



Driving Trust Vehicles Policy

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Chief Operating Officer	16/06/17	Driver Training Manager
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1.0	16/11/17	Approved by SLB
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1.1	01/11/2017	Reviewed and updated by Driver Training Unit
Version	Date	Comments (i.e. viewed, or reviewed, amended approved by person or committee)
1.1	30/22/2019	Extended by Management Assurance Group
1.1	05/12/19	Reviewed and updated by Trust Local Accident Reduction Group (LARG)
1.1	22/04/20	Extended by Compliance and Risk Group
1.1	15/05/20	Reviewed by ELT
1.1	09/06/20	Amendments to grammar for clarity. Amendments to footer
2.0	14/01/21	Approved by Compliance and Risk Group
2.1	26/10/21	Reviewed and updated by Driver Training Officers and interim Head of Driver Training. Changes made: 4.5 added 'incident report' 4.9 Added 'Ambulance Operation Centre' 13.1 Added 'This can be done by workshop mechanics or Make Ready Operatives, where available.' 17.3 Replaced 'AFA' with 'MRO' 18.3 Added 'decontaminated'

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		35.3 Deleted ' trust driving safety instruction and replaced it with 'in Operational Instruction number 0145 'Securing the patient'
2.1	15/12/2021	Reviewed by Driving Standards Manager and Driver Training Officer
2.1	03/02/22	<p>Reviewed by Head of Fleet, Amendments made:</p> <p>4.9 Added 'Their licence is valid and current in accordance with the Trusts Driving Licence Procedure Policy.'</p> <p>5 Replaced 'Conformity of European Normity (CEN)' with 'British Standards'</p> <p>8.1 Added 'call sign'</p> <p>10.1.1 Added 'When completing a Vehicle Daily Inspection(VDI), a MR20 form must be completed if in place, otherwise a VDI sheet should be completed.'</p> <p>15 Added 'must record it in the vehicle defects book and report it in the appropriate manner. This must be reported to the line manager/Fleet and the Make Ready Team.'</p> <p>25.1 Added 'All vehicles of this type are to be discussed and approved by Fleet prior to use.'</p>

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2.1	12/04/2022	Reviewed and Approved by Operations Senior Manager Delivery Group
3.0	20/06/2022	Approved by CRG

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Linked procedural documents	<p>ACPO (2007) <i>Practice Advice on The Policing of Roads</i>, NPIA</p> <p>UK Ambulance Services Emergency Response Drivers Handbook</p> <p>COOPER, S & ORME, O (2009) <i>Road Traffic Law Second Edition</i></p> <p>Oxford: Oxford University Press</p> <p>Department for Transport (2007) <i>The Highway Code</i></p> <p>Norwich: The Stationery Office Road Safety Act 2006</p> <p>Road Traffic Regulation Act 1984 Road Traffic Act 1984</p> <p>Road Vehicles (Construction & Use) Regulations 1986 SHARP, G (1997) <i>Human Aspects of Police Driving</i>: Scottish Police College</p> <p>The Police Foundation (2007) <i>Roadcraft The Police Drivers Handbook</i></p> <p>London: The Stationery Office</p>

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	Operational Instruction number 0145 Driving Licence Procedure PR001
Dissemination requirements	All staff via Need to Know and Trust Intranet
Part of Trust's publication scheme	Yes

The East of England Ambulance Service NHS Trust has made every effort to ensure this policy does not have the effect of unlawful discrimination on the grounds of the protected characteristics of: age, disability, gender reassignment, race, religion/belief, gender, sexual orientation, marriage/civil partnership, pregnancy/maternity. The Trust will not tolerate unfair discrimination on the basis of spent criminal convictions, Trade

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Union membership or non-membership. In addition, the Trust will have due regard to advancing equality of opportunity between people from different groups and foster good relations between people from different groups. This policy applies to all individuals working at all levels and grades for the Trust, including senior managers, officers, directors, non-executive directors, employees (whether permanent, fixed-term or temporary), consultants, governors, contractors, trainees, seconded staff, homeworkers, casual workers and agency staff, volunteers, interns, agents, sponsors, or any other person associated with the Trust.

All Trust policies can be provided in alternative formats.

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1. Purpose

1.1 The East of England Ambulance Service NHS Trust (the Trust) maintains a tradition of driving motor vehicles to a high standard. Employees undertaking driving duties are expected to do so in an operating environment that is demanding and can be dangerous and stressful.

1.2 It is therefore necessary for the service to provide a framework of guidance and to take appropriate measures to maintain the current high driving standards by supporting, informing, and educating Trust drivers at all stages of their driving career.

