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**Urgent Care 24**

## Vehicle Policy

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Appendix One – Driver Vehicle Sheet

Appendix Two – Agreement Form

## **1.0 INTRODUCTION**

1.1 Urgent Care 24 is required to ensure that it complies with all legislation and requirements. This document provides information about how you should use an Urgent Care 24 vehicle or any vehicle that is used in connection with the business of Urgent Care 24, including privately owned vehicles (POV) or also known as Grey Fleet. Whether the vehicle is owned by Urgent Care 24 or hired / leased to Urgent Care 24 under an agreement, the vehicle is an expensive and important asset of the Urgent Care 24.

1.2 Urgent Care 24 operates a strict Health and Safety Policy (UC24POL9), which includes driving at work. It is essential that you consider the safety of yourself, your passengers and other road users at all times. The use of your vehicle and your insurance arrangements are monitored in line with our fleet management system. If this monitoring indicates that you may require driver training, this will be discussed with you and appropriate training arranged. You are obliged to attend any such course specified by the Urgent Care 24. In the event of any difficulty, you should contact the Service Delivery Manager with Responsibility for Fleet immediately.

## **1.3 Highway Code**

1.3.1 The contents of this document accommodate the requirements and stipulations of the Highway Code. Always refer to your Highway Code and keep it with this manual. The Highway Code contains information on Vehicle Maintenance, Safety & Security, and First Aid on the Road, Breakdowns and Incidents. Any questions should be addressed to the Service Delivery Manager with Responsibility for Fleet.

## **1.4 Safety Statistics**

1.4.1 In 2011 there were 1,901 people killed on our roads and 203,950 seriously injured accounting for over **36** fatalities and **3,922** serious injuries every week. Each one results in terrible pain and suffering. A significant proportion of these deaths and injuries are connected with work including & involving heavy goods vehicles, buses, cars, van drivers and dispatch riders.

A third of all road traffic accidents involve someone who is at work at the time.

## **1.5 Environmental & Social Responsibility**

1.5.1 Urgent Care 24 is aware that the activities of the business have an impact on the environment. Emissions generated from driving release a significant amount of CO<sub>2</sub> and other harmful gases into the atmosphere contributing to global warming and pollution. To minimise and reduce these effects you are required to undertake the following;

- Plan your journey avoiding areas of heavy congestion wherever possible
- Do not exceed the speed limit
- Accelerate as smoothly and economically as possible
- Ensure the vehicle is regularly serviced
- Ensure all tyres are inflated to the correct pressure
- Ensure the vehicle is loaded effectively and do not carry unnecessary weight
- Do not leave the engine idling when at a stand still

## **1.6 Code of Conduct**

- 1.6.1 Whilst driving, all staff must comply with all traffic legislation, be conscious of road safety and demonstrate safe driving and other good road safety habits. Any of the following actions will result in the implementation of the relevant - disciplinary procedures;
- Drinking or under the influence of drugs while driving
  - Driving while disqualified, or not correctly licensed
  - Reckless or Dangerous driving causing death or injury
  - Failing to stop after a crash

## **1.7 Employer Responsibilities**

- 1.7.1 Urgent Care 24 will not require any employee to drive under conditions that are unsafe and/or likely to create an unsafe environment, physical distress, fatigue etc. To mitigate this Urgent Care 24 will implement the following;
- Give priority to safety features when selecting new vehicles
  - Ensure all vehicles are well maintained and that the equipment promotes driver, operator and passenger safety
  - Collect and collate statistics on incidents, collisions and their causes
  - Monitor and manage work schedules to ensure they do not encourage unsafe driving practises
  - Consider individual driver's needs
  - Identify driver training needs and arrange appropriate training or retraining
  - Encourage safe driving behaviour
  - Encourage Fuel Efficiency

## **2.0 DRIVING VEHICLES FOR BUSINESS**

- 2.1 Driving of Urgent Care 24 vehicles is limited to the allocated employee and any other drivers authorised by Urgent Care 24. Driving tuition with regard to provisional licence holders is not permitted in Urgent Care 24 vehicles.

Non-Urgent Care 24 staff wishing to drive an Urgent Care 24 vehicle must receive written confirmation from Urgent Care 24 before driving. Failure to do so may invalidate the organisations vehicle insurance.

