



Social Value Report

2023

Local Recruitment

Vecteo has recognized that it should employ its staff in the local area and that the staff should reflect the diversity of the local communities that it serves.

We firmly believe in local jobs for local people and recognize how local employment feeds into the local economy

To achieve this, we have

- Recruited our employees locally through the job site Indeed and a mixture of local posters on vehicles, social media, local shopping areas and through word of mouth from existing staff
- We have proactively looked and employed where it is possible to do so employees with disabilities, as an example we currently have five employees with various levels of SEND (Special Educational Needs and Disabilities) and one who is an amputee
- When working with contractors, where work is tendered out to other operators, preference is given to local companies to ensure that those employed by these companies is also kept local.

Supporting Local Groups and Charities

At Vecteo we believe that we are not just here to deliver and service a contract, we feel it is our duty to help and support within the local community and deliver transport services where we can, helping groups and charities within the local communities.

On occasions we have managed to offer support and vehicles free of charge and where we can do this we will, this can often be achieved by utilizing available staff and vehicles at a time when they might be available, our staff are committed to this ethos and on occasions especially for charities they donate their time free to enable us to give this much needed support.

We are aware that we are a business that has to offer best value to both SCC (Southend City Council) and the communities we serve so sometimes we may have to make a small charge to help support some groups and charities, this is normally to cover any fuel costs and possibly some staff costs depending on what is being asked for, however it still supports the groups and charities as they are able to minimize spend on transport that may otherwise have cost them more enabling them to get more services for their available funds.

Social Interaction

We have a Vecteo public page on Facebook and have set up two private groups one for staff (Vecteo teams) and one for parents of those children we carry on our services (Vecteo Family) this is designed to improve communications, gain feedback and to be better involved with the community we serve, this is proving to be a great way to provide information and keep in touch with the community

We use these platforms to promote/share local groups and charity's information from their FB sites, we also share SCC information and posts, Cllrs information that they may have posted and helpful information and guidance for SEND carers and parents.

We actively attend coffee mornings for various groups and charities, making us available to give out information about our services and to promote Dial a Ride services, but more importantly to be available for parents to give us feedback on our services and receive new ideas on how we can improve ourselves

Recently we have supported.

03/01/23	Attended the Southend Insight coffee morning at the Ekco sports club to promote Dial a Ride, took 3 people home from the coffee morning
17/01/23	Southend Adult Community Collage to Garons Park and return (free of charge)
19/01/23	Southend Adult Community Collage to Garons Park and return (free of charge)
19/01/23	Garons Park, UK Frienship Group evening Meal – a vehicle was provided at cost only and operated two runs from Southend City center to Garons Park and two trips back later in the evening, (done at cost price)
24/01/23	Southend Adult Community Collage to Garons Park and return (free of charge)
26/01/23	Southend Adult Community Collage to Garons Park and return (free of charge)
31/01/23	Turning Tides – trip into Southend City center – (Done at Cost)
31/01/23	Southend Adult Community Collage to Garons Park and return (free of charge)
02/02/23	Southend Adult Community Collage to Garons Park and return (free of charge)
07/02/23	Southend Adult Community Collage to Garons Park and return (free of charge)
09/02/23	Southend Adult Community Collage to Garons Park and return (free of charge)
23/02/23	Welcome to the UK, trip to look round Southend Hospital (Done at Cost)
07/03/23	Turning Tides – trip to Caddies and return – (done at Cost)

