

# Southend-on-Sea City Council

## Briefing Note For the People Scrutiny Committee

31<sup>st</sup> August 2022

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### Vecteo Ltd – Progress brief on the provision of Key Performance Indicators

Cabinet Member: Councillor Steven Wakefield

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#### 1. Purpose of Briefing Note

- 1.1 To respond to members requests for clarity on the Key Performance Indicators (KPIs), provided by our Joint Venture company Vecteo Ltd, on their performance, improvements and areas where further improvement or reporting is necessary to determine if their overall service operation is improving and performing to the expected standards required.

#### 2 Summary

From Appendix 1, 16 KPIs have been reported and are in compliance. 3 KPIs have been reported as compliant, but SCC are still verifying. There are a further 8 that were either partially reported against, or the new Manager is now putting in place robust procedures for capturing and evidencing this data.

#### 3 Background

- 3.1 Members requested that 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 services would be included as previously only the priority KPIs were submitted.
- 3.2 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.
- 3.3 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.
- 3.4 Details of the number and type of any safeguarding issues identified.
- 3.5 Performance details in relation to 'missed' and 'late' morning/afternoon school collections as part of the contract for home to school transport services.

3.6 Details of the number of families no longer using home to school transport services provided by Vecteo (not including children subject of home schooling arrangements).

3.7 Details of any legal requirements for the maximum number of wheelchairs to be carried in vehicles used to deliver home to school transport services.

#### **4.0 Information and progress requested**

4.1 The full schedule of KPIs within the Services Agreement are attached as Appendix 1.

4.2 The schedule of KPIs have been annotated, for ease of viewing, to include the requested figures rather than percentages. This will be the format used at each future Committee, unless Members would like further detail of what they would like included or a different format.

4.3 Appendix 2 is a table of the Minimum Service Requirements (MSRs) for the Services Agreement that includes all core services Vecteo Ltd 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. It also includes what we have been able to verify and what/why we haven't been able to validate where additional procedures/resource could be required. As above this will be the format for each Committee unless Members would like any modifications.

4.4 Since March 2022 there has been one incident that was reported to SCC and Vecteo as a potential safeguarding incident. This incident did not meet the LADO criteria.

4.4.1 The incident took place on the 23rd March 2022. A child took off their seatbelt and opened the side door. The PA restrained the child and staff at the school came onto the vehicle and assisted.

4.4.2 Another safeguarding issue was raised by a member of Vecteo staff who heard a child speaking of an incident at the home address. This was raised directly with the school upon arrival and the school took the necessary steps as this was not transport related.

4.5 Details of performance in relation to 'missed' and 'late' morning/afternoon school collections are detailed in Appendix 1 where this information has been provided by Vecteo Ltd.

4.6 The SEND team have advised that 1 child is being transported by a parent, due to the parent being unhappy with the service received. There is one other child that became eligible for transport October 2021, due to the upheaval at that time SCC agreed mileage reimbursement to the parent, which was accepted. Parent has been contacted, but yet to respond, if they want their child on contracted transport as from September 2022.

4.7 Having investigated, we are not aware of a legal requirement for the maximum number of wheelchairs to be carried in vehicles. The number of wheelchairs a vehicle can carry is based upon the specification and its certificate of fitness for each vehicle.

However, in line with best practice advised by various organisations we recommend a maximum of three but this is based upon risk assessments. Within the Services Agreement no more than 3 wheelchairs can be used unless written permission has been sought.

## **5.0 Financial Implications**

5.1 There are no financial implications as a result of this brief.

## **6.0 Legal Implications**

6.1 There are no Legal implications as a result of this brief.

## **7.0 People Implications**

7.1 There are no People implications as a result of this brief.

## **8.0 Property Implications**

8.1 There are no implications as a result of this brief.

## **9.0 Equalities and Diversity Implications**

9.1 There are no Equality or Diversity implications as a result of this brief.

## **10 Risk Assessment**

10.1 None

## **11 Value for Money**

11.1 N/A

## **12 Community Safety Implications**

12.1 None.

## **13 Environmental Impact**

13.1 None

## **14 Other Options**

14.1 There are no other options proposed.

## **15 Background papers**

15.1 Appendix 1 – KPI schedule

15.2 Appendix 2 – MSR requirements