



Bunkered Fuel Ordering, Tank Dipping & Pump Usage Procedure

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1 Scope

- 1.1. South East Coast Ambulance Service NHS Foundation Trust (the Trust) is committed to ensuring that our patients receive treatment and care in a responsive and effective manner. Paramount to this commitment is the on-going availability of Trust vehicles for operational purposes. One aspect of ensuring vehicle availability is access to fuel.
- 1.2. This procedure sets out the processes which ensure that drivers of Trust vehicles can access bunkered fuel and that the fuel is managed and ordered to ensure supplies are available when required.
- 1.3. It is a Trust requirement that accurate records of fuel delivered / fuel issued are maintained at all times.

2 Procedure

2.1. Definitions:

- 2.1.1. **Trust vehicles** include: Ambulances, Response cars, Hazardous Area Response Team vehicles and non-operational vans and cars the carry out Trust duties.
- 2.1.2. **Bunkered Fuel** is held at nominated Trust locations and is available for refuelling Trust vehicles only when a Fuel Key Tag is used or when a Fuel Key Manager permits the use of the green Master Key to allocate fuel from the supply.
- 2.1.3. A **Fuel Key Manager** is the responsible person/manager for that site assigned to oversee the refuelling processes at a Bunkered Fuel Store location; and may be one of the following: Clinical Operations Managers (COMs); Make Ready Centre Managers (MRCMs); Team Leader (TL)

2.2. Locations and capacity of Bunkered Fuel Stores

- 2.2.1. The Trust has bunkered fuel stored at the following sites:

Station	Tank Capacity	Station	Tank Capacity
BRIGHTON	22000 Litres	TONGHAM	30000 Litres
BURGESS HILL	6825 Litres	REDHILL	10600 Litres
TANGMERE	20000 Litres	THANET	32000 Litres
HASTINGS	32500 Litres	ASHFORD	30000 Litres

HOVE	22000 Litres	PADDOCK WOOD	35000 Litres
WORTHING	35000 Litres	MEDWAY	18000 Litres
CHERTSEY	30000 Litres	SITTINGBOURNE	4500 Litres

2.2.2. The current locations may alter and new sites added as the Trust progresses towards greater ownership of fuel. This procedure relates to all current and future holdings of Trust Fuel.

2.3. Fuel Tag Keys

2.3.1. A fuel tag key must be used in order to access Bunkered Fuel and these keys have computerised chips which enable the fuel pumps to record the vehicle registration number, how much fuel was put into the vehicle and when.

2.3.2. Every vehicle has a fuel key assigned to it and must be used in order for the vehicle to be filled up at bunkered fuel sites. The fuel keys are assigned by Fleet Admin (FA) prior to the initial deployment of the vehicle.

2.3.3. If a fuel tag key is missing the Fuel Key Manager must email bunkered.fuelorders@secamb.nhs.uk to request a new key and details in the email must include the vehicle registration number and location. The FA will arrange for a new key to be allocated to the vehicle using the software provided by the Trust.

2.3.4. A green **Master Key** is available at every bunkered fuel station and Make Ready Centre (MRC) and the nominated person in charge (Fuel Key Manager) at that site has the responsibility for it. The key is only to be used in extreme circumstances, such as:

2.3.4.1. When a key is, lost, broken or stolen and you are awaiting a replacement.

2.3.4.2. When a vehicle is new and the key has not been issued yet.

2.3.5. If it has been necessary to use the Master Key the person who uses it must email bunkered.fuelorders@secamb.nhs.uk with the details of its use, including vehicle registration, date, time, reason for using the key and how much fuel was extracted.

