South East Coast Ambulance Service
NHS Foundation Trust

Fleet Administration Procedure

Contents

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 safety and reliability Trust vehicles are subject to a regime of scheduled maintenance, with this comes the paper work filled in by the workshop staff that needs to be processed in the Fleet Admin offices.

1.2.   This document explains the processes that need to be followed by the Trust's Fleet Admin Staff when paper work is received from the workshops into the Fleet Office.

1.3.   For the purpose of these procedures **Trust vehicles** include: Ambulances, Response cars, and Hazardous Area Response Team vehicles as well as non-operational vans and cars the carry out Trust duties.

2   Job Card Inputting

2.1.   Every piece of work that the workshop fitters complete will be written down on a job card that will have to get entered onto the 'Fleet management' system. Once the job cards arrive in the fleet office they are to be sorted into workshop order and audited using the 'Job Card Audit' folder. **Responsibility – Fleet Office Administrator**

2.2.   If there are any gaps in the audit folder then the outstanding job cards will need to be followed up with the relevant workshop and accounted for. **Responsibility – Fleet Office Administrator**

2.3.   The job cards are then sorted into piles with jobs that have parts and ones that do not. If the job has parts then they will be passed onto the Parts Administrator for inputting first. Once completed the Parts Administrator will hand the cards back to the Fleet Office. If the cards do not have any parts then the Fleet Administrator will input the cards onto the system with any missing or incorrect information followed up and questioned. **Responsibility – Fleet Office Administrator**

2.4.   When the Fleet Administrator receives the job cards that have parts attached back from the Parts Administrator they will check that all parts on the card have been assigned on the system, chase any missing or incorrect information with the Parts Administrator, complete, close and file the job card in the relevant fleet file. **Responsibility – Fleet Office Administrator**

3   MOT Certificate Entry

3.1.   Once the Ministry of Transport (MOT) examination has been done the fitter will fax the form to the relevant fleet office and send the original in the internal post so that it can be entered onto the Fleetman system. **Responsibility – Workshop Technician**

3.2.   To enter the new expiry date onto the Fleetman system the Fleet Administrator will click on the vehicles tab and then double click on vehicle enquiries. Enter in the fleet number if known, or the registration number which is found on the certificate and click the open tab. In the **MOT Cert** box enter in the new certificate number and in the **MOT Expires** box enter in the new expiry date of the MOT. Finally click save and place the certificate in the filing tray. **Responsibility – Fleet Office Administrator**

3.3.   The MOT certificates will then be filed in the MOT file in expiry date order. The old MOT certificate will need to be taken out and shredded. **Responsibility – Fleet Office Administrator**

4   Tail Lift Certificate Entry

4.1.   Once the Tail Lift Service has been done the fitter will fax the tail lift test certificate into the relevant fleet office so that it can be entered onto the Fleet management system. **Responsibility – Workshop Technician**

4.2.   To enter the new expiry date, the Fleet Administrator will log into the Fleet management system and click on the vehicles tab. They then need to double click on vehicle enquiries. Enter in the fleet number, if known or the registration number which is found on the certificate and click the open tab. Once the vehicle record is open in the Weight Test Due box enter in the new expiry date off of the certificate and click save. **Responsibility – Fleet Office Administrator**

4.3.   The test certificate then needs to be scanned onto the system and attached to the vehicle header record in the notes and pictures section. **Responsibility – Fleet Office Administrator**

4.4.   The Tail Lift certificates will then be filled in the relevant fleet vehicle file. **Responsibility – Fleet Office Administrator**

5   Mileage Returns

5.1.   Mileages are to be submitted to the relevant fleet office in the form of fax or e-mail by no later than 9.00am every Tuesday morning by the Make Ready Manager, Vehicle Driver or station Clinical Operations Manager (COM) and in their absence the designated

responsible person. **Responsibility – Station Operational Manager / Responsible Person**

5.2.   Fleet Administrator will then enter the mileages received onto the Fleet management system and chase any outstanding or incorrect mileages with the station in question. The mileages need to be entered onto the Fleet management system by no later than 9.00am every Thursday. **Responsibility – Fleet Office Administrator**

5.3.   Once all the received mileages have been entered onto the Fleet management system a mileage report will need to be run to see what vehicles are still outstanding a mileage return. The report will need to be saved onto the mileage master spreadsheet which will calculate how far each vehicle has travelled each week/month. Any missing entries need to be chased and monitored any vehicles that consistently miss a speedometer entry need to be reported to the workshop manager for further investigation. **Responsibility – Fleet Office Administrator**