10/03/23	Attended the SEND The Right Message Support session, said a few words and provided an opportunity to receive any feedback from parents whilst being able to supply support and information to existing and potentially new parents/carers for SEND home to school transport
13/03/23	Had a meeting at the Haven Hub to promote Dial a Ride to them and to see how we may be able to help them get clients to and from the Haven Hub events
14/03/23	Meeting at Southend Insight Office in Hamlet Court Road, to discuss transport needs and how Vecteo may be able to assist and how Dial a Ride might meet some of their needs
15/03/23	One Love Project working in Collaboration Southend Food Alliance and Southend Community Investment Board. Vecteo transported food and provisions from Southend to St Cedds Church and return to Southend (free of Charge)
24/03/23	Pholk Care – following the theft of their minibus, Vecteo operated a trip to Top Golf, Chigwell to save it having to be cancelled, (Free of charge)
24/03/23	Vecteo held a Curry and Quiz night at the Ambleside Club and raised £1314.50 to help get one of their passenger assistants and his team mates out to Berlin to take part in the Special Olympics representing Team GB in Football
26/03/23	Vecteo reached out to the Southend Air Cadets following the theft of their vehicle – although no trips have been made to this date, they have thanked us and told Vecteo that they will be speaking to their insurance company but if they are stuck for transport they will contact us.
30/03/23	Pholk Care – Following the theft of their minibus, Vecteo operated a second trip for them to save it being cancelled, this one was to Barleylands (free of Charge)
05/04/23	One Love Project working in Collaboration Southend Food Alliance and Southend Community Investment Board. Vecteo transported food and provisions from Southend to St Cedds Church and return to Southend (free of Charge)
12/04/23	One Love Project working in Collaboration Southend Food Alliance and Southend Community Investment Board. Vecteo transported food and provisions from Southend to St Cedds Church and return to Southend (free of Charge)
12/04/23	Private hire - at Cost for Turning Tides to Hadleigh Park
13/04/23	Private Hire - at cost for Southend Youth Support to Shoebury youth center
14/04/23	Private Hire – at cost for Safer Steps to Southend Fire station
17/04/23	Attended SSIF coffee Morning at SAV's
18/04/23	Attended a meeting with Age Concern Southend at the Haven Hub to discuss a Transport Bid that they were considering putting in for, following a discussion we are promoting Dial a Ride to meet their transport needs
18/04/23	16 seater - Ambleside adult community college over to Garon Park and return Free of charge

20/04/23	16 seater - Ambleside adult community college over to Garon Park and return Free of charge
21/04/23	Attended Anna Firth event where a member of the Vecteo Team was awarded a Community Champions award
24/04/23	Attended the Shoebury Transport Group meeting to discuss the new Shoebury to Garon park shuttle service.
25/04/23	16 seater - Ambleside adult community college over to Garon Park and return Free of charge
27/04/23	16 seater - Ambleside adult community college over to Garon Park and return Free of charge
11/05/23	SSIF SEMINAR - HOME TO SCHOOL TRANSPORT SESSION with Vecteo & SCC Transport Officer
31/05/23	Southend Air Cadets to Royal Air force museum, London - Free of charge due to their minibus being stolen
08/06/23	Turning Tides – Southend Fire Station- at cost only
13/06/23	Attended SSIF coffee morning

Compliments received.

10/01/23	Headteacher, Lancaster School	Thank you for going the extra mile with HT
10/01/23	Parents - HT	Explained how happy HT was with his transport and was happy when he returned home from school and allowed Donna (Vecteo PA) to unbuckle him and he was smiling – also please thank the boss of Vecteo as he actually turned up with the transport this morning to help out and get HT settled on the transport
16/01/23	Parents - TS	I just wanted to say thank you to yourself and the crew, TS should not have been handed over to you by the school in his condition, however as you know TS became further unwell as the journey progressed and your crew were amazing in caring for TS and how you followed up on how is he doing and carrying out the relevant reporting. This is a serious failing of the school and is being investigated by them. We are lucky to have you and our dedicated crew, who always show professionalism and care.
10/02/23	Zakk;s Mum	Thank you for being a great driver and always taking such good care of Zakk
10/03/23	Send The Right Message	Thanked us on Social media for attending their support session
16/03/23	One Love project and soup kitchen	Thanked us on social media for helping them transport food supplies to St Cedds Church


