

Southend-on-Sea City Council

Briefing Note For the People Scrutiny Committee

6th June 2023

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Vecteo – progress brief on the provision of Key Performance Indicators

Cabinet Member: Councillor Tony Cox, Leader

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 brief details the ongoing and much improved performance of Vecteo. Upon speaking with schools, parents and other stakeholders, it has been clear that public perception has completely changed, from a poor service with a lot of dissatisfied stakeholders, to positive feedback and a pleasing number of compliments received. There is a lot of support and trust in Vecteo, who are working hard to maintain their now, very good, reputation.
- 2.2 The areas they have been concentrating on is more effective contract management of their sub-contractors. UK wide there has been a dramatic decrease in drivers, Passenger Assistants and vehicle/parts availability, which is both consequence of Covid and Brexit. Whilst things are steadily improving, this is taking longer than originally anticipated and has affected some of their sub-contractor's ability to provide the service to the required standard. This is something the Contract Management Team are working with Vecteo on to help overcome such issues. Appendix 3 details the positive feedback on the social value aspect of the contract, which is surpassing expectations and many vulnerable groups around the borough are benefiting from Vecteo's ongoing commitment to provide the community with services that are needed.

3 Background

- 3.1 A report on the performance of Vecteo has been made to each meeting of the People Scrutiny Committee in accordance with the decision of the Council on 25 November 2021.
- 3.2 At its meeting on 31 January 2023, the Committee supported an undertaking of the Cabinet Member for Highways, Transport and Parking that the performance of Vecteo now be reported on a quarterly basis going forward.

- 3.3 Therefore it was agreed that the next briefing note on Vecteo Performance, would be for January-March 2023 quarter will be reported to the first meeting of the Committee in the new municipal year in June 2023.
- 3.4 In July 2022 Members requested that the scheduled briefing notes on Vecteo's performance detailed;
- 3.5 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.
- 3.6 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.
- 3.7 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 Jan – March 2023.
- 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 Jan – March 2023 regarding social value that Vecteo are providing to various groups within our community.

5.0 Recommendation

- 5.1 There are no recommendations as a result of this brief.

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