5.4.   Once all the mileages have been chased and entered then the workshop team leader will need to be informed so they can run the service schedule report. **Responsibility – Fleet Office Administrator**

6   Timesheet

6.1.   Each member of Fleet staff must fill in their timesheet no later than third day of the month for the previous month. This can be accessed by double clicking on the timesheet icon on the desktop, double clicking on the current year and double clicking on the month of timesheet that needs changing. **Responsibility – Each Fleet Staff Member**

6.2.   In the Normal Rota hours column, the start and finish times due to be worked on each day of the month, must be entered. This will include days that are taken as leave, training and / or sickness days. The 30-minute meal break is automatically deducted from the totals hours column. **Responsibility – Each Fleet Staff Member**

6.3.   If any overtime has been done, then this must be entered in the overtime column with a start and finish time and total time worked. The total overtime for the month will automatically add up at the bottom of the sheet. **Responsibility – Each Fleet Staff Member**

6.4.   If there has been any leave, sickness or training then in the notes column the reason must be given, e.g. Annual Leave 7.5hrs etc. The start and finish times must be entered in the normal rota hours' column as well. **Responsibility – Each Staff Member**

6.5.   The timesheet must be signed and dated and the record clicked to save. The relevant Fleet Office must be advised that the timesheet is complete. **Responsibility – Each Staff Member**

7   Daily Vehicle VOR and Availability Report

7.1.   Every weekday morning by 8.30am and every afternoon at 3.00pm a VOR & Availability report must be emailed out to secambvor@secamb.nhs.uk and PD.Vehicle.Availability.Report@secamb.nhs.uk by the Senior Production Desk on duty. At weekends and bank holidays just one report is to be sent by 9am. **Responsibility – Production Desk Senior.**

7.2.   Fleet technicians must email updated version of their workshops VOR form template with all columns filled in to production.desk@secamb.nhs.uk every morning by 8am and afternoon by 2:30 am **Responsibility – Fleet technicians.**

8   Responsibilities

8.1.   The **Head of Fleet & Logistics** has overall responsibility for this procedure, including monitoring and audit.

8.2.   **Workshop Team Leaders and Technicians** are responsible for completing paperwork and submitting to local Fleet office.

8.3.   **Local Fleet Administrators** are responsible carrying out the administration functions within these procedures.

8.4.   **All managers, Fleet Admin and Vehicle Workshop Staff who carry out Fleet Admin functions** are responsible for reading, understanding and carrying out their responsibility under this procedure.

8.5   **Production Desk Seniors** are responsible for ensuring the VOR and Availability Report is sent out fully completed and on time as specified in this procedures.

9   Audit and Review

9.1.   Monitoring compliance to this Procedure on a day to day basis will be undertaken by the Head of Fleet & Logistics.

9.2.   Once a month an open job card report will be run by the Fleet Admin Team Leader to see all current open jobs still waiting to be closed. Any jobs still open months after they were created are to be investigated and closed where possible. Any issues that may arise are to be reported to the Workshop Manager for resolution.

9.3. Once a month a sample of job cards will be checked at random by the Fleet Admin Team Leader to ensure they are being entered correctly. Any issues arising need to be reported to the workshop manager for resolution.

9.4. 5 MOT test certificates to be picked and checked at random each month by Fleet Administrator to ensure they have been updated and filed correctly. Any issues arising need to be reported to the workshop manager for resolution.

9.5. 5 Tail lift weight test certificates to be picked and checked at random each month to ensure they have been updated and filed correctly. Any issues arising need to be reported to the workshop manager for resolution.

9.6. Once a week Fleet Administrator to run a mileage report to highlight missing mileage returns, all missing entries are to be followed up. Any issues arising need to be reported to the workshop manager for resolution.

9.7. Timesheets to be checked by workshop manager each month before being signed off.

9.8. VOR Report to be checked on a daily basis by Workshop Manager before circulation.

9.9. The Regional Workshop Manager will aim to resolve issues of noncompliance with the relevant individual or group. Persistent noncompliance will be reported to the Head of Fleet & Logistics for remediation. In both cases it may be necessary for a remedial action for noncompliance to be part of a personal development plan; or an action plan to remediate the risks of recurrence.

9.10. 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.