2.4. Process for monitoring fuel usage

2.4.1. The FA or nominated deputy will:

2.4.1.1. Connect electronically to all Trust pumps and download data on a daily basis Monday to Friday.

- 2.4.1.2. Run a weekly report, every Friday (or the first administrative working day after) to check that all the data captured is accurate and that the green Master Key has not been used. The FA will report any abnormalities or discrepancies to the Fuel Key Manager of that site for comments before escalating on to the security department if necessary.
- 2.4.2. Run a weekly report, every Friday (or the first administrative working day after) to collate the current Fuel Dips (fuel extracted) for all sites and email report out to designated people in the fuel dips email group. Reports are then saved on the T Drive (T:\Fleet\Kent\Fuel Dips) then save in the correct month's folder with the date.
- 2.4.3. When a predetermined level of fuel is reached by using local usage knowledge the Fuel Key Manager will forward a Bulk Fuel Order email request to bunkered.fuelorders@secamb.nhs.uk. The order is to state the location at which the fuel is required and the quantity required.
- 2.4.4. The FA will then print out the emailed request and raise a purchase order using Shared Business Services (SBS) procurement system. SBS will auto-forward the requisition for approval after which it will generate an order number. The FA will then file the emailed request in the fuel orders file and attach any delivery notes to the request once received.
- 2.4.5. The FA will liaise with Fuel Key Manager requiring bunkered fuel and the fuel supplier to arrange a suitable delivery date and time.
- 2.4.6. Upon delivery of bulk fuel the Fuel Key Manager will record the tank dip / gauge reading before and after delivery and cross check the record against the delivery receipt from the fuel supplier. This is to confirm actual delivered quantity. Any discrepancies between the actual delivery and the delivery note should be raised at the point of delivery with the delivery driver and the person seeing in the delivery.
- 2.4.7. After a fuel delivery has taken place a copy of the fuel delivery receipt must be faxed to FA and the original posted to the FA via internal post.
- 2.4.8. The FA will enter delivery details onto SBS system to confirm that delivery of the fuel has made and receipt the purchase order.
- 2.4.9. All pump override transactions are to be submitted by email to bunkered.fuelorders@secamb.nhs.uk by the Fuel Key Manager, stating the time and date of the transaction, the amount of fuel drawn and the registration number / fleet number of the vehicle the fuel was drawn against.

- 2.4.10. The FA will connect electronically to the fuel pumps on a monthly basis and run an override transaction report (overrides are when the pump is put onto manual to run without a key so any vehicle could fill up) and cross reference this with the override submission emails received any anomalies are to be questioned with the Fuel Key manager in the first instance before escalating if necessary to the security department.
- 2.4.11. The FA will monitor and facilitate progress on outstanding actions in relation to this procedure. Any ongoing issues will be reported to the Fuel Key Manager for that bunkered fuel site for co-ordinated resolution. The FA will report any continuing issues which are preventing adherence to this procedure to the Head of Fleet and Logistics who will facilitate resolution.
- 2.4.12. The FA will provide the Finance department with summary reports when requested to enable auditing.

3 Responsibilities

- 3.1. The **Head of Fleet & Logistics** has overall responsibility for this procedure, including monitoring and audit.
- 3.2. **Fuel Key Managers** are responsible for reporting lost fuel tag keys and the security and usage of the green Master Key; monitoring determined levels of fuel, raising fuel requests and overseeing fuel deliveries; resolving discrepancies in bunkered fuel delivery, usage and override transactions. This responsibility entails liaison with the FA.
- 3.3. The **FA** is responsible for the cancellation of lost fuel tag keys and reissuing replacements, in liaison with the Fuel Key Manager. The FA is also responsible for daily uploads of electronic data from the fuel pumps; running and circulating weekly and monthly reporting; providing Finance with summary reports as and when requested; liaison with Fuel Key Managers and fuel suppliers with regard to fuel orders; raising SBS requisitions and receipting purchase orders for bunkered fuel and ensuring the associated administrative and record keeping tasks are carried out. The FA is also responsible for auditing the processes within this procedure and facilitating the resolution of any issues which are preventing adherence to it.

