



Fleet Safety Alert Modification System Procedure

Contents

1. Scope.....	2
2 Procedure.....	2
3 Responsibilities	4
4 Audit and Review	4
5 References.....	5
Appendix A: SAMS Process	6

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.
- 1.2. This procedure sets out the process to be followed when a Trust vehicle requires a Safety Alert Modification (SAM) which has been identified as a result of a recurring defect or component failure.

2 Procedure

- 2.1. Trust vehicles include:
 - Ambulances,
 - Response cars,
 - Hazardous Area Response Team vehicles
 - Non-operational vans and cars the carry out Trust duties.
- 2.2. If a member of the Vehicle Workshop staff identifies that a Trust vehicle has developed a recurring defect or component failure and, in their opinion, it requires a SAM, the member of staff will complete a SAMs form ([Appendix B](#)) and email it to all Workshop Managers. A current list of email addresses for Workshop Managers can be obtained from fleet Admin.
- 2.3. The staff member who completed the SAMs form will become the **SAMs Lead** for the remainder of the process.
- 2.4. The SAMs Lead will discuss the fault(s) with the Workshop managers to determine the best course of action in terms of vehicle modification. This discussion can take place via email, telephone or in person. If it is agreed that a SAM is required, the SAMs Lead will ascertain whether the vehicle(s) in question is still within its warranty period.
- 2.5. **Vehicle within warranty period**
 - 2.5.1. If the vehicle is within warranty, the SAMs Lead will arrange for the vehicle(s) to be sent into the main dealers for repair in accordance with the Vehicle Recall, Modification & Warranty Procedure.
- 2.6. **Vehicle not within warranty period**
 - 2.6.1. If the vehicle is no longer within its warranty period, the SAMs Lead and local Workshop manager will develop and agree a modification to rectify the fault or component failure. If necessary, the Leads will liaise with manufacturers for guidance.

- 2.6.2. The modification will be trialled for two weeks and will be overseen by the SAMs Lead and local Workshop manager, with further liaison as necessary.
- 2.6.3. If the initial modification is unsuccessful, a further modification will be developed by the SAMs Lead and Local Workshop Team Leader and trialled for a period of two weeks.
- 2.7. **If a successful modification cannot be achieved**
- 2.8. What if there's no success after two trial modifications? Seek further specialist advice around required modification.
- 2.9. **Request approval for modification**
- 2.9.1. If the first or second trial modification fixes the fault or component failure, the SAMs Lead will consult with the Fleet Risk and Safety Manager to request approval of the modification. This consultation is likely to take place in person, and will involve an overview of the issue, trialled solutions, and test results.
- 2.9.2. If Fleet Risk and Safety Manager does **not** approve the modification a new trial modification will need to be identified and developed by the SAMs Lead and local Workshop Team Leader. A new trial will be implemented until a satisfactory solution enables the Fleet Risk and Safety Manager to approve it.
- 2.10. **After a modification has been approved**
- 2.11. When the Fleet Risk and Safety Manager has approved the SAM, the SAMs Lead will complete a SAMs Notification Form to identify: the vehicle type involved, how to fix the fault, any parts that may be needed and a task code for the modification. The SAMs Lead will need to contact the Fleet Admin Team who will create the task code. The task code will need to be entered onto any job card when the same type of modification is being completed on another vehicle.
- 2.12. The SAMs Lead will email the completed SAMs Notification Form to all Workshop managers who will inform their own staff of the SAM and how to fix the fault. The relevant vehicles will then be modified as per the notification when the vehicle is next in the workshop for repair or service.
- 2.13. The Technician is to use the SAMs Standard on K2 and follow the directions within the SAMs notification documentation.
- 2.14. The SAMs lead will run a progress report from K2 to monitor the progress & completion. They will inform workshop managers of outstanding modifications.

- 2.15. Once all the vehicles have been modified the SAMs log can then be signed off as completed by the SAMs Lead.
- 2.16. Workshop managers will monitor and facilitate progress on outstanding modifications. Any issues will be reported to the SAMs Lead for co-ordinated resolution. The SAMs lead will report any ongoing issues which are preventing completion of the modifications to the Regional Workshop Manager who will facilitate resolution.
- 2.17. A diagram of the full Safety Alert Modifications (SAMs) Process is provided at [Appendix A](#).

3 Responsibilities

- 3.1. The **Head of Fleet & Logistics** has overall responsibility for this procedure, including monitoring and audit. However, all **Workshop Area Managers** have been delegated the responsibility for implementing and monitoring this procedure within their areas of control.
- 3.2. SAMs Leads, Workshop Team Leaders and Fleet Risk and **Safety Manager** are responsible for the effective and timely management of the SAMs process.
- 3.3. **All managers and Vehicle Workshop Staff and Technicians** who carry out SAMs are responsible for reading, understanding, and carrying out their responsibility under this procedure.

