



Business and corporate governance

Maintenance of British Red Cross vehicles procedure

Procedure Summary

This procedure should be used by all staff responsible for British Red Cross (BRC) vehicles in the UK, this includes owned and leased vehicles.

Owner	Director of Shared Services		
Procedure Lead	SSC Operations Manager		
Formally endorsed by	Director of Shared Services		
Endorsed	May 2018 by Carol O'Neill		
Next Review	May 2021		
Audience	All staff and volunteers who drive a vehicle for British Red Cross business purposes		
Related to policy	Organisational Arrangements for Health and Safety Policy: https://britishredcross.interactgo.com/interact/Pages/Content/Document.aspx?id=3945		
Related procedures	1) Driving in the British Red Cross	2) Managing drivers in the British Red Cross procedure	3) <i>This procedure</i>

Executive Summary

Responsible persons of British Red Cross vehicles in the UK must ensure that:

- > All staff and volunteers driving the vehicle are authorised to drive, see the following procedures:
 - Driving in the British Red Cross
 - Managing drivers in the British Red Cross procedure
- > The vehicle contains an incident instruction pack (appendix C)
- > All staff and volunteers have been familiarised with the vehicle (appendix D)
- > Vehicles are only used for BRC business
- > Vehicles are kept on BRC premises when not in use (see exceptions below)
- > Vehicles are fit for purpose and roadworthy
- > Vehicles are taken for MOT within 4 weeks in advance of its due date
- > Vehicle tracking system (Webfleet) is installed and all drivers are registered
- > Section 19 Permits are displayed in the vehicle (where required)

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1. Introduction

- 1.1. The purpose of this document is to ensure all British Red vehicles based in the UK are maintained to a high standard. We have the safety of people in crisis, staff and volunteers and the general public at the heart of all activities. We expect all staff responsible for BRC vehicles to follow this procedure, and ensure any staff and volunteers are authorised to drive (see related procedures “Driving in the British Red Cross” and “Managing drivers in the British Red Cross”).
- 1.2. The procedure ensures we comply with relevant UK legislation, including Road Traffic Act (1991) and the Road Vehicles (Constructions and Use) Regulations 1986.

2. General fleet information

2.1. Use of BRC vehicles

- 2.1.1. Staff and volunteers are only permitted to use a BRC vehicle or hire vehicle for official business. This includes delivering any UK service such as Mobility Aids, Community Equipment Services, Independent Living, Crisis Response, Event First Aid, Red Cross Training, Fundraising, Refugee Support and Restoring Family Links.
- 2.1.2. BRC vehicles must be kept at BRC premises when not in use. Any variation on this requirement will result in the VAT on the vehicle not being reclaimable and individual drivers being personally liable for additional tax. There are approved exceptions as follows:
 - > Staff assigned cars (where annual mileage limits meet 15,000 miles or there is a role requirement – please see the assigned vehicles procedure.
 - > FESS (Fire and Emergency Support Service) vehicles which are kept at fire stations and some Independent Living and Ambulance Support vehicles kept at hospitals.
 - > Where there is an operational requirement to take a vehicle to a private home address overnight, line manager authorisation must be provided.

2.2. Vehicle incident instruction pack

- 2.2.1. All vehicles should contain a pack with instructions what to do in the following situations; accident, breakdown, cracked windscreen, and lost or stolen fuel card (see appendix C).
- 2.2.2. This should be in an easily accessible place and all drivers should have familiarised themselves with it.

2.3. Vehicle familiarisation

- 2.3.1. All staff and volunteers must have familiarised themselves with the vehicle before driving, see appendix D for familiarisation checklist.

3. During vehicle use

3.1. Maintenance (preserving the condition of the vehicle)

- 3.1.1. All vehicles must be regularly checked to ensure they are roadworthy according to the following government guidelines: <https://www.gov.uk/roadside-vehicle-checks-for-commercial-drivers/making-sure-your-vehicle-is-roadworthy>.
- 3.1.2. If a vehicle is recalled by the manufacturer (following advice from a fleet manager) it is the responsibility of the vehicles 'responsible person' to arrange for this to be completed.