10   References

10.1. There is no legislation, national guidance or external documents that impact or are linked to this procedure.

Appendix A: Job Card Inputting Process

Job Card Inputting Process

```
              ┌─────────────────────┐
              │ Receive Job Cards   │
              │ from the Workshop   │
              └─────────────────────┘
                        │
                        ▼
              ┌─────────────────────┐
              │ Put Job Cards into  │
              │ Workshop piles and  │
              │ Audit               │
              └─────────────────────┘
                        │
                        ▼
              ┌─────────────────────┐
              │ Any Gaps in Audit   │
              │ need to be chased   │
              │ at regular intervals│
              └─────────────────────┘
                        │
                        ▼
  ┌────────┐   ┌─────────────────────┐   ┌────────┐
  │  Yes   │◄──│ Does the Job Card   │──►│   No   │
  └────────┘   │ have parts          │   └────────┘
      │        └─────────────────────┘        │
      ▼                                        ▼
┌──────────────┐                     ┌──────────────┐
│ Input vehicle│                     │ Input vehicle│
│ details,     │                     │ details,     │
│ operations   │                     │ operations   │
│ & labour     │                     │ & labour     │
└──────────────┘                     └──────────────┘
      │                                        │
      ▼                                        ▼
┌──────────────┐                     ┌──────────────┐
│ Any incorrect│                     │ Any incorrect│
│ or missing   │                     │ or missing   │
│ info chase   │                     │ info chase   │
│ up and input │                     │ up and input │
└──────────────┘                     └──────────────┘
      │                                        │
      ▼                                        │
┌──────────────┐                              │
│ Pass Job card│                              │
│ onto Parts   │                              │
│ Administrator│                              │
└──────────────┘                              │
      │                                        │
      ▼                                        │
┌──────────────┐                              │
│ Parts Admin  │                              │
│ to cross     │                              │
│ reference    │                              │
│ parts sheet  │                              │
│ to job and   │                              │
│ ensure all   │                              │
│ parts are    │                              │
│ booked out   │                              │
│ from stock   │                              │
│ sheets and   │                              │
│ purchase     │                              │
│ orders       │                              │
└──────────────┘                              │
      │                                        │
      ▼                                        │
┌──────────────┐                              │
│ Return to the│                              │
│ Fleet Office │                              │
└──────────────┘                              │
      │         ┌──────────────┐              │
      └────────►│ Close Job    │◄─────────────┘
                │ Card, Date   │
                │ Stamp and    │
                │ File         │
                └──────────────┘
```

Appendix B: MOT Certificate Entry Process

MOT Certificate Entry Process

```
┌─────────────────────────────────────────────────┐
│        MOT Certificate comes in Fleet Office       │
└─────────────────────────────────────────────────┘
                         ↓
┌─────────────────────────────────────────────────┐
│  Fleet Admin to log onto Fleet Management System & go │
│                  into Vehicle Tab                  │
└─────────────────────────────────────────────────┘
                         ↓
┌─────────────────────────────────────────────────┐
│          Double click on Vehicle Enquiries         │
└─────────────────────────────────────────────────┘
                         ↓
┌─────────────────────────────────────────────────┐
│   Enter in fleet number (if known) or reg number in box │
└─────────────────────────────────────────────────┘
                         ↓
┌─────────────────────────────────────────────────┐
│  Click on the open icon next to box In MOT Cert box enter in │
│            the document number of the MOT          │
└─────────────────────────────────────────────────┘
                         ↓
┌─────────────────────────────────────────────────┐
│  In MOT Expires enter in the new MOT expiry date & Click │
│                  on save icon                      │
└─────────────────────────────────────────────────┘
                         ↓
┌─────────────────────────────────────────────────┐
│  File MOT in MOT file in expiry date order and remove old │
│             certificate and shred                  │
└─────────────────────────────────────────────────┘
                         ↓
┌─────────────────────────────────────────────────┐
│  Fleet Admin to scan and attach all relevant documents to │
│               vehicle header                       │
└─────────────────────────────────────────────────┘
```