2. Scope

2.1 This policy applies to all employees of the Trust including volunteers.

2.2 The Trust is committed to making the East of England safer for all the people we serve. In order to assist in delivering that vision, the Trust recognise that its most important resource is its employees and ensuring their health and safety is an integral part of all work activity.

2.3 All Trust employees have a critical role to play in developing and complying with systems introduced to keep themselves safe, as the responsibility for health and safety is a shared one.

2.4 There is an expectation on all Trust employees to maintain and improve driving standards.

2.5 The aim of all drivers within the Trust should be that they drive in a manner that will not lead to them being involved in any collision and if they are, it should not be their fault.

3. Access to Procedure

3.1 All employees are entitled to access this policy which is located in the HR Policies and Procedures Folders and/or on the Trust's Intranet. However, if you require this Policy in any other format please seek guidance from the Human Resources Department, your line management or trade union representative.

3.2 Employees and Managers may also wish to consult related Trust policies such as Risk Management, Management of Serious Incidents, Driving Licence, Lease Car Agreement and Business Travel, Alcohol and Drug Misuse, Flexible Working Arrangements, Special Leave, Sickness Absence Management, Occupational Health and Wellbeing, Paternity, Employment Break Policy, Trust Vehicle Collision Reporting Policy and Motorway Multi-Lane Policy.

4 Roles and Responsibilities

4.1 The Chief Executive is accountable for all driving undertaken within the Trust.

4.2 The Trust Board acknowledges the need for Trust-wide commitment in taking this policy forward and will ensure that the necessary resources are made available, in line with the Risk Management Policy.

4.3 Each Director has a responsibility for the implementation of policies and procedures relating to the driving of Trust vehicles under their control.

4.4 Senior Managers have a responsibility to ensure that investigations into incidents are carried out in accordance with either the incident or road collision investigation procedure. They are also responsible to ensure the completion of the relevant manager attendance reporting documentation process, Road Traffic Collision (RTC) papers and implementation of action plans to reduce reoccurrence of similar incidents.

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4.5 Operations Managers have responsibility to ensure investigations into incidents are carried out in accordance with either the incident or road collision investigation procedure. They are also responsible for the completion of relevant Incident Report (IR) process, road traffic collision papers and implementation of action plans to reduce reoccurrence of similar incidents.

4.6 Line managers are responsible for:

- Ensuring that their employees are made aware of this policy, and for keeping their employees up to date with any policy revision, and to ensure that their employees adhere to this policy.
- Ensuring that all vehicle incidents relating to this policy are reported as per the incident reporting or road traffic collision procedures.
- Ensuring that any vehicle collisions are investigated and acted upon to prevent reoccurrence in accordance with the Investigations Handbook and where necessary the Management of Serious Incidents Policy.
- Ensuring that if an employee informs them of any health condition which may affect their ability to drive safely that they are referred to Occupational Health for advice.
- To check driving licences at least once per year in accordance with the Trust's Policy for Driving Licences.

4.7 Some staff may be involved in driving duties where they act as a banks person to assist other drivers with reversing and manoeuvring. Line managers for these staff must ensure that for these duties, a suitable high visibility jacket or tabard is provided in the vehicle for these tasks. Managers should also ensure that staff are competent to conduct these tasks.

4.8 Licences for all users of Trust vehicles must be checked in accordance with the Trust Driving Licence policy.

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4.9 In addition to the above, operational employees should ensure that:

- Their licence is valid and current in accordance with the Trusts Driving Licence Procedure Policy.
- If they break down in a Trust vehicle, Ambulance Operations Centre (AOC) are informed and their advice followed (e.g. concerning the patient) and follow the relevant breakdown procedure.
- If they are involved in a RTC in a Trust vehicle they contact AOC and follow their advice (e.g. concerning the patient) and follow the relevant RTC procedure.
- They inform their manager of any health issues which may impact on their ability to drive Trust vehicles or vehicles used on behalf of the Trust.