- 2.2 All such non-employee authorised drivers must;
- Hold a full licence for the allocated vehicle type
  - Be 26 years of age or over

- 2.3 You must inform Urgent Care 24's Service Delivery Manager with Responsibility for Fleet of any changes in the details of an authorised driver immediately. You must comply with the statutory regulations and our regulations regarding the recording of daily mileage, journeys undertaken and actual driving hours. You and all passengers must wear a seatbelt at all times. Unauthorised passengers must not be carried in our vehicles and smoking is not permitted in them.

## **2.4 Licence Checks**

- 2.4.1 No one is permitted to drive on Urgent Care 24 business unless they hold a full, valid driving licence appropriate to the vehicle and have been authorised by Urgent Care 24 to drive it. To ensure that these conditions are complied with, Urgent Care 24 keeps a copy of the driving licence of all employees and other authorised drivers who are likely to drive a vehicle on or for business purposes including Urgent Care 24 Car Drivers and POV Drivers.
- 2.4.2 All employees and other persons authorised to drive for business purposes will be required to provide a signed mandate authorising Urgent Care 24 to check the records held by the Driver and Vehicle Licensing Agency (DVLA) in terms of endorsements, etc. The DVLA requires such a mandate for data protection purposes. All new employees will be required to produce their driving licence (if they have one) before employment.
- 2.4.3 All employee drivers and authorised drivers are also required to produce both parts of their driving licence (where only one part licence is held this is required to be produced) for inspection on demand and they will be checked at least once every three years to ensure that they remain valid. When requested, the original documents (not a photocopy) should be shown to the Service Delivery Manager with Responsibility for Fleet, who will check their continuing validity.
- 2.4.4 All nominated non-employees have to meet these conditions before they can be authorised to drive an Urgent Care 24 vehicle. You must notify the Service Delivery Manager with responsibility for Fleet if you or any of the authorised drivers are convicted of;
- a driving offence connected with alcohol or drugs
  - a driving offence linked to dangerous or reckless driving

- any other offence relating to speeding or driving without due care and attention

2.3.5 If you or any of the authorised drivers suffer from any notifiable conditions it is your responsibility to advise the following parties; and this may affect your or their entitlement to drive.

- The licensing authorities and the DVLA in Swansea
- Service Delivery Manager with Responsibility for Fleet

## **2.4 Authority to Drive**

2.4.1 Authority to Drive will be confirmed on the Urgent Care 24 Driver Agreement signed by yourself and an authorised signatory from Urgent Care 24. This signed document is Urgent Care 24's authorisation for you to drive an Urgent Care 24 Vehicle or drive your own vehicle for business purposes. If another person who is not an Employee of Urgent Care 24 is required to drive the vehicle, a separate agreement should be completed, signed and approved.

2.4.2 By signing this document you are confirming that you meet and will adhere to the requirements laid out below.

## **2.5 Fitness to Drive**

2.5.1 You are required to comply with all DVLA requirements and regulations relating to any medical conditions that may affect you're driving. You must not drive if you;

- Have been advised by your doctor not to
- Are on any medication that may affect your ability to drive
- Feel you are not fit to do so

## **2.6 Drink & Drugs**

2.6.1 Any employee found to have drink and/or illegal drugs in their system will be immediately dismissed for gross misconduct. A significant number of drink driving offences are the result of alcohol still being in the system the morning after. For further details please see Section 3.8 of this document.

## **2.7 Fatigue**

2.7.1 Do not drive if tired. If you feel drowsy whilst driving first, open the windows or turn down the heat then, when possible, take a break, get some rest and have a cup of coffee. For further details please see Section 3.13 of this document.

## **2.8 Eyesight**

2.8.1 All drivers are required to read a vehicle number plate from a distance of 20.5 metres (which is approximately 5 car lengths). If you need to wear glasses or

contact lenses to do this you must also wear them while driving. It is suggested that you have an eye test every two years. It's paramount that those over 50 have this done, including checks on peripheral vision.

## **2.9 Business / Private Use**

2.9.1 Urgent Care 24 Vehicles cannot be used for private use.

## **2.10 Receiving Your Urgent Care 24 Vehicle**

2.10.1 As a driver you have responsibility for the roadworthiness of the vehicle at all times. Before driving the vehicle for the first time you must:

- Ensure that you are authorised to drive the vehicle
- Check tyres (both pressures and tread depth, this should also be checked weekly, a tread gauge will be kept in the office for this purpose)
- all under-bonnet levels (e.g. fluid levels for oil, window washer, brake fluid)
- the working condition of the lights / indicators / horn
- all dashboard warning lights operate
- Ensure that the following are in the vehicle:
  - Relevant Recovery contact and membership details
  - Fire Extinguisher
  - First Aid kit
  - Winter Pack
  - Spare tyre
  - Jack and wheel brace

2.11.2 Check, sign and date the Vehicle Condition sheet (Appendix One). (Remember you may be charged for repairing any un-reported damage when the vehicle is transferred to another driver so it is important that you don't inherit someone else's damage). Get your manager or Shift Supervisor/Line Manager to sign the sheet to confirm

- Contact the Service Delivery Manager with responsibility for fleet should anything be missing.

