



Mar 2022 - Feb 2023

Service Criteria	KPI Number	KPI	Rank	Mar 2022 - Feb 2023						Service Required
				Mar	Apr	May	Jun	July	August	
				1	2	3	4	5		
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	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	100% reached. 20 booster seats required	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 occurrences 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 administration 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)	No journeys during August	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						No journeys during August	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	Self delivery - 43 new students - 23 took place. 10 had received a meet & greet during transition week in July. 10 either did not respond or had siblings attending so crew known to parents. SUB-CONTRACTORS 27 meet & greets required 17 recorded have taken place. Vecteo still chasing Sub-Contractors for information on the remaining 10 students.	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	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	No complaints received	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	No complaints received	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 trained for September. DBS records have been provided.	Vecteo have supplied a full training matrix of all staff. All staff have the appropriate training for the passengers needs. Further cross training for any contingencies that arise is also taking place (i.e. anaphylaxis training).	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	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% staff trained	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)	No SEND transport running. No incidents	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	0 LAC children for home to school were transported in August	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.	Business Continuity in place that covers sub-contractors - 100%	100%
Customer Service	15	Communication with all relevant stakeholders to notify of any foreseen 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	No service running	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.	100% - all responses within 3 working days	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% - all responses within 3 working days	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	No service running	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	100% - all in house new starters were communicated with and meet and greets completed where required before the end of Aug - contractor meet and greets were done at the start of September and will be included in Septembers KPI	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	100%. Vecteo/SCC will be chaning this KPI as the process does not work and cannot match the KPI requirement. Will be reported from as from Septembers return.	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 merged in April unmerged - SCC not notified within timescales	No further changes since May	No further changes since June	No service running	< 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 applicatiions	3 applications	2 applications both confirmed within 3 days. 100%	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	Please see attached report by Vecteo	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)	No service running	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	Not applicable. This resets from every September	100%
Passenger Management	26	Driver changes to allocated routes over a monthly period	1	Kingsdown 87 crew changes over 690 trips	Kingsdown 7 crew changes over 252 trips	Kingsdown 6 crew changes over 608 trips	Kingsdown 14 crew changes over 576 trips	Kingsdown 13 crew changes over 480 trips	Not applicable. This resets from every September	98%
Passenger Management	27	Passenger Assistant changes to allocated routes over a monthly period	1	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	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	St Christophers 7 crew changes 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	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	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	Not applicable. This resets from every September	

Compliments

4 Head Teacher/School compliments
circa 8 verbal/written compliments
either to SCC, Vecteo or on Social
Media , by parents, social workers,
foster carers