

## APPENDIX 2

### PARTNERSHIP SPECIFIC MINIMUM SERVICE REQUIREMENTS – AUGUST 2022

Minimum Service Requirements	Linked KPIs	Comments and Verification to date
<p>1 To deliver the home to school service during the schools' academic year (although on occasions transport may be required during the school holidays for clubs). This service includes the requirement of wheelchair accessible minibuses that operate with pick-ups and drop offs either at a bus stop or a door to door service. Epileptic and diabetic trained Passenger Assistants are also to be provided (where required) see 6.1.1 above).</p>	<p>KPI 1 – Written report of Accidents            KPI 2 – Specialist Equipment            KPI 3 – Maximum journey times primary            KPI 4 – Maximum journey times secondary            KPI 5 – Pre transport comms            KPI 6 – Response for further information relating to safeguarding            KPI 7 – Acknowledgment of receipt of complaint            KPI 8 – Response of complaint            KPI 9 – DBS and training records – quarterly            KPI 10 – Immediate notification of GDPR breach            KPI 11 – Data Protection training            KPI 12 – Onboard incidents notified to Council            KPI 14 – Emergency measures to cover business continuity            KPI 15 – Comms to stakeholders of foreseen changes            KPI 16 – Response times for management information            KPI 17 – Response times to invoice queries            KPI 18 – Nu of incidents on board a vehicle reported            KPI 19 – Number of new applications for home to school            KPI 21 – Inability to operate a route            KPI 23 – Qualitive and quantitative social value outcomes            KPI 24 – Number of passengers per route/service            KPI 25 – Number of route changes over a 3 month period            KPI 26 – Driver changes within a month            KPI 27 – Passenger Assistant changes over a 3 month period</p>	<p>Outstanding actions: Complaints procedure being reviewed to align to SCC complaints procedure.  <b>UPDATE: The Contract Management Team are formalising an internal process whereby all internal stake holders that receive comments/complaints can follow.</b></p> <p>Note: KPI 11 1 member of staff still requires training, which is taking place before September.  <b>UPDATE: This training was provided in August.</b></p> <p>KPI 15 parents/ schools have been made aware, SCC were informed late. This has been addressed for future reporting.  <b>UPDATE: This process is now in place.</b></p>

<p>2 To provide one Passenger Assistant (PA) per eight seater mini-bus and two PAs for 16 seater minibuses or larger vehicles as a standard requirement for the home to school transport service. However, vehicles of less than eight seats used for home to school, supervised contact and children’s respite care may also require a PA where this is required. Where the PA is accompanying an epileptic service user it is expected that the PA will be trained in being able to administer Buccal Midazolam and other requirements as set out in 7.2 below.</p>	<p>KPI 9 – DBS and training records – quarterly</p>	<p>PA staffing levels and training undertaken are verified during SCC compliance inspections.</p> <p>Updated loading lists including staffing will be provided by Vecteo in late August.  <b>UPDATE: This has been provided and verified.</b></p> <p>Vecteo HR will be providing an updated training matrix by the 31<sup>st</sup> August.  <b>UPDATE: This has been provided and verified.</b></p>
<p>3 To provide a meet and greet introduction with service users for the home to school provision during the school summer holidays to allow service users and parents/carers familiarisation with the PA/driver and transport as outlined in Appendix C (see also 7.3 below).</p>	<p>KPI 5 – Pre transport comms</p>	<p>Letters were sent to existing and new parents advising crews will be contacting them as from the 15<sup>th</sup> August. Meet and Greets will be offered to all new and existing passengers/families. Vecteo have a process in place to record Meet and Greets taking place.  <b>UPDATE: Detail recorded on Appendix 1.</b></p>
<p>4 To ensure the maximum “end to end journey” time for a service user does not exceed 1 hour for primary school pupils and 1 hour and 15 minutes for secondary school age pupils and adults (which includes walking time to pick-up and drop-off points) where travelling is within the Borough of Southend-on-Sea. The stated times must also take into account the loading and unloading of service users</p>	<p>KPI 3 – Maximum journey times primary  KPI 4 – Maximum journey times secondary</p>	<p>The figure Vecteo have provided at the time of this report is currently being verified by SCC. This will be reported during the next committee cycle.</p> <p><b>UPDATE: Random checks have been made for July and will be undertaken in September and reported in October. Compliance inspections have</b></p>