## **2.12 Vehicle Mileage Sheets**

2.12.1 All drivers using their own vehicles for work journeys are required to complete a Mileage Claim Form. Enter into the appropriate column:

- Date
- Start Time
- From
- To
- Reason for Journey
- Total Miles
- Adjustments
- Miles Claimed

- Finish Time
- 3 Monthly Tyre Depth Check

2.12.2 Please submit the completed and signed Mileage Claim Form to the Finance Department by the cut off point for payment each month.

### **3.0 DRIVING STANDARDS**

3.1 As part of Urgent Care 24's commitment to its employees, customers and other road users, you are expected to drive at all times in a safe, legal and responsible manner, in line with the recommendations of the Highway Code. Persistent offenders may be subject to disciplinary action.

### **3.2 Security & Safety**

You should implement the following steps when driving;

- Always plan your journey and consider extra time for hold ups and adverse road or weather conditions
- Let the office know your destination and what time you expect to arrive
- Adjust your speed appropriately in bad / adverse weather conditions
- Do not leave valuables on view in the vehicle when unattended
- Avoid leaving valuables on the passenger seat while driving
- Try to park in well-lit areas and when leaving the vehicle make sure all windows are closed and doors are locked.
- Avoid confrontation with other road users
- The horn should only be used to warn others of your presence
- Carry a basic survival kit, particularly when travelling in rural and isolated areas – e.g. blanket, torch, hazard triangle and first aid kit and some loose change
- Never pick up hitch-hikers

### **3.3 Urgent Care 24 Property**

3.3.1 Do not leave any Urgent Care 24 property such as mobile phones, laptops or other portable devices or equipment in the vehicle once unattended.

### **3.4 Loading and Unloading / Stowage**

You are responsible for ensuring that:

- the vehicle is loaded safely and securely
- the total load is within the limits specified by the manufacturer
- tyre pressures are adjusted to suit the load being carried

3.4.1 You should exercise proper techniques when loading and unloading heavy and/or awkward objects into/out of vehicles. Training will be given to those who



are likely to be exposed to this risk to minimise the possibility of back injury. If you have any concerns over the loads you have to move/handle, raise the issue with your line manager.

- 3.4.2 It is important to stow heavy objects safely and securely in vehicles. In addition to reducing the risk of opportunistic theft, this minimises the risk of heavy objects injuring vehicle occupants in the event of an accident.

### **3.5 Seat belts**

- 3.5.1 All occupants must wear seat belts in line with current legislation. Failure to comply could compromise any insurance claim (especially for personal injuries), as well as leading to prosecution.

### **3.6 Head Restraints**

- 3.7.1 All occupants must correctly adjust their head restraints to ensure they are correctly fitted. Drivers may need to raise awareness to rear seat passengers for the need to pull up the rear head restraints.

### **3.7 Smoking**

- 3.7.1 In line with Urgent Care 24 non-smoking policy, smoking in Urgent Care 24 vehicles is not allowed. Any employee who smokes in an Urgent Care 24 vehicle will be likely to face disciplinary action.

### **3.8 Drink and Drugs**

- 3.8.1 Urgent Care 24 has a zero tolerance policy in this area. Any employee convicted of an offence involving driving and drink and/or drugs will face disciplinary proceedings. Loss of licence (including as a result of accumulated endorsement points) is likely to lead to dismissal for those who are required to drive as part of their employment activities. For prescription drugs, an employee needs to check with their GP that there are no adverse side effects. Over the counter medication should also be thoroughly checked to ensure it is safe to drive whilst taking it.

### **3.9 Speeding**

- 3.9.1 Urgent Care 24 expects all drivers to observe all speed limits and other normal road/traffic regulations. Remember that many speed cameras are of the 'average speed' type i.e. they record your entry to and your exit from a restricted section and calculate your average speed. Speeding up between cameras to above the limit will result in a penalty. You will be required to pay any fines you receive whilst driving.