Appendix C: Tail Lift Entry Process

Tail Lift Certificate Entry Process

```
┌─────────────────────┐
│ Tail lift Certificate│
│ comes in Fleet      │
│ Office              │
└─────────┬───────────┘
          ▼
┌─────────────────────┐
│ Fleet Admin to log  │
│ onto Fleet          │
│ Management          │
│ System and click on │
│ the vehicle tab     │
└─────────┬───────────┘
          ▼
┌─────────────────────┐
│ Double click on     │
│ Vehicle enquiries   │
└─────────┬───────────┘
          ▼
┌─────────────────────┐
│ Enter in fleet number│
│ (if known) or reg   │
│ number in box       │
└─────────┬───────────┘
          ▼
┌─────────────────────┐
│ Click on the open   │
│ icon next to box    │
└─────────┬───────────┘
          ▼
┌─────────────────────┐
│ In Weight Test due  │
│ box enter in the new│
│ expiry date. (6     │
│ months on from test │
│ date)               │
└─────────┬───────────┘
          ▼
┌─────────────────────┐
│ Click on save icon  │
└─────────┬───────────┘
          ▼
┌─────────────────────┐
│ File Tail Lift      │
│ certificate in fleet│
│ vehicle file in date│
│ order               │
└─────────┬───────────┘
          ▼
┌─────────────────────┐
│ Fleet Admin to scan │
│ and attach all      │
│ relevant document to│
│ vehicle header      │
│ record              │
└─────────────────────┘
```

Appendix D: Mileage Returns Process
Mileage Returns Process

Mileages Collected Weekly by Ops and Submitted to Fleet no later than 9.00 am every Tuesday morning

Mileages to be submitted to Fleet in the form of (TBC) Fax/Phone/Email

Was Vehicle Mileage Received

Yes

No

Fleet staff to enter mileages onto Fleet management system by 9.00 am every Wednesday

Chase up missing vehicle mileage returns and enter onto fleet management system by 9.00am Thursday. All long term VOR vehicles to have the last correct mileage entered each week. If stations still fail to submit a mileage return use the existing mileage return information to work out that vehicles average weekly mileage then enter this as the return. All repeated non received mileage returns and mileage exceptions to be reported to the workshop manager for further investigation.

Is mileage correct

Yes

No

Chase up incorrect mileage and enter onto Fleet management system by 9.00am every Thursday

Enter Correct Mileage onto Fleet Management System

Once all mileages are entered and correct, run a mileage report. Use the report to chase missing returns consistant missing returns to be reported to workshop manager for investigation

Once you have entered all the missing returns and updated the master spreadsheet then inform the workshop team leader so that the servicing report can be completed

Appendix E: Timesheet Process

Timesheet Process

Open Timesheet Folder on Desktop

↓

Open Currrent Year Folder

↓

Open Current Month Timesheet

↓

Under Normal Shift Rota's column enter Start Time & Finish Time. Total Hours Will Automatically Work Out Your Hours Worked Minus Your Meal Break

↓

Yes ← Has Any Ovetime Been Done? → No

↓ (Yes)

Under Additional Hours Overtime Enter a Start & Finish Time & the Total Hours Worked Overtime. Also Enter in the Comments Box the Reason for Overtime

↓

Has any Leave, Sickeness or Training Been Taken?

↓

Yes / No

↓ (Yes)

Enter in the Normal Shift Rota's your normal shift time for that Day

↓

Enter in the Comments Box Annual Leave, Sickness or Training along with your hours you would have worked. E.g. 7.5hrs

↓

Ensure That You have Signed Your Name and Entered Date Completed

↓

Finally Click the Save Icon and Inform the Fleet Office its Complete

Appendix F: Vehicle Off Road (VOR) Process

Vehicle off Road (VOR) Process

```
┌──────────────────────────────────┐
│ Every morning before 8.30a.m. &  │
│ every afternoon before 3.30p.m.  │
│ Production to ring relevant      │
│ workshops to obtain VOR's        │
└──────────────────────────────────┘
                 │
                 ▼
┌─────────────────────┐   ┌──────────────────────────────────┐
│ Fleet list of       │   │ When workshops have given VOR's  │
│ vehicles supplied   │◄──│ Production to enter onto VOR      │
│ to fleet team to    │   │ spreadsheet under relevant       │
│ know which vehicles │   │ headings & total up              │
│ go under which      │   └──────────────────────────────────┘
│ heading             │                  │
└─────────────────────┘                  ▼
                       ┌──────────────────────────────────┐
                       │ Fleet Team Leaders to e-mail     │
                       │ their completed spreadsheet to   │
                       │ Production                        │
                       └──────────────────────────────────┘
                                        │
                                        ▼
                       ┌──────────────────────────────────┐
                       │ Production to collate all info   │
                       │ and send off to e-mail           │
                       │ secambvor@secamb.nh.uk           │
                       └──────────────────────────────────┘
                                        │
                                        ▼
                       ┌──────────────────────────────────┐
                       │ Fleet Team Leaders to update     │
                       │ their own VOR board with VOR's   │
                       │ at each workshop                 │
                       └──────────────────────────────────┘
```