

Southend-on-Sea Borough Council

Briefing Note For the People Scrutiny Committee

31st January 2023

Report prepared by: Anne Warburton
Service Manager – Integrated Transport and Fleet Services
Civil Engineering Group

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

- 2.1 This briefing note covers the months of October to December 2022. All information has been verified through extensive compliance checks and gate-keeping processes. It has been noted by the Contract Management Team that during this period there has been 100% success in meeting all minimum service requirements. Contract management of both Adult Services and Supervised Contact is in the process of being handed back to Vecteo to manage the service in its entirety. In addition, compliments are now commonplace and due to consistent service improvement additional work has started to come in for Vecteo which will be income generation. This is due to the improvements made by Vecteo's Office Management Team and the crew's that go out each day. Having faced a lot of criticism and scrutiny over the 16 months, through hard work, flexibility and resilience that have ensured the service is now running to a very high standard.

3 Background

- 3.1 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;

- 3.2 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.
- 3.3 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.

3.4 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 months Oct - Dec.

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.

4.3 Appendix 3 is a social value brief supplied by Vecteo for November and December regarding free or cost only transport to provide transport solutions for various groups within our community.

5.0 Recommendation

5.1 It is recommended that, due to the consistent service improvement and impending changes within the company structure, briefing notes on performance will be 6 monthly for 2023 reducing to yearly from 2024. Performance will continue to be monitored monthly by officers.

6.0 Financial Implications

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

7.0 Legal Implications

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

8.0 People Implications

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

9.0 Property Implications

9.1 There are no implications as a result of this brief.

10 Equalities and Diversity Implications

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

11 Risk Assessment

11.1 None

12 Value for Money

12.1 N/A

13 Community Safety Implications

13.1 None.

14 Environmental Impact

14.1 None

15 Other Options

15.1 There are no other options proposed.

16 Background papers

16.1 Appendix 1 – KPI schedule

16.2 Appendix 2 – MSR requirements

16.2 Appendix 3 – Social Value Brief