### **3.10 Mobile Phones**

- 3.10.1 Urgent Care 24 expressly forbids the use of all mobile phones by the driver without using the fitted hands free kits at all times when the vehicle is on public roads with the engine running.
- 3.10.2 Employees found to be using mobile phones without the aid of the hands free kit could be subject to the Urgent Care 24 disciplinary procedures.

### **3.11 Other In-Car Devices**

- 3.11.1 Any in-vehicle system or device such as satellite navigation equipment, congestion warning systems, MP3 players etc, can cause a distraction to the driver. You must not operate or adjust any such systems if it distracts your attention whilst driving. If you have to operate or make adjustments to these items, please stop in a safe place before attempting to do so.

### **3.12 Time at the Wheel**

- 3.12.1 It is recommended that you should not exceed two hours behind the wheel at any one stretch. Regular stops will help to reduce the fatigue and tiredness that could lead to a serious accident. You should therefore implement the following;
  - Take a break of at least 10 – 15 minutes every two hours

And if possible:

- Do not work all day then undertake long journeys in the evening
- Do not drive during normal hours of sleep without prior rest
  - In particular between the hours of 2 am to 6 am.

Drivers should not commence a journey if they;

- feel they are not fit to do so
- have been advised by their doctor not to drive
- are on medication that may affect their ability to drive safely

### **3.13 Fatigue**

- 3.13.1 Driving when tired is as dangerous as driving drunk; if you are tired whilst driving first, open the window or turn down the heat then, when possible, stop and take a break. Each driver has his or her own tolerance level which can be severely reduced by personal circumstances, road conditions, traffic, weather etc. You should take a 15 minute break for every two hours you drive and you should get out of the vehicle during this break if safe to do so. It is suggested that caffeine based products are avoided if at all possible with the exception of Coffee.

- 3.13.2 Be aware of the early signs of the onset of fatigue such as fidgeting, need for food, avoiding comfort breaks, need for communication including radio, winding window down for fresh air, turning heating down. All are indications of the onset of fatigue.

### **3.14 Adverse Weather Conditions**

#### **3.14.1 Reduced Visibility:**

- 3.14.1.1 Ensure you use your headlights when visibility is reduced, usually to when you cannot see more than 100 metres. In fog you should use your fog lights remembering to turn them off when visibility improves.

#### **3.15.2 Wet Weather:**

- 3.15.2.1 In wet weather your stopping distance is at least double what it would be in dry conditions. Keep well back from the vehicle in front of you and if the steering is unresponsive ease off the accelerator and gradually slow down. Take extra care around pedestrians, cyclists, motor cyclists and horse riders. Tyre tread depth less than 3mm quadruples your stopping distance in wet weather.

#### **3.15.3 Wind:**

- 3.15.3.1 High sided vehicles are most affected by windy weather, however strong gusts can blow cars and vans off course. Always take extra care for motorcyclists, cyclists and horse riders. Remember that open stretches of road are more likely to be affected by side winds.

#### **3.15.4 Snow & Ice:**

- In the winter always check the weather forecast for snow and ice. Do not drive in these conditions unless your journey is essential. If you do have to drive;
- Plan extra time for your journey
- Take extra care matching your speed to the conditions
- Take an emergency kit containing de-icer, scraper, torch, warm clothing, boots, 1<sup>st</sup> aid kit, jump leads and a shovel. Also take extra food and water in case your vehicle breaks down or you get stuck
- Keep well back from the vehicle in front, stopping times are up to 10 times greater in snow and ice
- Tyres make virtually no noise when on ice, so this can be a clue when black ice may be present
- Drive at a slow speed in as high a gear as possible, accelerating and braking very gently
- Steer smoothly braking progressively before bends and avoid sudden actions

- Check your grip on the road surface by choosing a safe place and braking gently.

3.15.5 Before you set off make sure that all your windows are clear from snow & ice, ensure your lights and number plates are clear, remove any snow that may fall into the path of other road users, i.e. from the roof of the car.

### **3.15.5 Micro Climate**

3.15.5.1 In poor weather conditions, for example on a frosty morning, the road will become wet as the sun rises but the road will remain frosty and icy in shady areas, under bridges etc.

### **3.15.6 Parking**

3.15.6.1 Always ensure that you are parked in an appropriate place. Do not park on yellow lines during the relevant times of operation, do not park at any time on red routes, double yellow lines, carriageways or hard shoulders, pedestrian crossings, clearways, urban clearways, tram or cycle lanes.