4.10 With regards to driving trust vehicles on trust property's, the following chart MUST be adhered to:

	RRV3	DSA3	Enterprise Van (less than 3.5t) ¹
Barrier between driven vehicle and nearest public highway:	DVLA car licence (manual)	DVLA car licence (manual) ²	DVLA car licence (manual)
-In garage with all doors closed -In garage with site barrier down or gates closed	Trust Driving assessment (car)	Trust Driving assessment (C1)	Trust Driving assessment (car)

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<p>No barrier between driven vehicle and nearest public highway:</p> <p>-In garage with doors open and site barrier up or gates open - On site outside garage with site barrier up or gates open or no gates or barriers in place</p>	<p>DVLA car licence (manual)</p> <p>Trust Driving assessment (car)</p>	<p>DVLA C1 licence (manual)²</p> <p>Trust Driving assessment (C1)</p>	<p>DVLA car licence (manual)</p> <p>Trust Driving assessment (car)</p>
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5 The Trust's Fleet Department is responsible for:

Working in conjunction with operations to design vehicles which are fit for purpose and comply with the British Standards Regulations. The Trust ensures the safety of staff and patients in ambulances by purchasing vehicles which are compliant with BS EN1789:2018.

Ensuring that each vehicle owned, leased, hired or operated by the Trust has road tax, MOT certificate and is serviced according to the manufacturer's recommendations.

Collating and investigating motor vehicle claims. Fleet Management and Insurance providers to ensure that the Trust claim's risk is minimized.

6 Health & Safety - Risk Assessment

6.1 All driving tasks and activities by an employee/volunteer in the Trust are formally risk assessed at a corporate level. This includes driving and related activities with vehicles. As part of the driving role employees and/or volunteers have a responsibility to undertake a dynamic risk assessment on a continual basis during all driving activities.

6.2 All new tasks including the use of new equipment must be risk assessed.

6.3 In the event of an incident occurring, the corporate risk assessment documents may be requested by the investigating authority. Employees may be required to justify their driving actions or decisions and any thought processes related to their dynamic risk assessment.

Use of Vehicle and Equipment

7 General

7.1 Vehicles and associated equipment require considerable on-going investment by the Trust and all employees are responsible for ensuring that they are looked after correctly and used safely.

7.2 When using the vehicle there is a requirement by the Trust that the employee will operate the vehicle safely, in the manner to which they were trained and/or authorised.

7.3 Failure to do so may leave the employee personally responsible for criminal prosecutions and/or action under the Trust's Disciplinary Policy (Managing Conduct and Performance).

7.4 The Trust uses a mixture of owned / leased / hired / sponsored and donated vehicles which must only be used for official and/or authorised purposes.

8 Fleet Number

8.1 The vehicle index number and call sign, if applicable, the fleet number (permanent or temporary) should be used as the form of identity in all forms of correspondence regarding the vehicle.

9 Manufacturers' Vehicle Handbook

9.1 The handbook contains significant information which is important for the safe and correct operation of the vehicle. It is the responsibility of each employee to familiarise themselves with the handbook when they drive a new type / model of vehicle for the first time, as it will help with identifying the correct use of the vehicles systems and controls.

10 Daily Inspection

10.1 Before using a Trust vehicle all employees must conduct a legal road worthiness check

10.1.1 When completing a Vehicle Daily Inspection(VDI), a MR20 form must be completed if in place, otherwise a VDI sheet should be completed.

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10.2 In very limited circumstances, there may be an urgent need to use the vehicle without carrying out a daily inspection (such as an emergency call). In such circumstances, once the initial call has been dealt with, the daily inspection must be carried out before any further use of the vehicle.

10.3 The purpose of the daily inspection is to ensure that the vehicle is in a safe condition to drive and that any unreported damage is recorded. It is the sole responsibility as the driver of the vehicle to carry out the checks.

10.4 Any damage found or caused must be correctly reported without delay.

10.5 Any mileage unaccounted for must be reported to a local line manager.

10.6 It is an offence to drive a vehicle without a valid road fund licence which must be in date and for that vehicle.

10.7 If it is established that a vehicle is overdue a service, employees should contact the Fleet Department. If it is established that a vehicle is overdue a brake fluid check or the MOT has expired, it must be withdrawn from service and arrangements made for the required work to be carried out via the Fleet Department.

10.8 Both employees and the Trust are committing an offence if a vehicle requiring a test certificate is used without one, except where the vehicle is being driven to an authorised testing station for a pre-arranged test (Road Traffic Act 1988).

i. Damage to bodywork -

Conduct a visual examination of the exterior for damage and defects and report any concerns to your line manager.

ii. Underside damage –

The surface below the vehicle should be checked for any signs of fluid leaks, which may indicate a serious safety related defect. The underneath of the front and rear bumpers should be checked for any damage, which may indicate the vehicle has suffered a grounding, which may give rise to safety related defects which will require reporting to a line manager

iii. Tyres –

All tyres fitted to a vehicle must be identical in specification in terms of the manufacture, the model, and tread pattern.

iv. As well as checking the above, each tyre must be carefully checked for:

- Damage to the sidewalls and tread area
- Cuts & bulges
- Embedded objects
- Tread depth (a Trust designated tyre service may be used.)

