Appendix 1		Mar 2023 - Feb 2024	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	
Service Criteria	KPI	KPI	11	12	1	2	3	4	Service Required
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	100% no accidents to report	100% two accidents recorded this month but not reportable due to vehicle not in service at time of the incidents	100% reported	100% no accidents to report	100% no accidents to report	100% no accidents to report	100%
Co-ordination	2	Specialist equipment i.e. harnesses ordered within 3 working days of completed risk assessment.	100% achieved no equipment required this month	100% achieved no equipment required this month	100% achieved	100% no equipment required this month	100% achieved no equipment required this month	100%	98%
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	100%	100%	99%	100%	100%	100%	90%
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	100%	100%	100%	100%	100%	100%	90%
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)	100%	100%	100%	100%	100%	100%	100%
Customer Service	6	Response times to the Council's requests for further information relating to safeguarding issues within 3 hours	100% achieved - no requests from SCC in relation to safeguarding issues this month	100% achieved - no requests from SCC in relation to safeguarding issues this month	100% achieved - no requests from SCC in relation to safeguarding issues this month	100% achieved - no requests from SCC in relation to safeguarding issues this month	100% achieved - no requests from SCC in relation to safeguarding issues this month	100%	95%
Customer Service	7	Acknowledge receipt of complaints within 3 working hours	!00%	!00% no recorded complaints for February	!00%	!00%	!00% 2 complaints	!00%	90%
Customer Service	8	Respond to complaints within 3 days of receipt	100%	100%	100%	100%	100% 2 complaints	100%	100%
Management information	9	Training and DBS records of all staff to be provided at each review meeting	Training and DBS records are all up to date and reported in line with requirements	Training and DBS records are all up to date, can be viewed at anytime	Training and DBS records are all up to date and available for review by SCC at anytime	Training and DBS records are all up to date, shared with SCC	Training and DBS records are all up to date	Training and DBS records are up to date and available to view	100%
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	100% achieved - no data breaches	100% achieved - no data breaches	100% achieved - no data breaches this month	100% achieved - no data breaches this month	100% achieved - no data breaches this month	100% achieved - no data breaches this month	100%
Data Protection & Security	11	All staff to be data protection regulation trained	100%	100%	100%	100%	100%	100%	100%

Passenger Management	12	On-board incidents notified to the Council within 1 hour of being notified	100% achieved - see attached log	100% achieved - see attached log	100% achieved - see attached log	100% achieved - see attached log	100% achieved - see attached log	100% - see attached log	100%
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.	100%	100%	100%	100%	100%	100%	90%
Passenger Management	14	Emergency measures to cover business continuity including Sub – Contractor provisions	100% - no emergency measures required	100% - no emergency measures required	100% - no emergency measures required this month	100% - no emergency measures required this month	100% - no emergency measures required this month	100% - no emergency measures required this month	100%
Customer Service	15	Communication with all relevant stakeholders to notify of any forseen changes of service giving a minimum of 24 hours notice.	100% achieved	100% achieved	100% achieved	100% achieved	100%	100% achieved	98%
Customer Service	16	Response times to the Council's requests for general management information within 3 working day.	100%	100%	100%	100%	100%	100%	98%
Invoicing	17	Invoice queries dealt with to satisfaction within 5 working days	100%	100% one query resolved within 5 days	100% one query resolved within 5 days	100%	100% No Queries	100%	100%
Passenger Management	18	Number of incidents on-board a vehicle that were reported to the provider via Driver/Passenger Assistant	100% reported	100% reported	100% reported	100% reported	100% reported	100%	100%
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.	100%	100%	100%	100%	100%	100%	95%
Passenger Management	20	Number of new applications for adults with learning disabilities transport to be processed and allocated a route within 3 working days.	100%	100%	100%	100%	100%	100%	90%
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	100% all routes operated	100% all routes operated	100% achieved, one Jny delayed and covered by the school	100%	100% all routes operated	100%	< 5 per month and 100% reported

Passenger Management	22	Number of new applications for Dial-a Ride transport to be processed and allocated a route within 3 working days.	100% one new application	100% 3 new members this month	100% three new applications	100%	100% 8 new applications	100%	90%
Social Value Outcomes	23	Case studies and Qualitative and Quantitative report provided evidencing social value outcomes	Glen to give update for Jan at SPB	Glen to give update for March SPB	now reported on a rolling basis	yearly report updated monthly and shared with SCC	report updated monthly	report updated every month	Quarterly reporting in line with SPB
Passenger Management	24	Number of passengers per route/service	100% reported	100% reported	100% reported	100% reported	100% reported	100%	100%
Passenger Management	25	Number of route changes over 3 month period	100% reported	100% reported	100% reported	100% reported	100% reported	100%	100%
Passenger Management	26	Driver changes to allocated routes over a monthly period	99%	100%	99.4%	99.6%	99.4%	99.2%	98%
Passenger Management	27	Passenger Assistant changes to allocated routes over a monthly period	99%	99.20%	99%	99.3%	98.8%	99.2%	