3.15.6.2 When parking remember, wherever possible (with the exception of Blue Badge Holders);

- Do not park facing against the flow of traffic
- Stop as close to the side as possible
- When bay parking always reverse park whenever possible (with exception of herring bone parking)
- If parked on a road or lay-by with a speed in excess of 30 mph display your parking lights
- Turn your wheels away from the kerb if facing up hill and towards the kerb if facing downhill

### **3.15.7 Passengers**

3.15.7.1 You are responsible for all the passengers in the vehicle and you should consider and implement the following;

- All passengers are wearing seatbelts
- All doors are shut and where applicable child locks are set
- Head restraints are correctly positioned
- Tyre pressures are correct for a laden vehicle
- Headlights are correctly positioned for a laden vehicle

## **4.0 VEHICLE CONDITION**

- 4.1 As the driver, you have the main responsibility for the roadworthiness of the vehicle at all times. Your vehicle represents a considerable investment by the Urgent Care 24 and you are expected to treat it accordingly. Privately owned vehicles are expected to be treated with the same considerations.

### **4.2 Daily / Weekly Checks**

- 4.2.1 The Service Delivery Manager with Responsibility for Fleet will ensure that weekly and daily checks are carried out across the full fleet of vehicles. Following the manufacturer's recommendations (as per the vehicle document) in terms of the daily / weekly checks of;
- Tyres (both pressure and tread depth – including the spare wheel)
  - All under-bonnet levels (e.g. fluid levels for oil, window washer, brake fluid)
  - The working condition of the lights, indicators and horn.

### **4.3 Cleaning**

- 4.3.1 You are responsible for ensuring that the vehicle is kept in a clean and presentable condition, both inside and out, to promote a positive image of the Urgent Care 24. This applies to both Urgent Care 24 Cars and Privately Owned Vehicles.
- 4.3.2 The vehicles will be cleaned inside and out at least weekly by our designated cleaner.
- 4.3.3 The vehicle's condition may be inspected by your Line manager / director at any time.

### **4.4 Scratches, Dents and Malfunctions**

- 4.4.1 Keep the vehicle in good and proper repair and condition at all times.

### **4.5 Urgent Care 24 Vehicle / Pool Car Drivers**

Fair wear and tear is accepted but does not include;

- Bodywork scratches and dents, other than small scratches and chips
- Deep scratches on glass
- Stains, burns or tears on seats, head-linings or carpets
- Engine, gearbox or axle not in full working order
- Electrical equipment not in working order
- Failure to match colours where repairs are made

- 4.5.1 Report all items in this list to the Service Manager with Responsibility for Fleet for correction as and when they occur. Urgent Care 24 reserves the right to

charge you for the cost of repairing any damage to the vehicle caused by your negligence.

- 4.5.2 Any accidental damage (no matter how slight) should be reported immediately to the Service Manager with Responsibility for Fleet who will advise on its rectification. This may involve submitting an insurance claim form, a copy of which should be given to the Service Manager with Responsibility for Fleet.

#### **4.6 Tyres**

- 4.6.1 All drivers should check tyre condition regularly.

#### **4.7 Replacement**

- 4.7.1 If new tyres are required, you should ask the Service Manager with Responsibility for Fleet to arrange replacement.
- The current legal limit for tread depth is 1.6 mm
  - Be aware that once tread depth falls below 3mm it could take four times longer to stop in the wet
  - Replace the tyre if there are bulges or cuts in the tyre wall

#### **4.8 Punctures**

- 4.8.1 The driver should fit the spare wheel (if it is safe to do so) and contact the Service Manager with Responsibility for Fleet to arrange tyre repair or replacement. If it is not safe to do so, then the driver must contact the AA fleet break down service for assistance.
- 4.8.2 Each vehicle has an individual AA membership contact card attached to the windscreen. Further contact information can be found on the front of the log book located in each vehicle.

#### **4.7 Windscreens**

- 4.7.1 Please contact the Service Manager with Responsibility for Fleet to arrange for chipped, cracked or broken windscreens or other glass to be repaired in accordance with insurance arrangements.

#### **4.8 Road Fund Licences**

- 4.8.1 When due, a new tax disc will requested to ensure this is received in good time. The Service Manager with Responsibility for Fleet will arrange this. Privately Owned Vehicle drivers are required to provide a copy of their current road fund licence to the office.

