

## APPENDIX 2

### PARTNERSHIP SPECIFIC MINIMUM SERVICE REQUIREMENTS – July – September 2023

March 2023

Minimum Service Requirements	Linked KPIs	Comments
<p>1 To deliver the home to school service during the schools' academic year (although on occasions transport may be required during the school holidays for clubs). This service includes the requirement of wheelchair accessible minibuses that operate with pick-ups and drop offs either at a bus stop or a door to door service. Epileptic and diabetic trained Passenger Assistants are also to be provided (where required) <a href="#">see 6.1.1 above</a>).</p>	<p>KPI 1 – Written report of Accidents            KPI 2 – Specialist Equipment            KPI 3 – Maximum journey times primary            KPI 4 – Maximum journey times secondary            KPI 5 – Pre transport comms            KPI 6 – Response for further information relating to safeguarding            KPI 7 – Acknowledgment of receipt of complaint            KPI 8 – Response of complaint            KPI 9 – DBS and training records – quarterly            KPI 10 – Immediate notification of GDPR breach            KPI 11 – Data Protection training            KPI 12 – Onboard incidents notified to Council            KPI 14 – Emergency measures to cover business continuity            KPI 15 – Comms to stakeholders of foreseen changes            KPI 16 – Response times for management information            KPI 17 – Response times to invoice queries            KPI 18 – Nu of incidents on board a vehicle reported            KPI 19 – Number of new applications for home to school            KPI 21 – Inability to operate a route            KPI 23 – Qualitive and quantitative social value outcomes            KPI 24 – Number of passengers per route/service            KPI 25 – Number of route changes over a 3 month period            KPI 26 – Driver changes within a month            KPI 27 – Passenger Assistant changes over a 3 month period</p>	<p>For the months July – September 2023 Minimum Service Requirement 1 within the Services Agreement has been met.</p>

<p>2 To provide one Passenger Assistant (PA) per eight seater mini-bus and two PAs for 16 seater minibuses or larger vehicles as a standard requirement for the home to school transport service. However, vehicles of less than eight seats used for home to school, supervised contact and children’s respite care may also require a PA where this is required. Where the PA is accompanying an epileptic service user it is expected that the PA will be trained in being able to administer Buccal Midazolam and other requirements as set out in 7.2 below.</p>	<p>KPI 9 – DBS and training records – quarterly</p>	<p>All Training and DBS records have been supplied and verified.</p>
<p>3 To provide a meet and greet introduction with service users for the home to school provision during the school summer holidays to allow service users and parents/carers familiarisation with the PA/driver and transport as outlined in Appendix C (see also 7.3 below).</p>	<p>KPI 5 – Pre transport comms</p>	<p>For the months July – September 2023 Minimum Service Requirement 3 within the Services Agreement has been met.</p>
<p>4 To ensure the maximum “end to end journey” time for a service user does not exceed 1 hour for primary school pupils and 1 hour and 15 minutes for secondary school age pupils and adults (which includes walking time to pick-up and drop-off points) where travelling is within the Borough of Southend-on-Sea. The stated times must also take into account the loading and unloading of service users with wheelchairs/mobility scooters (see 7.4 below).</p>	<p>KPI 3 – Maximum journey times primary KPI 4 – Maximum journey times secondary</p>	<p>For the months July – September 2023 Minimum Service Requirement 4 within the Services Agreement has been met.</p>
<p>5 To deliver the adults with learning disabilities service between Mondays-Fridays 7.30am and 5.30pm all year round except during the bank holidays and Christmas through to the New Year</p>	<p>KPI 6 – Response for further information relating to safeguarding KPI 7 – Acknowledgment of receipt of complaint KPI 8 – Response of complaint KPI 9 – DBS and training records – quarterly KPI 10 – Immediate notification of GDPR breach</p>	<p>For the months July – September 2023 Minimum Service Requirement 5 within the Services Agreement has been met.</p>

