

Southend-on-Sea Borough Council

Briefing Note For the People Scrutiny Committee

29th November 2022

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Vecteo – progress brief on the provision of Key Performance Indicators

Cabinet Member: Councillor Steven Wakefield

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 on their performance.

2 Summary

For the month of September (Appendix 1) there were 24 KPIs that were fully achieved and 3 that did not fully meet the requirements. Vecteo's self-delivery transport met 100% of the meet and greets required, however two sub-contractors failed to meet the required standards, 1 sub-contractor carried out the meet and greets later than advisable, the second sub-contractor failed to provide 10 required meet and greets. Vecteo have a robust procedure in place for dealing with sub-contractors performance and this has been raised appropriately with both suppliers. The two other KPIs that did not meet the target were both due to drivers and passenger assistants sickness levels in September. There was an extremely high sickness rate during this month, therefore the changes required for both drivers and passenger assistants were higher than expected. However all routes still took place and no child was left without a journey. This was due to newly recruited staff and some office staff undertaking routes. There has been an increase in office staff so that the office is still managed effectively and efficiently. The Contract Management Team have seen a continued improvement and there have been positive social media posts by parents on Vecteo's performance during September.

3 Background

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

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 is attached as Appendix 1 and have been annotated for the month of September. 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. It has not been possible to provide Octobers figures as these were not available at the time this report was prepared.
- 4.2 Appendix 2 is a table of the Minimum Service Requirements (MSRs) for the Services Agreement that includes all core services Vecteo 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 have not 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