Note: The minimum acceptable tyre tread depth for Trust use is 3mm for motor cars and vans.

Lease car users should be contact the Fleet dept for further guidance

11 Run-flat Tyres

11.1 Run-flat tyres are fitted to some Trust vehicles and may incorporate a tyre pressure monitoring system, which will inform the driver if there is a loss of pressure. With a tyre deflated the vehicles' handling properties will change including reduced stability during braking and will result in longer braking distances. Vehicles that have run-flat tyres will not usually have a spare wheel supplied.

11.2 Following a puncture on a run-flat tyre the vehicle may be driven to a workshop or another location where it will await repair, though this must be strictly in accordance with the restrictions on maximum speed and distance detailed in the vehicle manufacturer's handbook. However, before continuing to drive the vehicle the affected tyre must first be visually inspected for damage. If structural damage to the tyre is apparent, or if the puncture was caused by a collision, the vehicle must not be driven and will have to be recovered.

11.3 A vehicle with a puncture to a run-flat tyre must not be used in any operational capacity until the tyre is replaced. Under no circumstances should normal tyres be mixed with Run-flat versions, even if the tread patterns appear similar. Therefore, wheels must never be transferred from one vehicle to another.

12 Punctures and Wheel Changing

12.1 If a puncture occurs the vehicle should be stopped and Fleet/AOC contacted to arrange repairs/tyre changes. Puncture repairs must not be carried out to any tyre or inner tube by the driver. This also prohibits the use of any form of after-market puncture sealant.

Staff should adhere to any manufacture's guidance in the use of space saver tyres and puncture repair kit as supplied with the vehicle. Response driving should be avoided until such time that the tyre has been repaired or replaced by an approved tyre supplier

Lease car users must contact the fleet department for advice and guidance.

13 New / Replaced Tyres

13.1 Tyre and vehicle manufacturers, although varying in distance, suggest that when new tyres are fitted care should be taken for the initial miles covered, as grip and braking levels may not be as expected.

Tyre Pressures

The required tyre pressures are stated in the vehicle handbook or on the vehicle. Certain duties where the vehicles are operated close to maximum payload will usually be specified to operate on full-load tyre pressures. Tyre pressures must be checked and adjusted when the tyres are cold. If the vehicle has recently been driven the tyre pressures may have increased due to heat. Therefore, pressures must not be checked or adjusted until the tyres have cooled as reducing the pressures when the tyre is hot could result in under-inflation. Running a tyre under-inflated will cause it to overheat, affecting the handling characteristics of the vehicle, and may result in irreversible structural damage to the tyre.

It may not be possible to check the tyre pressure of vehicles that are in 24/7 use at the start of every tour of duty. In these circumstances, if the tyres are not cold, a visual check should be made before the vehicle is used for any sign of under/over inflation. If an opportunity arises during a tour of duty to check the tyre pressures when the tyres are cold, this must be taken. A Trust designated tyre service may be used.

If any serious handling problems arise whilst the vehicle is being driven it must be taken out of service until the tyres are cold and the pressures checked and adjusted properly. If the handling is not corrected by this process the vehicle must remain out of service and the defect reported.

Always replace the valve caps having checked the tyre pressures.

Wheels -

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Check condition of the wheels, looking for any damage. Damage to wheels may indicate hidden damage to steering or suspension components. Check wheel nuts are fitted. Refer to Fleet bulletin, FSOI Wheel nut indicators.

Brakes –

Make a visual check of the brake fluid level (if the level is low it may indicate brake pad wear or a leak – it must not be topped up – the vehicle must be taken out of service for a brake safety check).

Check handbrake holds vehicle.

Check brake pedal pressure and that there are no obstructions in the foot well of the vehicle.

Electrics -

Check operation of all electrical equipment (e.g. lights, direction indicators, horn and emergency warning systems, windscreen wipers and washers).

Oil -

Check engine oil level with the engine switched off. If low, top up with the appropriate grade of oil. This can be done by the driver of the vehicle or Make Ready Operatives, where available.

Water -

Check engine coolant level. Note: the engine coolant reservoir should not be opened if the engine is warm as there may be a risk of injury or scalding from hot/boiling water.

Check windscreen washer reservoir (top up if required).

Seatbelts -

Check for fastening, wear and free running.