## **4.9 Service and MOT**

- 4.9.1 The Service Manager with Responsibility for Fleet will ensure with the manufacturer's schedule that MOTs and other routine maintenance is implemented. A label will be found inside the vehicle (usually in the document) stating;
- The mileage when the next service is due
  - The date when the next MOT is due
  - The mileage when the Cam/Timing belt is due for change
- 4.9.2 The Service Manager with Responsibility for Fleet will make the necessary arrangements in good time using approved garages and will arrange payment unless the vehicle holds an inclusive maintenance contract

## **4.10 Breakdowns**

- 4.10.1 Urgent Care 24 should have suitable breakdown cover / membership which is maintained and up to date. In the event of a breakdown on non-motorway roads please follow this guidance;
- Pull off the road as far as you can and switch on your hazard warning lights
  - Try to assess whether it is safer to stay in your car or get out. Take account of how isolated you are and the time of day. If you have to start out for assistance, make a note of the surroundings, names of streets or landmarks, so you can easily relocate your car. If you break down on a motorway, get out of the car and wait on the other side of the barrier
  - Call your breakdown organisation or the Police
  - If you have a mobile phone you must give your location so note the road name or any landmarks
  - If you breakdown in a rural isolated area and you cannot get a signal on your mobile phone, then stay inside the car, lock the door and display a 'HELP' notice in the window
  - If someone stops to offer help, roll down the window just enough to ask them to contact the recovery service or the police
  - Never accept a lift from a stranger
  - Call the office

### **4.10.2 Motorway Breakdowns**

- 4.10.2.1 The hard shoulder is the area where most fatalities on a motorway take place. Please adhere to the following;
- Try and stop near an emergency telephone; marker posts indicate the closest one and are 100m apart, these are situated at approximately one mile intervals along the hard shoulder

- Pull on to the hard shoulder and stop as far to the left as possible with your wheels turned to the left
- Evacuate all occupants via the nearside doors and move as far away from the carriage way as possible (Remember your life expectancy on the hard shoulder if you remain in your vehicle is 20 minutes)
- Ensure passengers are placed on the bank to the rear of the vehicle so that in the event of a collision debris is not projected towards them
- Wear a high visibility jacket or vest where possible
- Do not place a warning triangle on the hard shoulder
- Do not walk on the carriageway
- Do not stand (or let anyone else stand) between your vehicle and oncoming traffic
- Do not exit your vehicle where you may put yourself or others at risk

## **4.9 Fuel and Expenses**

### **4.9.1 Driving for Economy**

4.9.1.1 Fuel costs are a major part of fleet expenses and you are expected to drive in a manner that promotes good fuel consumption. In addition to the obvious commercial advantages, driving more economically makes a substantial improvement to the emissions profile of all vehicles. Extensive tests have shown that driving less aggressively reduces the fuel used, road accidents and stress before affecting journey times adversely. It is Urgent Care 24 policy to promote these benefits.

4.9.1.2 Transport Energy's Best Practice's top ten driving tips can be requested from the Service Manager with Responsibility for Fleet and can be obtained from its website at <http://www.energyrethinking.org/travel-transport/drive-smart-save-fuel/>

4.9.1.3 Drivers are requested to locate and use the cheapest source of fuel. Service stations and other high-price outlets should be avoided wherever possible.

### **4.9.2 Fuel Payments**

4.9.2.1 The driver will provide fuel for the vehicle using the allocated fuel cards for each vehicle. The driver should sign fuel cards out with the Shift Supervisor or Line Manager.

## **4.10 London Congestion Charge and Tolls**

4.10.1 If your duties require you to pay the congestion charge or road tolls, please pay the appropriate amount and reclaim using the expenses form (Appendix Two).



#### **4.11 Traffic Fines and Offences**

- 4.11.1 Traffic Offences will be managed by the Human Resources Manager.

#### **4.12 Payment of Fines**

- 4.12.1 You are personally responsible for the payment of any fines and associated costs should you be prosecuted for traffic offences, parking offences, congestion charge non-payment, speeding, a fixed penalty and other driving offences whilst driving Urgent Care 24 vehicles. This applies to both business and private use.
- 4.12.2 Fixed penalty notices (e.g. speeding, parking, congestion charging and bus lane offences) are sent to the registered keeper (Urgent Care 24). For hired vehicles, Urgent Care 24 will receive these from the hire company. Any hire charges to cover administration fees by the hire company, will be passed onto the employee identified as the driver.
- 4.12.3 There are strict time limits for any action to be taken – including payment – without incurring additional charges. Unless you have a clear and specific intention to appeal against the notice, it is in your own interests that the fine is paid immediately. The driver will pay the fine.
- 4.12.4 If you receive a summons or other notice of intended prosecution, report this in the first instance to the Service Manager with Responsibility for Fleet. Full details of the incident will be required. Urgent Care 24 will then decide its course of action. If you are required to produce your licence or insurance documentation, you should do this as soon as possible.