<p>bank holiday. This service includes the requirement of wheelchair accessible minibuses that operate with pick-ups and drops-offs either at a bus stop or a door to door service. Epileptic and diabetic trained Passenger Assistants are also to be provided (where required) – see 6.1.2 above.</p>	<p>KPI 11 – Data Protection training  KPI 12 – Onboard incidents notified to Council  KPI 14 – Emergency measures to cover business continuity  KPI 15 – Comms to stakeholders of foreseen changes  KPI 16 – Response times for management information  KPI 17 – Response times to invoice queries  KPI 18 – Number of incidents on board a vehicle reported  KPI 20 – Number of applications for Adults LD  KPI 21 – Inability to operate a route  KPI 23 – Qualitive and quantitative social value outcomes  KPI 24 – Number of passengers per route/service  KPI 25 – Number of route changes over a 3 month period  KPI 26 – Driver changes within a month  KPI 27 – Passenger Assistant changes over a 3 month period</p>	
<p>6 To deliver the Supervised Contact service seven days a week between 9.00am and 5.30pm (including bank holidays except Christmas Day) after school or during the school holidays including weekends. This service can vary from a return to and from a child’s home or a one-way trip. This service is usually provided by a taxi. However there may be occasions where this involves a number of siblings and the requirement of multiple car seats, so a minibus may be used on occasions (see 6.1.3 above).</p>	<p>KPI 1 – Written report of Accidents  KPI 2 – Specialist Equipment  KPI 6 – Response for further information relating to safeguarding  KPI 7 – Acknowledgment of receipt of complaint  KPI 8 – Response of complaint  KPI 9 – DBS and training records – quarterly  KPI 10 – Immediate notification of GDPR breach  KPI 11 – Data Protection training  KPI 12 – Onboard incidents notified to Council  KPI 14 – Emergency measures to cover business continuity  KPI 15 – Comms to stakeholders of foreseen changes  KPI 16 – Response times for management information  KPI 17 – Response times to invoice queries  KPI 18 – Number of incidents on board a vehicle reported  KPI 21 – Inability to operate a route  KPI 23 – Qualitive and quantitative social value outcomes  KPI 24 – Number of passengers per route/service  KPI 25 – Number of route changes over a 3 month period  KPI 26 – Driver changes within a month  KPI 27 – Passenger Assistant changes over a 3 month period</p>	<p>For the months July – September 2023 Minimum Service Requirement 6 within the Services Agreement has been met.</p>
<p>7 To deliver the respite care service Monday-Friday during the school academic year and school holidays. This service can vary from a return to and from the child’s home or a one-way trip. These return trips could be spread over a</p>	<p>KPI 1 – Written report of accidents  KPI 2 – Specialist equipment  KPI 6 – Response for further information relating to safeguarding  KPI 7 – Acknowledgment of receipt of complaint  KPI 8 – Response of complaint  KPI 9 – DBS and training records – quarterly</p>	<p>For the months July – September 2023 Minimum Service Requirement 7 within the Services Agreement has been met.</p>

<p>weekend or a couple of days (see 6.1.3 above).</p>	<p>KPI 10 – Immediate notification of GDPR breach  KPI 11 – Data Protection training  KPI 12 – Onboard incidents notified to Council  KPI 13 – Processing new applications for LAC  KPI 14 – Emergency measures to cover business continuity  KPI 15 – Comms to stakeholders of foreseen changes  KPI 16 – Response times for management information  KPI 17 – Response times to invoice queries  KPI 18 – Number of incidents on board a vehicle reported  KPI 21 – Inability to operate a route  KPI 23 – Qualitive and quantitative social value outcomes  KPI 24 – Number of passengers per route/service  KPI 25 – Number of route changes over a 3 month period  KPI 26 – Driver changes within a month  KPI 27 – Passenger Assistant changes over a 3 month period</p>	
<p>8 To manage the bookings for the provision of 'on demand' Dial-a-Ride services Monday to Friday (10.00am-2.30pm) using wheelchair accessible minibuses that operate a door to door service. This service may also require assistance with carrying the service users shopping to the front door of the service user (see 6.1.4 above).</p>	<p>KPI 1 – Written report of Accidents  KPI 6 – Response for further information relating to safeguarding  KPI 7 – Acknowledgment of receipt of complaint  KPI 8 – Response of complaint  KPI 9 – DBS and training records – quarterly  KPI 10 – Immediate notification of GDPR breach  KPI 11 – Data Protection training  KPI 12 – Onboard incidents notified to Council  KPI 14 – Emergency measures to cover business continuity  KPI 15 – Comms to stakeholders of foreseen changes  KPI 16 – Response times for management information  KPI 21 – Inability to operate a route  KPI 22 – Number of new applications  KPI 23 – Qualitive and quantitative social value outcomes</p>	<p>Dial-A-Ride is currently in operation and Vecteo are promoting this service. Ridership has been increasing during the reporting period.</p> <p>For the months July – September 2023 Minimum Service Requirement 8 within the Services Agreement has been met.</p>
<p>9 The vehicles used in delivery of this service must meet the standards set out 7.5 and 7.6 below and be fully compliant with all relevant Licencing Regulations and Southend Licencing (where applicable) including the use of signs which must also comply with 7.7 below.</p>	<p>No KPI linked to this MSR</p>	<p>All vehicles and licence plates are verified during SCC compliance inspections.</p>

<p>10 To ensure all drivers and passenger assistants comply with the requirements set out in 7.8 below.</p>	<p>KPI 1 – Written report of Accidents  KPI 10 – Immediate notification of GDPR breach  KPI 11 – Data Protection training  KPI 12 – Onboard incidents notified to Council</p>	<p>For the months July – September 2023 Minimum Service Requirement 10 within the Services Agreement has been met.</p>
<p>11 To ensure all Drivers and Passenger Assistants employed by the Partnership have an enhanced Disclosure Barring Service check before commencement on any service (see 7.9 below).</p>	<p>KPI 9 – DBS and training records – quarterly</p>	<p>All DBS records have been supplied and verified.</p>
<p>12 To ensure all Drivers and Passengers Assistants undertake the necessary training as set out in 7.10 below.</p>	<p>KPI 1 – Written report of accidents  KPI 9 – DBS and training records – quarterly  KPI 10 – Immediate notification of GDPR breach  KPI 11 – Data Protection training  KPI 12 – Onboard incidents notified to Council</p>	<p>For the months July – September 2023 Minimum Service Requirement 12 within the Services Agreement has been met.</p>