If defects are found with a vehicle which renders the vehicle unroadworthy, it must be withdrawn from service until suitable repairs / maintenance is carried out by authorised persons.

14 Post Drive Checks

14.1 Drivers are required to conduct a visual examination of the exterior of the vehicle at the end of their tour of duty to ensure no damage has been sustained whilst the vehicle has been parked and unattended or during the duty period and report any new damage found on inspection.

14.2 Defects found by the next driver, which are judged to be obvious and self-evident and which should have been found during the daily inspection or post drive check, may result in an investigation of the previous driver.

14.3 All line managers have a responsibility to ensure that their employees properly carry out pre and post-drive checks.

15 Defects Found

15.1 A driver who becomes aware of any defect to a vehicle, no matter how trivial it may seem at the time, must record it in the vehicle defects book and report it in the appropriate manner. This must be reported to the line manager/Fleet and the Make Ready Team.

16 Maintenance/Servicing/Repairs/Breakdowns

16.1 In the event of a Trust vehicle requiring service / repair / recovery, contact Fleet services.

16.2 The following maintenance items/requirements may be carried out by the driver of the vehicle, or Make Ready Services where available.

- Fill up windscreen washer/screen wash fluid bottles
- Ensure correct tyre pressure and tread depth
- Top up coolant

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- Top up oil as required

16.3 No other repair or maintenance functions other than those listed in 16.2 will be undertaken by the driver.

16.4 The Trust's Fleet Department will initiate the undertaking of all other repairs (excluding hire cars and some sponsored or donated vehicles).

16.5 Confidential or official Trust paperwork or documents must not be left in the vehicle at any time

16.6 Broken down vehicles must not be left unattended, where possible.

16.7 Cosmetic bodywork repairs (e.g. scratches, small dents etc) must not be authorised locally. Contact should be made with the Trust's Fleet Department which will assess the need to carry out such repairs at that time.

16.8 The changing of vehicle light bulbs must be carried out by a Vehicle Technician.

17 Cleanliness and Tidiness of Vehicles and safe storage of equipment

17.1 Drivers and passengers of vehicles are required to keep the inside of vehicles tidy and free from rubbish. Any waste should be disposed of in appropriate receptacles on a regular basis.

17.2 Articles should not be left unsecured and allowed to move around the inside of a vehicle unchecked. This is due to the potential safety hazard of something jamming under one of the foot controls, distracting the driver or hitting a vehicle occupant in the event of a collision or emergency braking.

17.3 At some depots, the routine cleaning of vehicles is normally carried out by an Make Ready Operative (MRO) employed for such a purpose. It is recognised that operational demands may mean there is insufficient time to clean a vehicle on a daily basis, particularly if the AFA is unavailable. However, when a vehicle does become dirty, every effort should be made to clean the vehicle as it represents an image of the Trust. Drivers are responsible for ensuring that all glass (windscreen, windows, lights etc) are kept clear, especially during periods of inclement weather.

17.4 All employees must adhere to any Trust issued IPC guidance document.

18 Soiled / Contaminated Vehicles

18.1 The interiors of ambulance vehicles can become contaminated or soiled with bodily fluids.

18.2 Such incidents can give rise to health and safety issues and appropriate action must be taken before the vehicle is used again and individuals put at potential risk.

- The vehicle must be taken out of service.
- It should be parked on Trust premises.
- A sign must be clearly affixed to the vehicle informing of the contamination.
- The vehicle should be locked to avoid unintentional entry by someone not aware of the vehicle's condition.
- The vehicle should not be sent for repair until it is cleaned.
- Local instructions should then be followed to decontaminate the vehicle.

18.3 Once the vehicle has been cleaned/decontaminated it may be returned to service.

19 Doors

19.1 It is the drivers' responsibility to ensure that doors on vehicles are kept shut whilst the vehicle is in motion. This includes sliding doors if fitted.

19.2 Where you are able to do so, you should open the door using your hand on the opposite side to the door you are opening; for example, use your left hand to open a door on your right-hand side. This will make you turn your head to look over your shoulder. You are then more likely to avoid causing injury to cyclists or motorcyclists passing you on the road, or to people on the pavement (Highway Code Rule 239)

20 Vehicle Stability and Traction Control Systems

20.1 An increasing number of vehicles are fitted with stability and traction control systems (ASC, DSC, ESP, VSA etc.).

20.2 These systems are designed to recognise if the vehicle is starting to exceed safe operating parameters in respect of vehicle stability. If the vehicle is at risk of becoming unstable due to either understeer or oversteer, the system intervenes to reduce the risk of the driver losing control.