4 Audit and Review

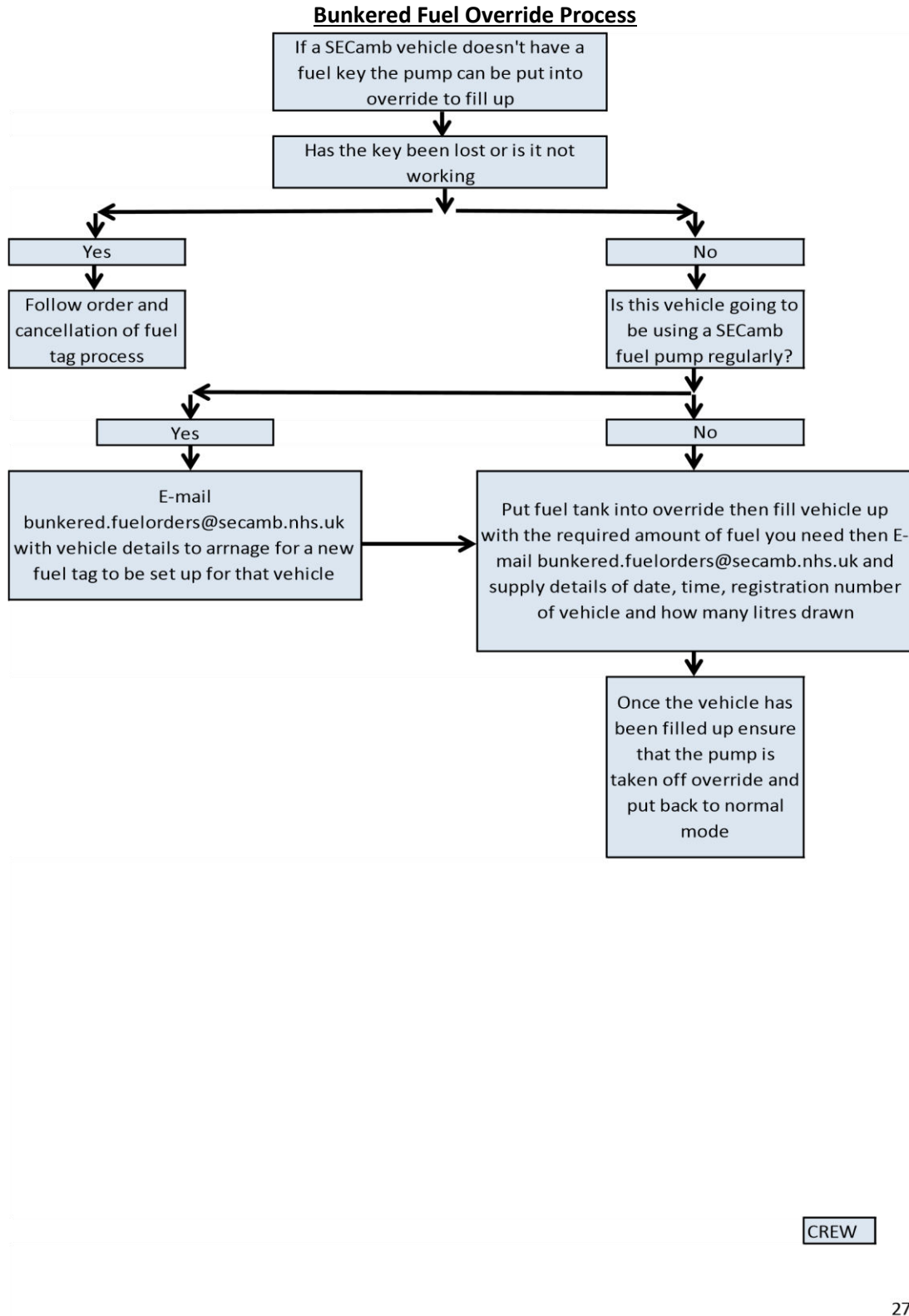
- 4.1. Monitoring compliance to this procedure on a day to day basis will be undertaken by Fuel Key Managers and the FA.
- 4.2. On a monthly basis the FA will carry out the following audits:

- 4.2.1. All over ride transactions will be downloaded and cross referenced to override transaction emails.
- 4.2.2. All lost, stolen and new keys to be reported on Fleet Key Performance Indicators (KPIs).
- 4.2.3. Trend analysis to be carried out to monitor repeat offenders or offences.
- 4.3. The FA will aim to resolve issues of non-compliance with the relevant individual or group. Persistent non-compliance will be reported to the Head of Fleet & Logistics for remediation. In both cases it may be necessary for a remedial action for non-compliance to be part of a personal development plan; or an action plan to remediate the risks of recurrence.
- 4.4. Lost, stolen and new keys are reported to the Head of Fleet & Logistics in Fleet KPIs on a monthly basis by FA. Feedback on the KPIs will be provided to Regional Workshop Managers who will implement or oversee any resulting actions, as appropriate.
- 4.5. This procedure will be reviewed by the Head of Fleet & Logistics every three years or sooner if new legislation, codes of practice or national standards are introduced.