with wheelchairs/mobility scooters (see 7.4 below).		<b>so far not indicated any issues for September..</b>
5 To deliver the adults with learning disabilities service between Mondays-Fridays 7.30am and 5.30pm all year round except during the bank holidays and Christmas through to the New Year bank holiday. This service includes the requirement of wheelchair accessible minibuses that operate with pick-ups and drops-offs either at a bus stop or a door to door service. Epileptic and diabetic trained Passenger Assistants are also to be provided (where required) – see 6.1.2 above.	KPI 6 – Response for further information relating to safeguarding KPI 7 – Acknowledgment of receipt of complaint KPI 8 – Response of complaint KPI 9 – DBS and training records – quarterly KPI 10 – Immediate notification of GDPR breach KPI 11 – Data Protection training KPI 12 – Onboard incidents notified to Council KPI 14 – Emergency measures to cover business continuity KPI 15 – Comms to stakeholders of foreseen changes KPI 16 – Response times for management information KPI 17 – Response times to invoice queries KPI 18 – Number of incidents on board a vehicle reported KPI 20 – Number of applications for Adults LD KPI 21 – Inability to operate a route KPI 23 – Qualitive and quantitative social value outcomes KPI 24 – Number of passengers per route/service KPI 25 – Number of route changes over a 3 month period KPI 26 – Driver changes within a month KPI 27 – Passenger Assistant changes over a 3 month period	This is not part of the home to school service, but is part of the overall core services.  SCC are contract managing this service. It was agreed that after 3 months of continued service improvements a review would take place as to transferring this service to Vecteo Ltd.  <b>UPDATE: This is still the case and will be reviewed in October once Septembers data has been verified.</b>
6 To deliver the Supervised Contact service seven days a week between 9.00am and 5.30pm (including bank holidays except Christmas Day) after school or during the school holidays including weekends. This service can vary from a return to and from a child's home or a one-way trip. This service is usually provided by a taxi. However there may be occasions where this involves a number of siblings and the requirement of multiple car seats, so a minibus may be used on occasions (see 6.1.3 above).	KPI 1 – Written report of Accidents KPI 2 – Specialist Equipment KPI 6 – Response for further information relating to safeguarding KPI 7 – Acknowledgment of receipt of complaint KPI 8 – Response of complaint KPI 9 – DBS and training records – quarterly KPI 10 – Immediate notification of GDPR breach KPI 11 – Data Protection training KPI 12 – Onboard incidents notified to Council KPI 14 – Emergency measures to cover business continuity KPI 15 – Comms to stakeholders of foreseen changes KPI 16 – Response times for management information KPI 17 – Response times to invoice queries KPI 18 – Number of incidents on board a vehicle reported KPI 21 – Inability to operate a route KPI 23 – Qualitive and quantitative social value outcomes KPI 24 – Number of passengers per route/service	This is not part of the home to school service, but is part of the overall core services.  SCC are contract managing this service. It was agreed that after 3 months of continued service improvements a review would take place as to transferring this service to Vecteo Ltd.  <b>UPDATE: This is still the case and will be reviewed in October once Septembers data has been verified. More work is required for the transition of this service and we are currently in</b>

