



Fleet Vehicle Movement Request Procedure

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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 serviced and repaired.
- 1.2. This Trust document explains the policy and procedure in relation to the request for vehicle movements by all maintenance staff of all Secamb vehicles. The movement of vehicles is a crucial element of the fleet operation as it is vital to ensure that vehicles are maintained and repaired in a correct and timely manner.
- 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 Movement Request Process.
- 2.2. Once the vehicle has been requested to be left off the road for a service / repair work to commence the vehicle maintenance technician can request a vehicle movement with the Production Desk by emailing a request to them using this email address. ProductionDesk@secamb.nhs.uk in the request they will need to include vehicle details, current location and the location they want the vehicle moved to. All movements that are required to happen the same day or overnight need to be submitted before 3pm. Any movements received after this time will not be guaranteed to be carried out the same day and may be put on the movement sheets for the next working day so this needs to be considered when requesting vehicles for service. **Responsibility – Vehicle maintenance technician**
- 2.3. Production Desk to log vehicle movement request on movement sheets for the drivers to move. Depending on the amount of vehicle movement requests received some movement requests might have to be carried out the next working day. If this is the case Production Desk will inform the individual by replying to their movement email request. **Responsibility – Production Desk**
- 2.4. If the vehicle fails to arrive after the vehicle movement request then a further two movement requests can be made before the Vehicle Maintenance Technician needs to escalate it to their Workshop Manager. **Responsibility – Vehicle Maintenance Technician**

- 2.4.1 If the vehicle still fails to arrive after two requests the vehicle maintenance technician will need to complete an Incident Report (IWR-1) form using Datix. **Responsibility – Vehicle Maintenance Technician**
- 2.4.2 The Workshop Manager will need to investigate the IWR-1 and the reason of vehicle no show. **Responsibility – Workshop Manager**
- 2.4.3 The Workshop Manager to report the problem to the correct individual or group to resolve any issues relating to the failed vehicle movement. **Responsibility – Workshop Manager**
- 2.5. If a vehicle is returning from contractors following a repair it will need to be inspected by the Vehicle Maintenance Technician before it can return to operational use. **Responsibility – Vehicle Maintenance Technician**
- 2.6. Vehicle Maintenance Technician to service or repair the vehicle, fill in all relevant paperwork then contact the Production Desk via email ProductionDesk@secamb.nhs.uk when the vehicle is available for operational use. **Responsibility – Vehicle maintenance technician**

3 Responsibilities

- 3.1 The **Head of Fleet & Logistics** has overall responsibility for this procedure, including monitoring and audit.
- 3.2 The **Vehicle Maintenance Technician** is responsible for making vehicle movement requests following this procedure. They are also responsible for checking vehicles over when returning from contractor repairs before the vehicle returns to operational use.
- 3.3 The **Workshop Manager** is responsible for investigating failed movement attempts after two requests and resolving any issues with the relevant individual or group.
- 3.4 The **Production Desk** is responsible for logging the vehicle movement with the drivers after the movement request email is received. If this request cannot be actioned then they will need to reply to that email request with a valid reason.
- 3.5 The **Drivers** are responsible for carrying out the vehicle movements logged on the vehicle movement sheets created by the Production Desk.

4 Audit and Review

- 4.1 Monitoring compliance to this procedure on a day to day basis will be undertaken by the local Workshop Manager.
- 4.2 Workshop Manager to monitor the production desk end of shift reports at random and monitor failed movements.
- 4.3 The Workshop 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; or an action plan to remediate the risks of recurrence.
- 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 are introduced.

6 References

- 6.1 There are no references

Appendix A: Fleet Vehicle Movement Request Process

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