#### **4.13 Notice of Intended Prosecution, Summons, etc.**

- 4.13.1 It is essential that any notice of intended prosecution, summons, etc., is forwarded unanswered to the Service Manager with Responsibility for Fleet immediately. Such notices will be sent to the insurance company, which will be dealing with the matter as appropriate.

#### **4.12 Returning a Hired Vehicle**

- 4.12.1 Please prepare the current vehicle for return by:
- Completing the Vehicle Checklist Form
  - Emptying out all personal effects and rubbish (including all the obvious and not-so-obvious storage places)
  - Ensuring that the vehicle is vacuumed and cleaned
  - Checking the vehicle carefully for any bodywork or trim damage and advising of any damage

- 4.12.2 Note: At the end of hire the hire company will professionally inspect hired vehicles when they are returned to them. If the condition falls below 'fair wear and tear', they will charge Urgent Care 24. You will be charged for any damage for which the Urgent Care 24 is charged.

## **5.0 INCIDENTS**

- 5.1 If you are involved in an accident or the vehicle is damaged you should;
- Ensure your own and your passengers safety
  - Notify the Emergency Services if applicable
  - Not leave the scene of an Accident
  - Deal with the danger of further collisions
  - Switch off all engines and stop people from smoking
  - Do not move casualties unless threatened by imminent danger
- 5.2 You should contact the insurance company for Urgent Care 24 and follow their instructions. Following this action the accident should then be reported to the Service Manager with Responsibility for Fleet promptly. Please complete the Incident Report Record (in Appendix Three) of this document. Details of all reports are sent to The Service Manager with Responsibility for Fleet as confirmation of the accident.

### **5.3 Legal Obligations Following an Accident**

- 5.3.1 If the vehicle you are driving is involved in an accident, you are required by law to take the following actions;
- STOP
  - In a damage-only incident, accident law requires you to exchange names and addresses with other drivers involved, and to note registration numbers of other vehicles. Details of their insurance should be obtained if possible
  - If, for any reason, names and addresses are not exchanged at the scene, you must report the accident to the police as soon as possible but in any event within 24 hours of the accident occurring
  - This obligation also applies to accidents involving damage to property, e.g. fences, walls and gates
  - If there is injury to any person, no matter how slight, the incident **MUST** be reported to the police as soon as possible and in any case within 24 hours. This is in addition to the other requirements described above
  - If possible take photographs and or video footage if safe to do so

#### **5.4 Dealing with Third Parties at the Scene of an Accident**

- Keep calm
- Obtain the names and addresses of independent witnesses
- Obtain details of the third party – name, address, contact telephone number, vehicle type and registration number, insurance details and policy number if available
- Do NOT admit liability, either orally or in writing

#### **5.5 Emergency Treatment Fees**

- 5.5.1 Any request for payment of emergency fees under the Road Traffic Acts should be forwarded to the Service Manager with Responsibility for Fleet and your insurance company.

#### **5.6 Claims Involving Third Parties**

- 5.6.1 Do NOT answer any correspondence or claims received from third parties, but forward unanswered to the Service Manager with Responsibility for Fleet and your insurance company.

#### **5.5 Recharging Repair Costs**

- 5.5.1 Urgent Care 24 reserves the right to charge you for the cost of repairing any damage to the vehicle caused by your negligence. The Service Manager with Responsibility for Fleet will investigate all accidents and incidents and apportion costs as appropriate. You will be notified of any monies considered to be owed by you to the Urgent Care 24.

#### **5.6 At Fault Claims**

- 5.6.1 Employees involved in an incident where they are deemed to be at fault for the collision, will be required to undertake a one-to-one training session with an approved driver training provider.
- 5.6.2 This must be completed within one month of the incident. The session is to independently assess your driving skills including observation and hazard perception with a view to prevent future incidents. This is not a graded exam, but a training and development exercise designed to help you avoid future incidents. You will be provided with helpful suggestions to improve your driving style.