28/03/23	Haley Byatt	<p>Just to let you know Ollie seems alot happier on the bus. Infact, now he doesn't want to get off the bus to go into school! 😊. I don't know what it is as he cannot tell me as you know but he does seem happier and I have to go by his reactions and that really helps me cope with him. Lorretta is lovely and makes a fuss of the kids, Paul seems happier. I hope Kayleigh is loving her new bus crew and is getting the support. Thank you all for much for being so supportive. We appreciate all you do.</p>
30/03/23	Pholk Care	<p>I just wanted to say a huge thank you to you and your lovely team. I've heard nothing but great feedback from service users and my staff whilst I've been off. Without your assistance, our service users wouldn't have been able to have their days out, which is extremely important to them!</p> <p>Thank you again,</p>
21/04/23	Anna Firth MP	<p>Attended an award ceremony with our PA Jack Venturini as he was awarded a community Champions award for his work with Vecteo, Jack has SEND and has also been selected to represent the team GB football team in the special Olympics in Berlin in June 2023</p>
07/05/23	Howard spurling	<p>Today was my dad's stone setting in Rainham... we asked Vecteo to help with our transport... The van turned up.. the driver helped my mum get out of the bungalow and onto the van (wheelchair bound)...</p> <p>we arrived in perfect time at Rainham.. had service and on way back picked up my grandson (in car seat) Then back home...Driver helped mum back into bungalow..</p> <p>This is just to say how great Kevin has been.. Very helpful considerate friendly and professional...</p> <p>Thank you Vecteo but massive thank you to Kevin... Excellent service...</p>

12/05/23	HJ Parent H2S	<p style="text-align: right;">12 MAY AT 21:35</p> <p>Can you please send a big big thank you to Loretta and Paul for making my birthday so special today. Not only did they drop Ollie off at my parents where I've spent the day but they had all the kids on the bus singing Happy Birthday to me. Even Paul was singing! it brought a tear to my eye. It really did make my birthday, thank you, thank you, thank you...Hayley ([REDACTED] mum) xxxx</p> <p>they got me a lovely card and chocolates too, I was so overwhelmed, they go above and beyond. As a single mother who feels isolated often, this made my day xx</p>

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 **The One Love Project & Soup Kitchen - Southend** · Follow

15 Mar · 🌐

 **FOOD SUPPORT ACROSS SOUTHEND**

On Wednesday's The One Love Project is working in collaboration with the [Southend Food Alliance](#), Southend Community Investment Board and [Southend-on-Sea City Council](#)

Today we took Food Support to St Cedds in the Westcliff area. One of the new initiatives the charity is involved in, in 2023

Thank you to [Vecteo](#) for your support and help with transportation of food and provisions! 🚚

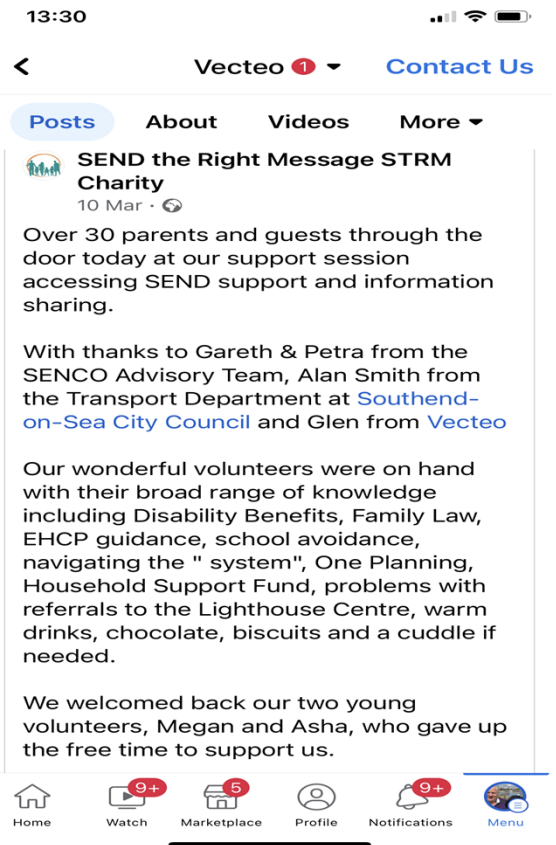
It means that people who struggle to visit to current food support providers can access to food and essentials they need to help feed themselves or their family during the cost of living crisis.