20.3 It is very important to be aware that these systems are fitted to enhance safety. They must not be considered as justification to exceed normal limits.

20.4 The driver must not turn off any such system fitted to a Trust vehicle.

21 Vehicle payload

21.1 It is the responsibility of the driver to ensure that their vehicle is not overloaded and that all equipment or items carried are safely secured.

21.2 For further advice contact fleet services.

22 Vehicle Specification

22.1 The Trust's Fleet Department is the designated authority for all matters relating to the specification and equipment fitted to Trust vehicles.

22.2 Vehicles used by the Trust are selected and specifically equipped to perform clearly defined roles for which they must be fit for purpose, legal and safe.

22.3 There are many UK and EU legislative requirements that must be adhered to when fitting, carrying or operating equipment within or on vehicles.

22.4 Under no circumstances are any modifications or the fitting of additional equipment to be carried out or authorised, other than by Fleet Services.

23 Vehicle Livery

23.1 The Trust has a corporate livery scheme that is controlled and authorised by the Fleet Department.

23.2 Under no circumstances can any user or department carry out any modifications, additions to or change to the approved scheme.

23.3 If changes are required, the approval and authority of the Fleet Department must be sought.

23.4 This applies to all vehicles that can be identified as Trust vehicles, whether fleet, donated, sponsored, hired or partnership.

23.5 If a vehicle is to be used outside of the United Kingdom, the Fleet Department must be contacted to arrange Green Card insurance cover at least 1 month prior to taking the vehicle outside of the UK.

24 Hired Vehicles

24.1 Full details about the procedure for the hiring of vehicles, associated use and required processes can be obtained from Fleet Services.

24.2 The drivers of hire vehicles must comply with the following:

- Hire vehicles must not be used for operational use in relation to the use of ambulance exemptions relating to Road Traffic legislation (e.g. speed, red lights etc.) unless approved by fleet services.
- Covert warning equipment (magnetic blue lights) must not be used on hire cars unless approved by fleet services.
- The reporting procedures and requirements for hire cars involved in a collision or having damage found is the same as for Trust vehicles.
- No smoking in or on hire vehicles.

25. Sponsored / Donated / Partnership / Loaned Vehicles

25.1 The drivers of sponsored / donated / partnership / loaned vehicles must comply with the following points:

- Such vehicles must not be used for operational use in relation to the use of ambulance exemptions relating to Road Traffic legislation (e.g. speed, red lights etc) unless approved by fleet services.
- Covert warning equipment (magnetic blue lights) must not be used on such vehicles unless approved by fleet services.
- The reporting procedures and requirements for sponsored / donated cars involved in a collision or having damage found is the same as for Trust vehicles unless approved by fleet services.
- No smoking in or on such vehicles.
- All vehicles of this type are to be discussed and approved by Fleet prior to use.

26 Telematic Data Recorders (TDR)

26.1 Refer to Vehicle Telematics Policy

27 Refuelling

27.1 It is good practice to re-fuel the vehicle at or near the end of the tour of duty.

27.2 All operational vehicles must be left with a minimum of half a tank of fuel so that any future emergency / urgent situation can be responded to by the following driver without the need to re-fuel. The use of Trust bulk fuel sites is preferable.

28 Incorrect Fuelling – Action to Be Taken

28.1 If the error is discovered / noticed before the ignition / engine is switched on:

- Do not start the engine under any circumstances
- Call Fleet services or AOC for further advice
- The vehicle can be pushed to a less obstructive position

28.2 If the error is discovered / noticed after the engine has been run:

- If already moving, find the nearest place to pull over safely; this should be the shortest distance possible
- Switch off the engine / ignition immediately
- Do not turn engine on again
- Call Fleet services for further advice

29 Parking

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29.1 Trust vehicles left unattended should never have the vehicle keys left in them, with the engine running, unless there is a need for vehicle equipment to be powered by a running engine.

29.2 Where the incident permits, the driver must remain within sight of the vehicle whilst the keys are in it.

29.4 Vehicles should be locked when parked and unattended.

29.5 Personal issue radios, IT equipment, personal safety equipment and confidential correspondence should not be left on view in parked or unattended vehicles reducing the risk of theft.

29.6 Wherever possible, vehicles used by Trust employees should be parked legally, complying with parking regulations.

29.7 However, Trust vehicles may need to be parked in contravention of parking restrictions where there is an operational necessity for the vehicle to be left as close to a location as possible. Consideration should still be given to the location and vehicles should be parked in a safe position, causing as little congestion as possible.