5 References

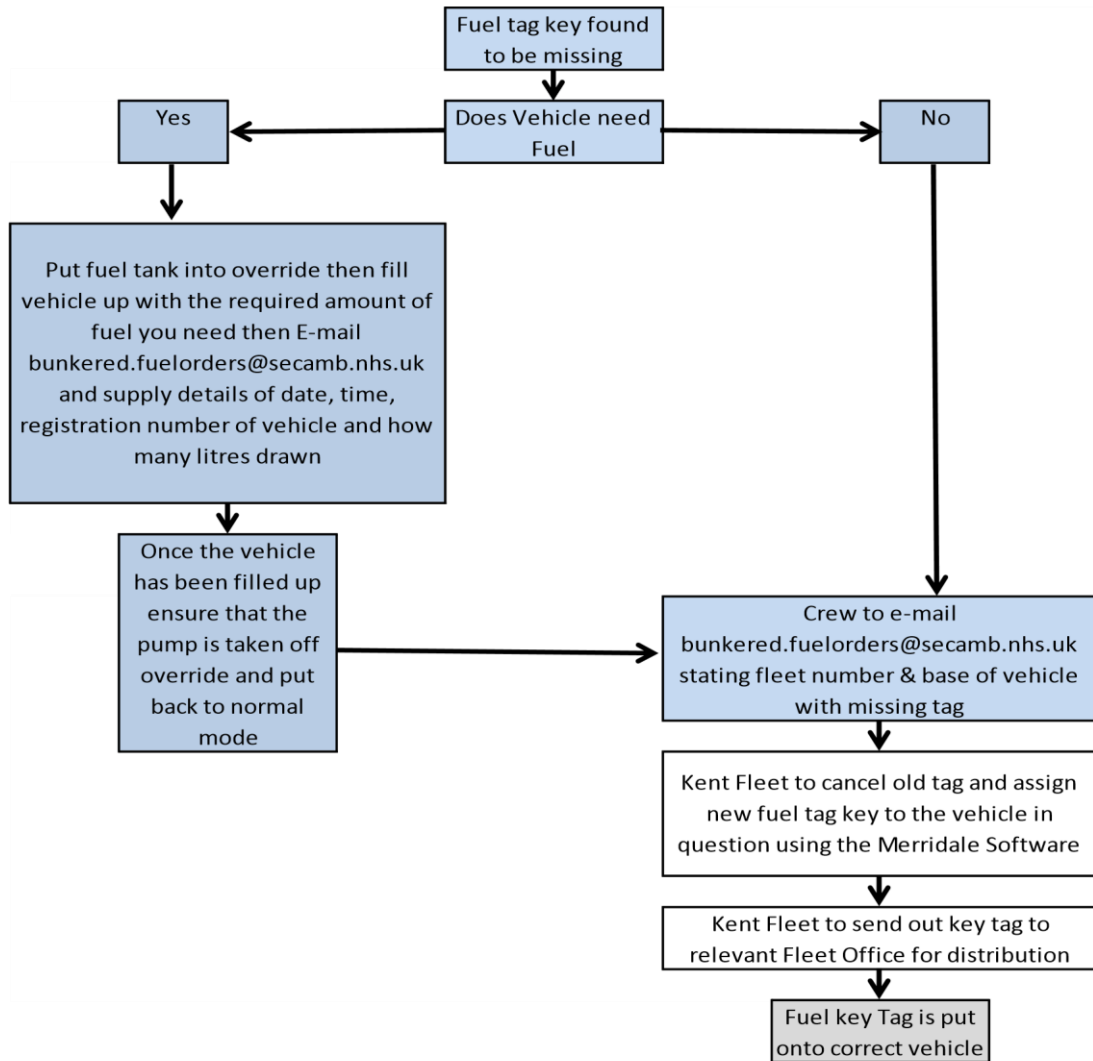
- 5.1 There are no legislation, national guidance or external documents referred to in this procedure or linked to it.

Appendix A: Bunkered Fuel override process



Appendix B: Ordering and cancellation of Fuel Tag Keys process

Ordering & Cancellation of Fuel Tag Keys Process



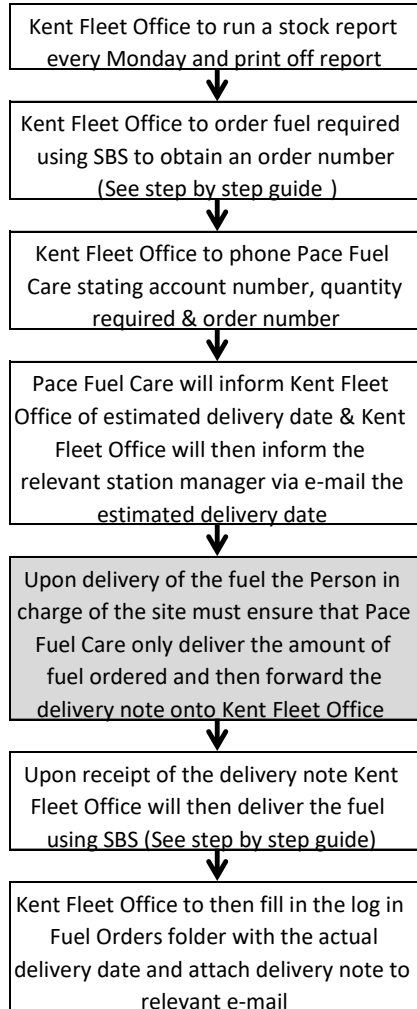
FLEET ADMIN

OP'S DUTY MANAGER

CREW

6.1.1. **Appendix C: Dipping of fuel tank, ordering and receipting of Bunkered Fuel process**

Dipping of Fuel Tank, Ordering & Receipting of Bunkered Fuel Process



FLEET ADMIN

OP'S DUTY MANAGER

Appendix D: Drawing of Bunkered Fuel process

Drawing of Bunkered Fuel Process