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- Elizabeth53@svp.org.uk
- <https://www.facebook.com/profile.php?id=100071858318480>

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great work in our community and have always been one of our local Heroes

Pholk Care Ltd · Follow
16 h · 🌐

We would like to give a huge thank you to our lovely friends from **Vecteo** who have helped with our transport over the last two weeks! We honestly cannot thank them enough, they have enabled us to continue with our day trips and make sure our wonderful service users don't miss out!

A huge shoutout to our lovely driver Kevin, thank you so much, we have all loved having you along on our days out! 🥰💜



Vecteo

21 Apr · 🌐

So proud of our Jack today as he received his Community Champion award from the Mayor of Southend and Anna Firth MP

Jack has been recognised for all of the great work he does at Vecteo as a Passenger Assistant on one of our SEND Home to School vehicles

Not only does he do a wonderful job looking after the Children on his vehicle along with John his driver and Tina his fellow PA, he has been selected to represent Team GB, playing football at the Special Olympics in Berlin later this year.



AGE Concern Southend on Sea · Follow

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NEED A LIFT TO OUR SPRING FAYRE??

We are pleased to be working with VECTEO's Dial a Ride service who are able to provide transport to our Spring Fayre to those most in need, including wheelchair users. To book, please call number 01702 908888 then choose option 3.

THE HAVEN
COMMUNITY HUB

AGE
Concern
SOUTHEND ON SEA CIO

SPRING FAYRE

SUNDAY 21 MAY 2023
11AM - 3PM

AT THE HAVEN COMMUNITY HUB
138-140 HAMLET COURT ROAD, SSO 7LW

STALLS SELLING HOMEMADE GIFTS, ARTS AND CRAFTS, BOOKS, JEWELLERY, TOYS, CONFECTIONERY AND MORE. INCLUDING OUR SPRING TOMBOLA AND RAFFLE TO WIN SOME GREAT PRIZES.

Vecteo
Posted by Glen Shuttleworth

6 d · 🌐

Great News if you are looking to get to Garon Park from Shoeburyness

... See more

SHOEBURY - GARON PARK SHUTTLE

Every Tuesday & Wednesday
from 9th May to 21st July

In response to the need to support local residents to access the Garon Park Leisure and Wellbeing Services we are launching a new community transport scheme using VECTEO minibuses which has been funded through the Community Investment Fund.

Pick-up from **Shoebury Youth Centre and Asda at 10am** - Drop off and return pick up from Southend Tennis & Leisure Centre Bus stop.
Return pick up will be at 1:30pm sharp. Please arrive at the bus stop at least 5 minutes before departure as the bus is not able to wait or return.

All seats MUST be booked in advance by calling 01702 908888 option 3 Mon - Fri 10am - 5pm- quoting Shoebury - Garon Park Shuttle Service
Cost is £3 per person. Family Ticket is available for 4 persons cost £10

Payment by phone or on the bus - if a person books and does not turn up, they will need to pay in advance the future.
Tickets are not refundable or transferable. All persons under 18 must be accompanied by an adult (18 and above)
A tour and introduction to Wellbeing at Garon Park will be provided alongside an information and activity programme for the day.
A Free Tea /Coffee/Water per person from Wellbeing at GP included

PHONE 01702 908888 option 3

Logos: wellbeing @garonpark, SECAT, VECTEO, Community Connectors, JUST RIDE SOUTHEND



HOME TO SCHOOL TRANSPORT SPECIAL

How does the service work?

Alan Smith (Transport Entitlement Officer at Southend City Council) and Glen Shuttleworth (Transport & Operations Manager at Vecteo) together with Team Members Marc Berry and Anoushka Judd will be providing information and answering questions about the service.

The Panel will discuss a range of topics such as eligibility criteria, how to apply, the appeals process, how they will be communicating with you and more. They will also be available to answer any questions you may have about the delivery of the service

This event is suitable for both existing and new users who are residents of Southend.

Register here!



 Thursday, 11th May at 10am - 12noon

 Tickfield Centre (Darwin Room)

Free parking and light refreshments will be provided.
Please note recording of the event will not be permitted.