3.2. Ministry of Transport (MOT) Test

- 3.2.1. The responsible person will be reminded 90, 60 and 30 days before the vehicle is due its MOT. The responsible person must arrange for the vehicle to be taken to the locally approved garage (advised by the leasing company) within 4 weeks in advance of its due date.

3.3. Road tax

- 3.3.1. Road fund licence (road tax) is organised by the leasing and fleet management companies. The SSC fleet and compliance teams also undertake additional checks to ensure all our vehicles are appropriately taxed.

3.4. Vehicle Tracking System (VTS)

- 3.4.1. The VTS provides valuable data in relation to fleet usage. It is limited to commercial, pool and service vehicles currently, with staff cars currently exempt (unless the end user requests a SatNav, in which case a VTS can be installed).
- 3.4.2. Each service need to identify staff to be Webfleet 'users'. These system 'users' must complete Webfleet training in order to be able to access the vehicle tracking system online. This will allow them to add and delete drivers to the system for their service.
- 3.4.3. All drivers must maintain the highest standards of safety and care when driving BRC vehicles and ensure our vehicles are driven in line with legislative requirements. We can also use this data to monitor drivers if concerns are raised, to review incidents and resolve disputes. Tracking data is routinely monitored and breaches of both policy and law will be dealt with through the Disciplinary policy (for staff) and the CIC policy (for volunteers).

3.5. Insurance

- 3.5.1. Our fleet motor insurance policy with Amlin Insurance covers in excess of 700 vehicles - owned, hired and leased - that are used in our work.

- 3.5.2. We have one motor insurance certificate for all vehicles in the fleet: the current certificate can be found on RedRoom, and is available on request.
- 3.5.3. All new vehicles are automatically added to the Fleet Motor Insurance Database.
- 3.5.4. If you have a vehicle on long term hire or lease for more than 14 days you must inform SSC fleet manager to complete the necessary process and advise when the vehicle is returned (ssc@redcross.org.uk)

3.6. Vehicle Collision Procedure

- 3.6.1. This is detailed in the vehicle pack and is available on RedRoom (search motor insurance). This is only applicable if the driver is driving a BRC vehicle. If the driver is at fault a post-accident review form must be completed by the driver and line manager and returned to the Insurance Manager. Managers of drivers involved in regular accidents are responsible putting in steps to avoid future accidents (see Managing Drivers in the British Red Cross Procedure).
- 3.6.2. The motor insurance policy excess costs relating to the repairs to vehicles involved in accidents (currently £1000), are charged to the vehicles cost centre.
- 3.6.3. All accidents and incidents must be reported immediately to our insurer (currently Amlin on 01245 396655 quoting 9279503)

3.7. Fuel Cards

- 3.7.1. Fuel cards are issued by SSC Fleet Manager with new vehicles (with the exception of assigned vehicles).
- 3.7.2. Terms of use are issued with each card, a copy of which should be kept in each vehicle. They can also be found on RedRoom by searching 'fuel card'.
- 3.7.3. Fuel cards can only be used for the vehicle it is assigned to. * When using the fuel card the mileage of the vehicle should be quoted in line with HMRC guidelines.
- 3.7.4. The fuel card company send a weekly invoice/ report to SSC which is paid in accordance to the agreed payment terms. This is then allocated to the relevant cost centre.
- 3.7.5. SSC fleet manager issues a monthly compliance report to the Heads of Service and fleet managers including overall compliance rating against the following 3 criteria:
 - > Mileage quoted at time of purchase
 - > Non premium fuel purchased
 - > Non motorway fuel purchased
- 3.7.6. Line managers are responsible for acting on the reports to ensure all drivers are complying with the terms and therefore reducing corporate costs. Regular non-compliance will be managed through the Disciplinary Policy for staff and the CIC policy for volunteers.