29.8 Where during the parking/reversing procedure, a banks person is used, the banks person must wear a high visibility jacket/tabard if one has been provided.

30 Carrying of Passengers – All Cases

30.1 The driver is responsible for ensuring that:

- The maximum seating capacity for the vehicle is not exceeded.
- All passengers must have their own seat or be secured on a stretcher/incubator/child seat.
- All passengers must be seated when the vehicle is moving.
- The weight of any load carried is not excessive for the type of vehicle used.
- All passengers wear seat belts.

- No one smokes in or on the vehicle.
- Any required paperwork is completed.

31 Portable Satellite Navigation Systems (PSNS) / Mobile Data Terminal (MDT)

31.1 Any part of a PSNS/MDT that is mounted within the passenger compartment must be done in a safe manner. PSNS/MDT is not to be used unless approved by Fleet Services Department and only approved systems will be provided for use in Trust vehicles.

31.2 Each installation of a portable or temporary fix device in a vehicle should be individually risk assessed by the driver to ensure the installation does not:

- Impede the deployment of any safety restraint system (e.g. airbags).
- Restrict the vision through the vehicle windscreen to an extent that any portion of the carriageway is not clearly visible to the driver.
- Interfere with the operation of any vehicle control.
- Detach causing possible danger: ensure it is securely fitted.

31.3 PSNS/MDT must not distract the driver from the safe operation of the vehicle.

31.4 A Road Traffic Offence of "not being in proper control," may be committed by the driver if manual use is made of the equipment whilst the vehicle is in motion.

32 Mobile Phone Use/Handheld devices inc Digital Radios

32.1 There is no legal exemption for ambulance drivers to operate mobile phones (unless an approved hands-free kit is fitted). Personal issue handheld Airwave radio sets are to be treated in the same way as mobile phones regardless of whether they are being used in radio or telephony mode. The exception to this is when the handheld Airwave radio is being used in a vehicle mounted cradle in hands free mode.

32.2 Research has shown that even when using hands free kits, concentration levels are not as high. It is safer to pull over and stop to make or receive mobile phone calls. It is recommended that hands free kits are only used when absolutely necessary.

33 Consumption of Food and Drink in EEAST Vehicles

33.1 The consumption of food and drink within a Trust vehicle is strictly prohibited whilst that vehicle is in motion (with the exception of a cold drink from a suitable self-contained vessel by the attendant).

33.2 Food and drink must not be consumed in any patient bearing area of a Trust vehicle at any time. The consumption of food and drink in non-patient bearing areas whilst stationary is permitted, although the vehicle should be discretely parked away from public view as far as is reasonably possible. Strong smelling food should be routinely avoided for the comfort of patients and colleagues.

34. Smoking/Unauthorised Passengers & Equipment

34.1 Staff or permitted passengers may not smoke or use e-cigarettes in or on vehicles being used for EEAST purposes.

34.2 The carriage of any unauthorised passenger, equipment or other items is not permitted.

34.3 Observers must have in place an observer agreement or other written agreement from a manager of the Trust. Crew staff should ensure familiarity with their responsibilities within this policy.

35 Wearing of Seat Belts/Restraints for Patients, Escorts and Attendant

POL017- Driving Trust Vehicles Policy

35.1 Drivers and all passengers (including the attendant), are required by law to wear front seat belts in all types of Trust vehicle. The same rule applies to rear seat belts in cars, and those in small minibus vehicles (i.e. an unladen weight of less than 2540kg). However, if a person is providing medical attention or treatment to a patient which, due to its nature or the medical situation of the patient, cannot be delayed, an exemption for the wearing of a seatbelt may be claimed.

35.2 There are three exemptions:

- If you are driving a vehicle and are carrying out a manoeuvre at low speed which includes reversing.
- If you have a valid medical exemption certificate.
- If your seat belt has become defective on your journey, and you are en- route for subsequent repair at a workshop. Should the front passenger belt be defective, the attendant or passenger should travel in another seat with a working seat belt for this journey. If the driver seat belt is faulty, the vehicle should be recovered.

35.3 In order to give maximum protection to patients and escorts whilst in a Trust vehicle, every effort must be made to persuade them to use a seat belt / trolley straps.

Further details on patient and passenger restraints can be found in Operational Instruction number 0145 'Securing the patient'.

