

Appendix 1

Service Criteria	KPI	Rank	Service Required
Passenger Management	Full written report of accidents by 5pm if occurring in the morning and by 11am the following working day if occurring in the afternoon	10	100% reporting
Co-ordination	Specialist equipment i.e. harnesses ordered within 3 working days of completed risk assessment.	10	98%
	1 hour "end to end journey time" for primary school Service Users where journeys are to and from within the borough of Southend	10	90%
	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	10	90%
Customer Service	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)	10	100%
	Response times to the Council's requests for further information relating to safeguarding issues within 3 hours	10	95%
	Acknowledge receipt of complaints within 3 working hours	10	90%
Customer Service	Respond to complaints within 3 days of receipt	10	100%
Management information	Training and DBS records of all staff to be provided at each review meeting	10	100%
Data Protection & Security	Immediate notifications of data protection breaches which the provider becomes aware of including whereby the provider or anyone in its supply chain is responsible	10	100% reporting
	All staff to be data protection regulation trained	10	100%