3.7.7. *With the exception of the Mobility aids and Event First Aid service which have fuel cards issued to some of its spokes, to provide for the refuelling of hire vehicles being used by volunteers. This procedure can be read in full on RedRoom by searching 'fuel card'.

3.8. Management of fines including Notifications of Prosecution

3.8.1. All drivers must abide to Road Traffic Laws and the Highway Code.

3.8.2. If fines/ Penalty Charge Notice (PCN) are received for violations regarding speeding, bus lanes, parking, congestion or tolls, the driver should notify their line manager and SSC Fleet Manager immediately.

3.8.3. As the majority of vehicles are registered to the leasing company most fines will be sent direct to them. They will be passed to BRC who will pass to the driver for payment.

3.8.4. If the driver disputes the fine they must provide evidence as to why and the Fleet Manager will dispute with the charging authority.

3.8.5. If a Notice of Intended Prosecution is received, the fleet manager must, by law, provide the individual's information (office address/ contact details) and forward to the issuing Authority.

3.8.6. If a charge for a fine/ PCN is received via the hire vehicle contract, SSC fleet manager will review the relevant schedule to ascertain who hired the vehicle and contact/forward the fine to the hirer.

3.8.7. Line managers are responsible for acting on fines/ PCN received to ensure remedial action is taken.

3.8.8. Multiple fines/ PCNs received will be managed through the Disciplinary Policy for staff or the volunteer CIC policy.

3.9. Supplier feedback

3.9.1. All feedback should be sent to the fleet manager. The fleet manager and fleet management group will review on a regular basis and provide feedback to suppliers.

3.10. Daily vehicle checks (Event First Aid and Ambulance Support only)

3.10.1. All vehicles used with EFA/AS must be checked on a daily basis in line with the Start of Duty Vehicle Inspection Procedure, and SDVI check sheets completed and submitted.

3.10.2. These checks must be stored along with all other information regarding the vehicle they pertain to.

3.11. Section 19 permit

3.11.1. These minibus permits are issued by the SSC Fleet manager. If one has been issued for the vehicle you are driving it should be clearly visible in the vehicle. For

advice on whether you can claim a Section 19 exemption please contact your Fleet Manager.

4. Fleet Management – Roles and responsibilities

Director of Shared Services

Responsible for providing assurance there are reasonable controls in place to manage the safety of our people/, service users and fleet.

Fleet Managers

Monitoring and managing the national fleet portfolio. Ensuring all BRC vehicles comply with the recommended manufacturers servicing, maintenance and repair guidelines and in roadworthy and legal condition. Escalating issues to the services operational managers. Managing the fleet supplier relationships.

Procurement (SSC)

The Corporate Procurement Team is the end-to-end process owner of the Procurement Lifecycle for Fleet and will work collaboratively with the organisations operational subject matter experts to manage the full lifecycle. The make, model, specification and equipment level of vehicles procured for use by Red Cross shall conform to Red Cross Policies and National Standards.

Control and Compliance (SSC)

Evaluate, develop and report on key controls
Perform Compliance Testing
Performance Management Reporting

Fleet Management Group – Service Representatives and Related Policy representatives

(Health and Safety, People and Learning Policy team)

