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16<sup>th</sup> December 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 211141.

You requested the following information, please also see our response below:

**can we please have all the following documents please. Again taken from**

**The recent communication sent out by the trust from NHSE vehicle spec.**

#### **Training**

**47. The converter will provide the operational and workshop staff for each relevant trust with on-site training. Operational training will cover the operational use of the vehicle and its equipment, and workshop training will cover maintenance, fault diagnosis and repairs.**

See para 49

**48. An associated written training syllabus will be provided along with confirmation certificates detailing who has been trained and what criteria they have met.**

See para 49

**49. To support training delivery the converter will provide the following in electronic form, in hard copy and online:**

- **an operational manual explaining operator use**
- **a copy maintenance manual for technical staff that includes:**
  - **system hardware location schematics**
  - **wiring diagrams**
  - **fault diagnosis guidance information**
  - **warranty claims process and contact information**

– spare parts catalogue.

### **Build information pack**

Historically, the converter provided a build information pack which contained most, if not all, of the above information. The NHSE central requirements and associated specifications, initially shared with Trusts in 2019, have recently been updated and selected converters, including Wilker, have had to demonstrate their ability to comply with these. NHSE acknowledged that a lead time was required, and ongoing orders would be honoured. Therefore, vehicles delivered, including those from Wilkers recently, are not mandated, but generally do, fully comply with all specifications until 2022/23 deliveries.

We are supplied and share as appropriate, the following.

- User handbook for each vehicle and an electronic version which on the last build is available on the QR code placed in the vehicle for staff to access
- Wiring diagrams
- Parts list
- Warranty form
- Each vehicle has a blue folder (Picture 1) with all the manuals for each item fitted (This is left on the vehicle when sent to workshops)
  - VB air suspension system
  - VB air suspension fitting instructions
  - Eberspacher climate control warranty information
  - Eberspacher heater operating instructions & service book
  - Emergency time operation instructions (clock)
  - Stryker manual
  - Lardel global warranty sheet
  - LSU overview / mounting & installation guide
  - Dlouhy Lifepak 15 bracket user manual
  - Oxylitre Ambulance pipeline test certificate
  - Wilker final sign off electrical sheet
  - Wilker final inspection checklist
  - Wilker loose fittings check list

**Picture 1**



- **electrical wiring diagrams and location of components and connections in the vehicle's electrical system**
- **drawings of external and internal layouts**
- **letters of non-objection/certificates of conformity as required**
- **bill of materials**

All of the above are requirements of the NHSE national specification and new Trust vehicles will comply with these fully from 2022/23 as monitored through NHSE/I and the national framework

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

**Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust**