum Service Requirements (MSRs) for the Services Agreement that includes all core services Vecteo Ltd 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. It also includes what we have been able to verify and what/why we haven't been able to validate where additional procedures/resource could be required.

#### **5.0 Financial Implications**

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

#### **6.0 Legal Implications**

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

#### **7.0 People Implications**

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

#### **8.0 Property Implications**

- 8.1 There are no implications as a result of this brief.

#### **9.0 Equalities and Diversity Implications**

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

#### **10 Risk Assessment**

- 10.1 None

#### **11 Value for Money**

- 11.1 N/A

#### **12 Community Safety Implications**

- 12.1 None.

**13 Environmental Impact**

13.1 None

**14 Other Options**

14.1 There are no other options proposed.

**15 Background papers**

15.1 Appendix 1 – KPI schedule

15.2 Appendix 2 – MSR requirements