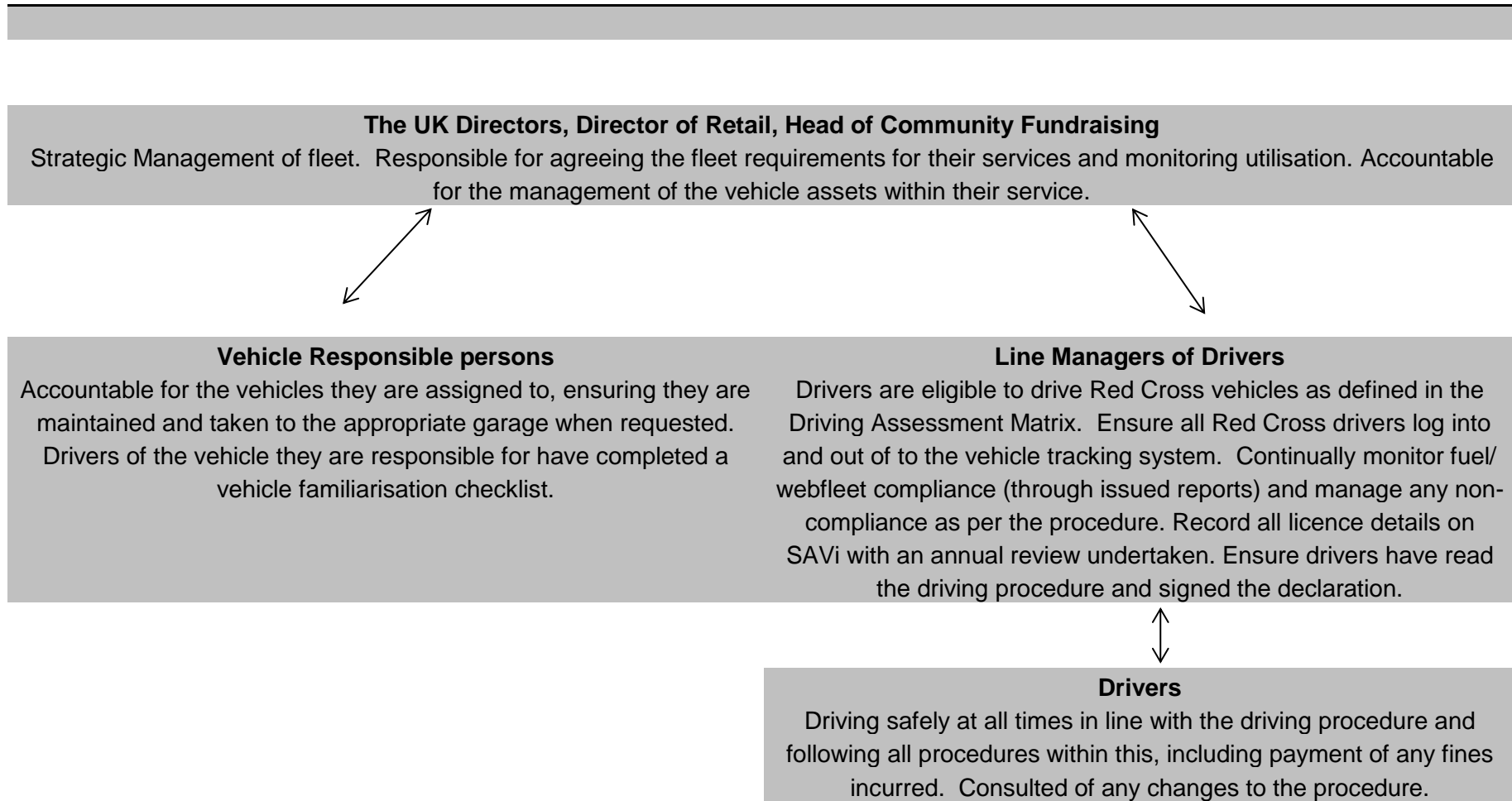
Provide feedback on fleet suppliers, review utilisation, review non compliance, consulted on new procedures.

Fleet specification group

Responsible for agreeing and approving technical specifications all UK Operations vehicles. They are also responsible for the process for changes to any specifications.

The Insurance Manager

Responsible for maintaining the organisations motor insurance policy and is the organisation’s contact for the Insurance broker.



Review and maintenance

This procedure will be reviewed in April 2021 (assuming sign off April 2018).

Appendix A - Related documents

Document title	Relationship to this policy
Pre engagement procedure	Related document
Health and Safety Policy	Mentioned in this procedure.
Driving in the British Red Cross procedure	Related document.
Managing drivers in the British Red Cross procedure	Related document.