4 Audit and Review

- 4.1. Monitoring compliance to this procedure on a day-to-day basis will be undertaken by Workshop managers.
- 4.2. An audit of 10% of SAMs is to be carried out twice a year by Area Workshop Managers to ensure activities and outcomes are in accordance with this procedure. The Workshop Area Manager 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.
- 4.3. A list of active SAMs and their current status will be reported to the Workshop Area Managers for review on a monthly basis by Fleet admin. Feedback on the report will be provided to Head of Fleet who will implement or oversee any resulting actions, as appropriate.

- 4.4. 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 is introduced.

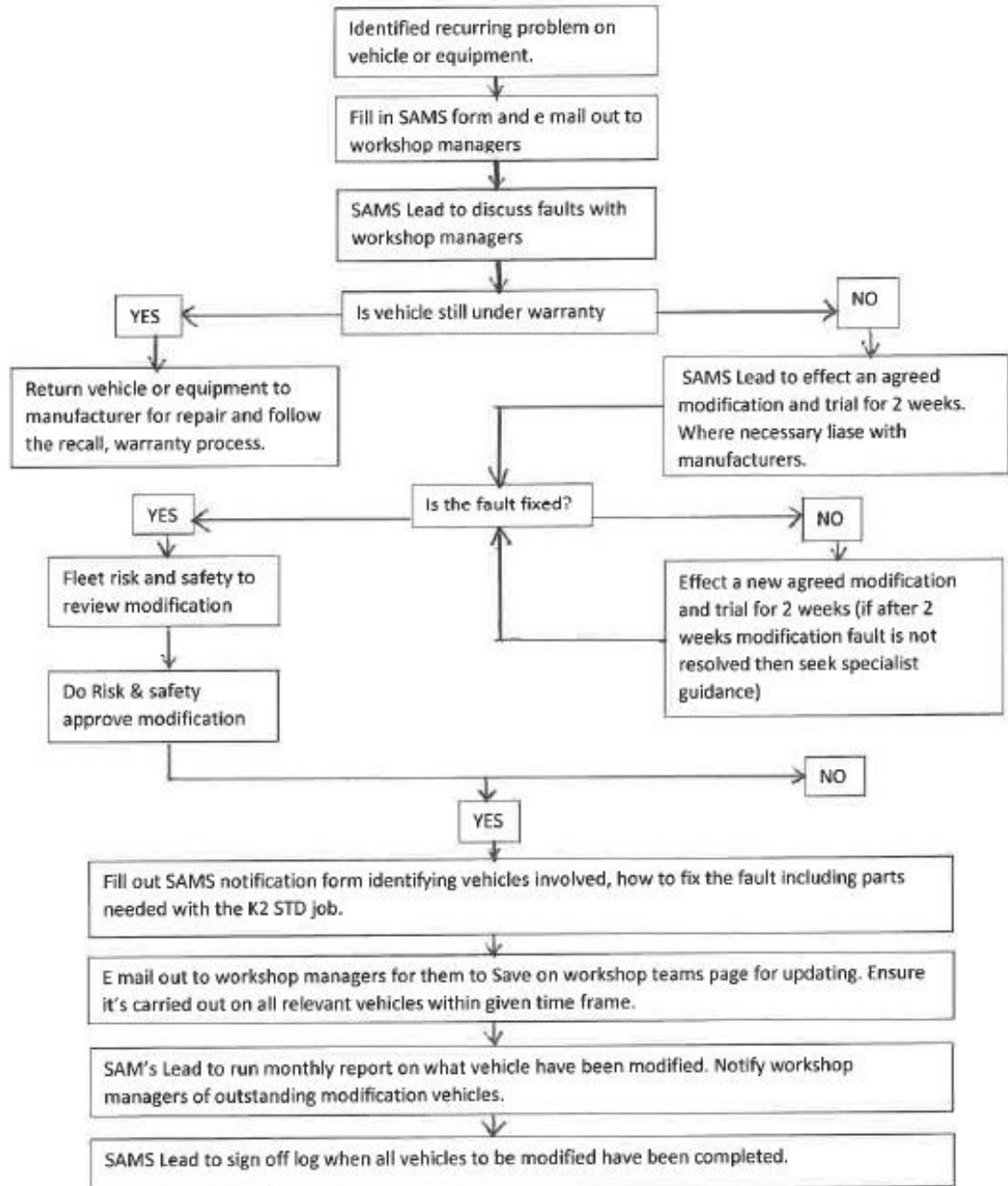
5 References

- 5.1. There is no legislation, national guidance or external documents which impact on this procedure.

Appendix A: SAMS Process

Appendix F Fleet safety alert modification system procedure.

Fleet Safety Alert Modification Procedure.



Appendix B - Safety Alert Modifications (SAM's) Form

Fleet Safety Alert Modification System Procedure



SOUTH EAST COAST AMBULANCE SERVICE FLEET DEPARTMENT

SAMS Notification

SAMS Reference: _____ Date SAMS Issued: _____

SAMS Description: _____

Vehicle Make: _____ Vehicle Model: _____

Vehicle Fleet Numbers Affected: _____

Description of Defect / Concern:

Remedial Action:

SAMS Urgency: _____

SAMS Job Task Code: _____ This code must be entered onto the jobcard.

A Jobcard must be raised for each vehicle that has been done.