	<p>KPI 25 – Number of route changes over a 3 month period  KPI 26 – Driver changes within a month  KPI 27 – Passenger Assistant changes over a 3 month period</p>	<p><b>discussion with the service area. Further details will be given.</b></p>
<p>7 To deliver the respite care service Monday-Friday during the school academic year and school holidays. This service can vary from a return to and from the child’s home or a one-way trip. These return trips could be spread over a weekend or a couple of days (see 6.1.3 above).</p>	<p>KPI 1 – Written report of accidents  KPI 2 – Specialist equipment  KPI 6 – Response for further information relating to safeguarding  KPI 7 – Acknowledgment of receipt of complaint  KPI 8 – Response of complaint  KPI 9 – DBS and training records – quarterly  KPI 10 – Immediate notification of GDPR breach  KPI 11 – Data Protection training  KPI 12 – Onboard incidents notified to Council  KPI 13 – Processing new applications for LAC  KPI 14 – Emergency measures to cover business continuity  KPI 15 – Comms to stakeholders of foreseen changes  KPI 16 – Response times for management information  KPI 17 – Response times to invoice queries  KPI 18 – Number of incidents on board a vehicle reported  KPI 21 – Inability to operate a route  KPI 23 – Qualitative and quantitative social value outcomes  KPI 24 – Number of passengers per route/service  KPI 25 – Number of route changes over a 3 month period  KPI 26 – Driver changes within a month  KPI 27 – Passenger Assistant changes over a 3 month period</p>	<p>Outstanding actions: Complaints procedure being reviewed to align to SCC complaints procedure.  <b>UPDATE: SCC receive comments and complaints via email directly to officers within SEND and LAC and Adults. An internal procedure is being written to standardise the procedure. Vecteo Ltd are still updating their complaints procedure to go through their website and automation to SCC. This was put on hold due to the September start priority but is now being addressed.</b></p> <p>Note: KPI 11 1 member of staff still requires training, which is taking place before September.  <b>UPDATE: This training was provided in August.</b></p> <p>KPI 15 parents/ schools have been made aware, SCC were informed late. This has been addressed for future reporting.  <b>UPDATE: This process is now in place.</b></p>
<p>8 To manage the bookings for the provision of ‘on demand’ Dial-a-Ride services Monday to Friday (10.00am-2.30pm) using wheelchair accessible minibuses that operate a door to door service. This</p>	<p>KPI 1 – Written report of Accidents  KPI 6 – Response for further information relating to safeguarding  KPI 7 – Acknowledgment of receipt of complaint  KPI 8 – Response of complaint  KPI 9 – DBS and training records – quarterly</p>	<p>Outstanding actions: Complaints procedure being reviewed to align to SCC complaints procedure.  <b>UPDATE: SCC receive comments and complaints via</b></p>

<p>service may also require assistance with carrying the service users shopping to the front door of the service user (see 6.1.4 above).</p>	<p>KPI 10 – Immediate notification of GDPR breach  KPI 11 – Data Protection training  KPI 12 – Onboard incidents notified to Council  KPI 14 – Emergency measures to cover business continuity  KPI 15 – Comms to stakeholders of foreseen changes  KPI 16 – Response times for management information  KPI 21 – Inability to operate a route  KPI 22 – Number of new applications  KPI 23 – Qualitative and quantitative social value outcomes</p>	<p><b>email directly to officers within SEND and LAC and Adults. An internal procedure is being written to standardise the procedure. Vecteo Ltd are still updating their complaints procedure to go through their website and automation to SCC. This was put on hold due to the September start priority but is now being addressed.</b></p> <p>Note: KPI 11 1 member of staff still requires training, which is taking place before September.  <b>UPDATE: This training was provided in August.</b></p>
<p>9 The vehicles used in delivery of this service must meet the standards set out 7.5 and 7.6 below and be fully compliant with all relevant Licencing Regulations and Southend Licencing (where applicable) including the use of signs which must also comply with 7.7 below.</p>	<p>No KPI linked to this MSR</p>	<p>All vehicles and licence plates are verified during SCC compliance inspections.</p> <p>SCC Hackney carriage viewed sample vehicles to be used in 2021 to ensure compliance.</p>
<p>10 To ensure all drivers and passenger assistants comply with the requirements set out in 7.8 below.</p>	<p>KPI 1 – Written report of Accidents  KPI 10 – Immediate notification of GDPR breach  KPI 11 – Data Protection training  KPI 12 – Onboard incidents notified to Council</p>	<p>Note: KPI 11 1 member of staff still requires training, which is taking place before September.  <b>UPDATE: This training was provided in August.</b></p>
<p>11 To ensure all Drivers and Passenger Assistants employed by the Partnership have an enhanced Disclosure Barring Service check before commencement on any service (see 7.9 below).</p>	<p>KPI 9 – DBS and training records – quarterly</p>	<p>Vecteo have provided an updated list of all staff DBS which has been verified by SCC</p>

		<p>Vecteo HR will be providing an updated training matrix by the 31<sup>st</sup> August.</p> <p><b>UPDATE: This has been provided and verified.</b></p>
<p>12 To ensure all Drivers and Passengers Assistants undertake the necessary training as set out in 7.10 below.</p>	<p>KPI 1 – Written report of accidents  KPI 9 – DBS and training records – quarterly  KPI 10 – Immediate notification of GDPR breach  KPI 11 – Data Protection training  KPI 12 – Onboard incidents notified to Council</p>	<p>Vecteo HR will be providing an updated training matrix in August.</p> <p>Note: KPI 11 1 member of staff still requires training, which is taking place before September.</p> <p><b>UPDATE: This training was provided in August.</b></p>