Appendix B - Document provenance

Date endorsed	Category	Summarise changes made	Reason for changes	Consulted	Changes endorsed by
May 2018	Scheduled review May 2021	The driving procedure has been divided into 3 procedures: Driving in the British Red Cross. Managing drivers in the British Red Cross. Maintenance of British Red Cross Vehicles.	To ensure all parties; drivers, managers and vehicle owners are clear on their roles and responsibilities.	Representatives from the following areas: EFA/AS, CES/MAS, IL/CR, Fundraising - Retail, RSRFL, Education, H&S, P&L, Finance, Legal, Corporate policy, International, Fundraising - community Diversity and Inclusion, Carbon reduction, SSC, Insurance	Fleet Board (Carol O'Neil, Matt Mills, John Knight, Gareth Davies, Matthew Killick)

Appendix C – Vehicle incident instruction pack

Contact Numbers

Activa – 01908 288400

ALD – 08000 32 32 77

Amlin Insurance – 01245 396655 quote 9579503

Auto Windscreens – 01246 223839 quoting BRI170

Inchcape – 0870 191 4444

SSC Fleet – 0345 054 7311

Vtec Solutions (Vehicle tracking support) – 01236 541080

Goodyear Dunlop (tyres) - 0800 474474

Involved in an accident?

The safety of all staff, volunteers and service users is paramount and should there be an accident please ensure our people are safe in or around the vehicle.

If anybody is injured call an ambulance and report the incident to the police.

If the vehicle can no longer be driven please contact ALD to have the vehicle recovered on 0800 032 3277

Drivers should, where possible, exchange details of the vehicle involved, name (s) and addresses of drivers and their insurance details using the Amlin help card.

Drivers should, where possible, also take details of any witnesses.

Drivers must not admit liability.

Take photographs of any damage, vehicle positions and any skid marks using your mobile phone.

Cost of recovery and onward transportation will be recharged to the vehicle cost centre. If the accident or incident is minor and the vehicle is still road worthy and there are no injuries or issues drivers can continue their journey.

All accidents and incidents must be reported immediately to Amlin on 01245 396655 quoting 9279503

All vehicle accidents must be reported internally using Datix. Any accidental damage to vehicles while they are not being driven must also be reported internally using Datix.

If the driver is at fault a **post-accident review form*** must be completed by the driver and line manager and returned to the Insurance Manager. Managers of drivers involved in accidents are responsible for managing and putting in steps to avoid future accidents.

* <https://britishredcross.interactgo.com/interact/Pages/Content/Document.aspx?id=1261>

Broken down?

Always ensure any broken down vehicle(s) is secure and passengers are safe while waiting for assistance.

Please follow the steps below:

- get the vehicle off the road if possible
- warn other traffic by using your hazard warning lights if your vehicle is causing an obstruction
- help other road users see you by wearing light-coloured or fluorescent clothing in daylight and reflective clothing at night or in poor visibility
- put a warning triangle on the road at least 45 metres (147 feet) behind your broken-down vehicle on the same side of the road, or use other permitted warning devices if you have them. Always take great care when placing or retrieving them, but never use them on motorways
- if possible, keep your sidelights on if it is dark or visibility is poor
- do not stand (or let anybody else stand) between your vehicle and oncoming traffic
- at night or in poor visibility do not stand where you will prevent other road users seeing your lights

If the breakdown is on a motorway please follow the steps below:

- pull on to the hard shoulder and stop as far to the left as possible, with your wheels turned to the left
- try to stop near an emergency telephone (situated at approximately one-mile intervals along the hard shoulder)
- leave the vehicle by the left-hand door and ensure your passengers do the same. You **MUST** leave any animals in the vehicle or, in an emergency, keep them under proper control on the verge. Never attempt to place a warning triangle on a motorway
- do not put yourself in danger by attempting even simple repairs
- ensure that passengers keep away from the carriageway and hard shoulder, and that children are kept under control
- walk to an emergency telephone on your side of the carriageway (follow the arrows on the posts at the back of the hard shoulder) – the telephone is free of charge and connects directly to an operator. Use these in preference to a mobile phone. Always face the traffic when you speak on the phone
- give full details to the operator; also inform them if you are a vulnerable motorist such as disabled, older or travelling alone
- return and wait near your vehicle (well away from the carriageway and hard shoulder)

Drivers should notify their line manager when the situation is resolved and complete a Datix report. Dependent on whether the vehicle is hired, leased or owned will depend on which company is contacted.



