



## Vehicle Defect Procedure

### Contents

1	<b>Scope</b> .....	3
2	<b>Procedure</b> .....	3
3	<b>Responsibilities</b> .....	4
4	<b>Audit and Review</b> .....	4
5	<b>References</b> .....	4
	<b>Appendix A: Vehicle defecting Process</b> .....	5

## **1 Scope**

- 1.1. South East Coast Ambulance Service NHS Foundation Trust (the Trust) is committed to maintaining the safety, availability and roadworthiness of the vehicles it uses to deliver its core services. To ensure Trust vehicles are kept road legal and compliant they need to be repaired when defects occur.
- 1.2. This Trust document explains the vehicle defect procedure that needs to be followed by all Secamb staff who uses a Trust Fleet vehicle.
- 1.3. For the purpose of this Procedure, Trust vehicles include: Ambulances, Response cars, and Hazardous Area Response Team vehicles as well as non-operational vans and cars that carry out Trust duties

## **2 Procedure**

- 2.1. This procedure is supported by the flowchart in Appendix A: Vehicle Defecting Process.
- 2.2. When a defect occurs on a vehicle the SECAMB vehicle driver will need to determine if the defect is serious enough to warrant the vehicle being taken off the road (VOR), this is also known as a critical vehicle failure (CVF), or if the defect is minor and can continue operationally until the end of its shift where it will then be made VOR for repair.
- 2.3. In both cases the vehicle driver will need to inform Production Desk on 0300 123 9199 to report the defect then fill out the vehicle defect note and leave it in the vehicle for the maintenance technician.
- 2.4. If the vehicle is VOR and has a patient on board then the crew will need to liaise with EOC to arrange the patient transfer.
- 2.5. After the patient has been moved on to another vehicle or If there is no patient on board Production desk can log all vehicle and crew details on share point/GRS Vehicle Status Program, then arrange recovery of the vehicle if required to its nearest workshop or place of repair.
- 2.6. If the vehicle does not require recovery, then the crew are to drive the vehicle back to the nearest workshop from their location for repair.
- 2.7. Production Desk to inform the appropriate workshop of the vehicles impending arrival and the nature of its defect.

- 2.8. When the vehicle arrives at its repair workshop / location the maintenance technician is to make an initial assessment to see if the vehicle can be repaired within 30 minutes.
- 2.9. If the vehicle can be repaired within 30 minutes the maintenance technician is to repair the vehicle completing all the relevant paper work then tell Production Desk when the vehicle is ready for operational use again.
- 2.10. If the vehicle can't be repaired in 30 minutes then the crew will need to arrange for a replacement vehicle to continue their shift by liaising with production desk.
- 2.11. Once the vehicle is repaired the maintenance technician is to fill in all relevant paperwork then tell Production desk when the vehicle is ready for operational use again.
- 2.12. Production Desk to close vehicle log on share point and make vehicle available.

### **3 Responsibilities**

- 3.1. The **Head of Fleet and Logistics** has overall responsibility for this procedure, including monitoring and audit.
- 3.2. **All SECamb Vehicle Drivers** are responsible for reporting the vehicle defect to production desk and completing the vehicle defect book every time a defect occurs no matter how minor.
- 3.3. **EOC** are responsible for arranging patient transfer if a patient is on board when a defect occurs.
- 3.4. **Production Desk** is responsible for arranging vehicle recovery where a vehicle cannot be driven back to a place of repair. They are also responsible for updating the vehicle log on share point/GRS Vehicle Status Program, and arranging a replacement vehicle where possible.
- 3.5. **Workshop Vehicle Technicians** and **Workshop Team Leaders** are responsible for ensuring the vehicle is repaired and that all paper work is completed and Production Desk are informed when the vehicle has been repaired and is again available for operational use.

### **4 Audit and Review**

- 4.1. Monitoring compliance to this procedure on a day to day basis will be undertaken by workshop and Production desk staff.

- 4.2 **Workshop staff** to check on all vehicles to ensure that the defect book has been completed correctly.
- 4.3 **Production Desk staff** to ensure all defects are reported and closed off on share point/GRS/Vehicle Status Program.
- 4.4 **Workshop and Production Desk staff** will aim to resolve issues of non-compliance with the relevant individual or group. Persistent non-compliance will be reported to the **Workshop Manager / Production Desk Manager** 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.
- 4.5 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.

## **6 References**

- 6.1 Road Traffic Act 1988
- 6.2 Driver and Vehicle Standards Agency (DVSA)

# Vehicle Defect Procedure

## Appendix A: Vehicle Defecting Process