## **6.0 TRAINING**

- 6.1 Drivers will be expected to undertake vehicle training. Depending on the type of training required this will be conducted using external professional driving agencies and online E-learning training.
- 6.2 Training will be provided upon induction and in keeping with Urgent Care 24's training programme.
- 6.3 Failure to complete any provided training may result in restrictions to drive Urgent Care 24 vehicles.
- 6.4 All drivers will be expected to complete training within agreed time frames by their Line Manager. Drivers will be informed of training requests by their Line Manager
- 6.5 Training will be arranged and suitably supported by the Service Manager with Responsibility for Fleet.

GP On Duty:	BAT PHONE: 0151 230 5554	Date Of Shift:     /     /
Driver On Duty:	Supervisor: 0151 230 5566	Time Of Shift:

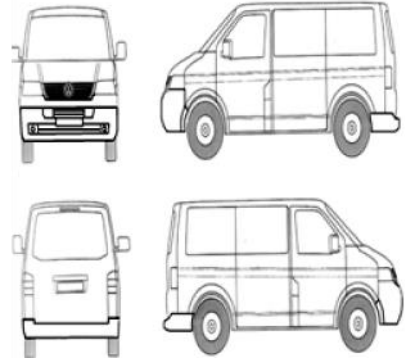
Please do **NOT** write any personal details on this form, all identifiable information should be removed. All patient paper work must be given to the shift supervisor attached with this sheet on completion of your shift and **NOT** put in any disposal or waste bins.

## Appendix One

No	Call Number	Breach Time	Priorit y of Call	Complaint	T.O.A	T.O. C	Other Info	Call sheet printed	Call sheet returned	Stored as patient record	Dispose d
1								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Supervisor (Signature).....

Driver (Signature).....

<b>Water &amp; Oil</b>	<input type="checkbox"/> Washers <input type="checkbox"/> Radiator Level <input type="checkbox"/> Wipers <input type="checkbox"/> Anti Freeze <input type="checkbox"/> Oil	<b>Lights</b>	<input type="checkbox"/> Brakes <input type="checkbox"/> Indicators <input type="checkbox"/> Main/Side/Fog <input type="checkbox"/> Interior	 <p><b>Note:</b> Please note any damage to the vehicle using the diagram and report to your supervisor immediately</p> <p>Med Car _____</p> <p><b>Paper Work Folder Removed</b> <input type="checkbox"/></p> <p>Print Name _____</p> <p>Signed _____</p> <p><b>Checked by Fleet Lead</b></p> <p>Signed _____</p> <p>Date:     /     /</p>
<b>Fuel (Diesel Only)</b>	Fuel Level :	<b>Mirrors</b>	<input type="checkbox"/> Interior <input type="checkbox"/> Exterior	
<b>Tyres</b>	<input type="checkbox"/> Tread <input type="checkbox"/> Pressure <input type="checkbox"/> Spare	<b>Locks</b>	<input type="checkbox"/> Boot <input type="checkbox"/> Doors <input type="checkbox"/> Windows	
<b>Interior Clean &amp; Tidy</b>	<input type="checkbox"/> Carpets <input type="checkbox"/> Seats <input type="checkbox"/> Dashboard <input type="checkbox"/> Foot wells	<b>I.T. Equipment</b>	<input type="checkbox"/> Driver Mobile <input type="checkbox"/> Doctor Mobile <input type="checkbox"/> Sat Navigation <input type="checkbox"/> Computer <input type="checkbox"/> Printer <input type="checkbox"/> Keyboard <input type="checkbox"/> Sat Nav <input type="checkbox"/> Computer	
<b>Med's Equipment</b>	<input type="checkbox"/> Bag A <input type="checkbox"/> Bag B <input type="checkbox"/> Resuscitation Bag <input type="checkbox"/> Sharps Box <input type="checkbox"/> Defribulator <input type="checkbox"/> Torch <input type="checkbox"/> Winter Pack	<b>Log Book Completed</b>	<input type="checkbox"/> Shift Start: <input type="checkbox"/> Shift Finish:	

Please ensure that this checklist has been completed, failure to carry out these checks **WILL** result in disciplinary action

## **Appendix Two**

### **Receipt of Urgent Care 24 Driver Document**

"I confirm that I have received and read the Urgent Care 24 Driver Document and all associated documents"

"I agree to adhere to the requirements of this manual and the advice contained herein"

"I will inform my Line Manager / Fleet Manager of any changes which may affect my ability or medical fitness to drive"

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_