Roadside assistance/ breakdown cover is included in all hire agreements, lease agreements and BRC owned vehicles fleet services.

For hire vehicles contact the relevant hire company who will arrange for their preferred roadside assistance provider to attend and a hire car replacement if needed.

For leased vehicles contact the relevant lease company which owns the vehicle:

ALD – 0800 032 3277

Activa – 0845 601 3497

Inchcape – 0870 191 4444

The lease company will arrange for their preferred roadside assistance provider to attend.

For BRC owned vehicles ALD fleet services should be contacted.

ALD - 0800 032 3277

ALD will arrange for their preferred roadside assistance provider to attend. Any costs involved in recovery, and or repair will be charged back to the appropriate vehicle cost centre.

Cracked windscreen?

Glass, including windscreens, is excluded from maintenance agreements therefore should be arranged through BRC's preferred supplier, currently Auto Windscreens. They should be contacted on 01246 223839 quoting BRI170.

If the vehicle is hired the vehicle hire company should be contacted.

If the glass is chipped it is safe to drive to your destination then arrange maintenance however if the chip is bigger than a 50p piece it is not safe to continue and the driver must pull over, secure the vehicle and call for assistance.

Lost or stolen fuel card?

If a card is lost or stolen notify the SSC fleet team on 0345 0547311.

SSC fleet will arrange for a replacement card to be issued. The cost of the replacement card will be charged to cost centre the vehicle is charged to.

Appendix D – Vehicle familiarisation

Control	Tick/ N/A	Control	Tick/ N/A
<i>Outside the Vehicle:</i>		<i>Under the bonnet:</i>	
Fuel (petrol/ diesel)		Engine oil level/ dipstick	
Fuel cap		Engine coolant level	
Lights		Brake/ clutch fluid level	
Reversing lights		Battery level	
Rear fog lights		Power steering fluid level and washer fluid level	
Door locks		Washer fluid level	
Tyre condition		<i>Passenger Safety:</i>	
Tyre pressure		Seatbelts	
Mirrors		Headrests	
Reversing lens		Armrests	
<i>Passenger Comfort:</i>		Passenger lift	
Ventilation		Ramp plus winch	
Heating systems		Fold out step	
Interior lights		Wheelchair restraints	
Radio/ CD/ MP3		Wheelchair passenger restraints	
Roof Vents		Door locks	
Windows		Power door controls	
<i>Emergency/ Accidents:</i>		Removable seating	
First aid kits – if applicable		<i>The Controls:</i>	
Fire extinguishers (vans and minibuses only)		Lights	
Battery cut off		Rear fog lights	
Fuel cut off		Horn	
Mobile phone/ radio for emergency assistance		Indicators	

Status Indicators:		Hazard warning	
Fuel		Passenger lift power switch	
Oil		Windscreen wipers	
Handbrake		Windscreen washers	
Direction indicators		Starting procedure	
Hazard warning		Foot pedals	
Passenger lift power on/ off		Rear spotlights	
Other warning lights		Gears	
Notices/ signs:		Driver Seat:	
Vehicle dimensions		Seat adjustment controls*	
Tyre pressures		Mirrors	
Passenger and wheelchair capacity		Ventilation/ heating	
Paperwork:		Breakdown:	
Insurance card		Breakdown/ recovery service documents incl contact details	
Fuel card			
Log sheets			
Accident Report forms			
Vehicle instruction booklet			

***Seat Adjustment**

Always ensure that your seat is adjusted appropriately and that your head restraint is also adjusted to suit you. The head restraint should be close to the back of your head with the top of the restraint being at the same height as the top of your head. Your shoulder should be in contact with the back of the seat and you should be able to comfortably hold the steering wheel without stretching.