

Service Criteria	KPI Number	KPI	Rank
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
Co-ordination	2	Specialist equipment i.e. harnesses ordered within 3 working days of completed risk assessment.	10
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
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
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

Customer Service	6	Response times to the Council's requests for further information relating to safeguarding issues within 3 hours	10
Customer Service	7	Acknowledge receipt of complaints within 3 working hours	10
Customer Service	8	Respond to complaints within 3 days of receipt	10
Management information	9	Training and DBS records of all staff to be provided at each review meeting	10
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
Data Protection & Security	11	All staff to be data protection regulation trained	10
Passenger Management	12	On-board incidents notified to the Council within 1 hour of being notified	9
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
Passenger Management	14	Emergency measures to cover business continuity including Sub – Contractor provisions	8

Customer Service	15	Communication with all relevant stakeholders to notify of any foreseen changes of service giving a minimum of 24 hours notice.	8
Customer Service	16	Response times to the Council's requests for general management information within 3 working day.	8
Invoicing	17	Invoice queries dealt with to satisfaction within 5 working days	8
Passenger Management	18	Number of incidents on-board a vehicle that were reported to the provider via Driver/Passenger Assistant	6
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
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
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
Passenger Management	22	Number of new applications for Dial-a-Ride transport to be processed and allocated a route within 3 working days.	5
Social Value Outcomes	23	Case studies and Qualitative and Quantitative report provided evidencing social value outcomes	2
Passenger Management	24	Number of passengers per route/service	1

Passenger Management	25	Number of route changes over 3 month period	1
Passenger Management	26	Driver changes to allocated routes over a monthly period	1
Passenger Management	27	Passenger Assistant changes to allocated routes over a monthly period	1
Compliments			

Mar	Apr	May	Jun
1	2	3	4
Not captured	Not captured	0	Not captured
Not captured	0 Only captured for new starters.	0	0
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.
Not captured	2 new starters (1 received meet & greet, 1 not captured by sub contractor)	Not captured	Not captured

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
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
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
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
Not captured	Not captured	No DP breaches	Not captured
Not captured	Not captured	Not captured	98.9% - 4 staff required to undertake training
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
Not captured	100% 3 applications - timescales met	85.6% 7 applications - 1 missed timescale	100% 5 applications - timescales met
Not captured	Not captured	Not captured	Not captured

Not captured	Not captured for all stakeholders	Not captured for all stakeholders	Not captured for all stakeholders
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
Not captured	Not captured	Not captured	Not captured
12	3	6	21
Not captured	4 applications - 2 did not meet timescales	No applications	No applications
No applications	No applications	No applications	No applications
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
0 applications	4 applications	1 applicaton	3 applicatioons
Due quarterly	Due quarterly	Due quarterly	Report to follow
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)

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
<p>Kingsdown 87 crew changes over 690 trips</p> <p>St Christophers 43 crew changes over 598 trips</p> <p>St Nicholas 37.5 crew changes over 184 trips</p> <p>Lancaster 17 changes to crew over 46 trips</p> <p>Overall 12% change</p> <p>Sub contractor data not captured</p>	<p>Kingsdown 7 crew changes over 252 trips</p> <p>St Christophers 4 crew changes over 240 trips</p> <p>St Nicholas 3 crew changes over 160 trips</p> <p>Lancaster 0 crew changes over 20 trips</p> <p>Overall 6% change</p> <p>Sub contractor partially captured 0 crew changes</p>	<p>Kingsdown 6 crew changes over 608 trips</p> <p>St Christophers 7 crew changes over 456 trips</p> <p>St Nicholas 3 crew changes over 152 trips</p> <p>Lancaster 1 crew change over 38 trips</p> <p>Individual routes to above schools 1 crew changes over 266 trips</p> <p>Overall change 2%</p> <p>Sub contractor partially captured 0 crew changes</p>	<p>Kingsdown 14 crew changes over 576 trips</p> <p>St Christophers 10 crew changes over 432 trips</p> <p>St Nicholas 1 crew change over 144 trips</p> <p>Lancaster 1 crew change over 36 trips</p> <p>Individual routes to above schools 0 crew changes over 108 trips</p> <p>Overall change 2%</p> <p>Sub contractor 0 crew changes</p>

July		August	
5		6	
0		0	
0		100% reached. 20 booster seats required	
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	
		No journeys during August	
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.	

No safeguarding incidents reported	No safeguarding incidents reported
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
1 complaint recorded (SCC aware of 3 complaints) - timescale of response not met due to further investigation required from sub contractor	No complaints received
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).
No DP breaches	No DP breaches
99% - 1 staff member to undertake training	100% staff trained
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% No applications	0 LAC children for home to school were transported in August
New Manager working on these procedures these will be reported in Augusts return.	Business Continuity in place that covers sub-contractors - 100%

Not captured for all stakeholders	No service running
New Manager working on these procedures these will be reported in Augusts return.	100% - all responses within 3 working days
New Manager working on these procedures these will be reported in Augusts return.	100% - all responses within 3 working days
14	No service running
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
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.
No further changes since June	No service running
3 applications	2 applications both comfirmed within 3 days. 100%
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
Registers provided including sub-contractors (SCC random compliance inspections undertaken)	No service running

New Manager working on these procedures assured to be ready to report for August	Not applicable. This resets from every September
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 over 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
	Not applicable. This resets from every September
	4 Head Teacher/School compliments circa 8 verbal/written compliments either to SCC, Vecteo or on Social Media , by parents, social workers, foster carers

September	
7	Service Required
100% no accidents to report	100%
100% achieved no equipment required this month	98%
100%	90%
100%	90%
100% self-delivery achieved. 1 sub- contractor carried out meet and greet late and 1 sub-contractor failed to carry out 10 meet and greet. This has been addressed during a contractual meeting and a new robust procedure is being prepared for next year.	100%

100% achieved - no requests from SCC in relation to safeguarding issues this month	95%
100%	90%
100%	100%
Training and DBS records are all up to date, still waiting for database access from LHCS to confirm	100%
100% achieved - no data breaches this month	100%
100%	100%
100% achieved - see attached log	100%
100%	90%
100% - no emergency measures required this month	100%

100% achieved	98%
100%	98%
100% one query resolved within 5 days	100%
100% reported	100%
100%	95%
100%	90%
100% all routes operated	< 5 per month and 100% reported
100% one new application - although not traveled as yet	90%
reported last month	Quarterly reporting in line with SPB
100% reported	100%

100% reported	100%
95.2%% this was due to high number of sickness throughout September	98%
90% due to high sickness throughout September	
Compliments on FaceBook, Via Little Hereos Charity and various parents	