35.4 The driver must be aware of any instance when a patient or escort declines the wearing of a seat belt after the steps identified above have been followed. Where appropriate to reduce the risk, consideration should be given to decline or aid the alternative transportation of an escort. In the event of a passenger refusing to wear a seatbelt, appropriate Trust documentation must be completed such as PCR

35.5 As described in 35.1, attendants must wear a seat belt in the rear of an ambulance, except, as referenced in the exemption under the motor vehicles (wearing of seatbelts) (amendment) regulations 2015:

“while the person is providing medical attention or treatment which due to its nature or the medical situation of the patient cannot be delayed.”

36 Securing of Vehicle Doors

36.1 Vehicle doors must be properly fastened to ensure they do not open whilst the vehicle is in motion. Equipment must be properly secured and stowed to avoid injury to staff and passengers.

36.2 A Trust vehicle must not be driven with any doors open.

36.3 It is the driver’s responsibility to ensure that the rear/side steps and tail-lift are safely stowed or suitably secured and that all doors are closed before moving off.

36.4 Where a door becomes defective whilst in use, it may be appropriate to temporarily secure it to undertake a journey to a place of repair and appropriate assessment of risk to staff and other road users should be undertaken.

Appendix A

Equality Impact Assessment

EIA Cover Sheet	
Name of process/policy	Driving trust vehicles (POLO17)
Is the process new or existing? If existing, state policy reference number	Existing
Person responsible for process/policy	Head of driver training
Directorate and department/section	Driver Training Unit
Name of assessment lead or EIA assessment team members	Driving Standards Manager and Driver Training Officer
Has consultation taken place? Was consultation internal or external? (please state below):	Driver Training Unit Local Accident Reduction Group (LARG)

POL017- Driving Trust Vehicles Policy

The assessment is being made	Guidelines	
	Written policy involving staff and patients	X
	Strategy	
	Changes in practice	
	Department changes	
	Project plan	
	Action plan	
	Other (please state) bi annual review of existing policies and guidelines	

Equality Analysis
<p>What is the aim of the policy/procedure/practice/event? To reduce the occupational road risk for all Trust staff members and other road users</p>
<p>Who does the policy/procedure/practice/event impact on?</p> <p> Race <input type="checkbox"/> Religion/belief <input type="checkbox"/> Marriage/Civil Partnership <input type="checkbox"/> </p> <p> Gender <input type="checkbox"/> Disability <input type="checkbox"/> Sexual orientation <input type="checkbox"/> </p> <p> Age <input type="checkbox"/> Gender re-assignment <input type="checkbox"/> Pregnancy/maternity <input type="checkbox"/> </p>
<p>Who is responsible for monitoring the policy/procedure/practice/event? Head of Driver Training and Driver Training Unit</p>

POL017- Driving Trust Vehicles Policy

What information is currently available on the impact of this policy/procedure/practice/event?

Existing EQIA in place

Do you need more guidance before you can make an assessment about this policy/procedure/ practice/event? No

Do you have any examples that show that this policy/procedure/practice/event is having a positive impact on any of the following protected characteristics? No, If yes please provide evidence/examples:

- | | | | | | |
|---------------|--------------------------|-----------------------------|--------------------------|-----------------------------------|--------------------------|
| Race | <input type="checkbox"/> | Religion/belief | <input type="checkbox"/> | Marriage/Civil Partnership | <input type="checkbox"/> |
| Gender | <input type="checkbox"/> | Disability | <input type="checkbox"/> | Sexual orientation | <input type="checkbox"/> |
| Age | <input type="checkbox"/> | Gender re-assignment | <input type="checkbox"/> | Pregnancy/maternity | <input type="checkbox"/> |
| | <input type="checkbox"/> | | | | |

Please provide evidence:

Are there any concerns that this policy/procedure/practice/event could have a negative impact on any of the following characteristics? No, if so please provide evidence/examples:

- | | | | | | |
|---------------|--------------------------|-----------------------------|--------------------------|-----------------------------------|--------------------------|
| Race | <input type="checkbox"/> | Religion/belief | <input type="checkbox"/> | Marriage/Civil Partnership | <input type="checkbox"/> |
| Gender | <input type="checkbox"/> | Disability | <input type="checkbox"/> | Sexual orientation | <input type="checkbox"/> |
| Age | <input type="checkbox"/> | Gender re-assignment | <input type="checkbox"/> | Pregnancy/maternity | <input type="checkbox"/> |
| | <input type="checkbox"/> | | | | |

Please provide evidence:

Action Plan/Plans - SMART

Specific

Measurable

Achievable

POL017- Driving Trust Vehicles Policy

Relevant

Time Limited

Evaluation Monitoring Plan/how will this be monitored?

Who: Driver

Training Unit

How: incident