NHS
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Vehicle Maintenance Policy

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Staff Summary

This document outlines the Fleet Services Vehicle Maintenance Policy for vehicles owned, leased and operated by the Yorkshire Ambulance Service NHS Trust (YAS).
All staff, who work within the department, are expected to have read, understood and comply with the policy and associated guidance.

1.0 Introduction

1.1 All vehicles owned and operated by YAS are required to meet European Type Approval legislation; this can either be whole type or individual type approval. This approval is normally a contracted obligation of the vehicle manufacturer or in the case of converted vehicles, the convertor or body builder.

1.2 This document outlines the policies, procedures and departmental responsibilities to ensure the safe operation of the vehicle to the benefit of patients and staff.

2.0 Purpose/Scope

2.1 The Vehicle Maintenance Policy requires that all YAS vehicles are maintained, serviced, repaired and safety checked by competent and technically qualified staff in accordance with vehicle manufacturer's recommendations, Driver and Vehicle Standards Agency (DVSA) guidelines and industry best practice. This is to ensure that Fleet Services operates within all relevant road transport legislation.

3.0 Process

3.1 Structures and Facilities

3.1.1 YAS operates from 11 maintenance facilities **(Appendix 1)**, which will be reviewed and aligned with future Trust plans for the introduction of Hub and Spoke. Fleet Services structure **(Appendix 2)** compromises of:

- Associate Director of Fleet, Estates and Facilities
- Head of Fleet Services
- Deputy Head of Fleet Services
- Fleet Administration Manager
- Fleet Helpdesk Team Leader
- Fleet Support Administration Team
- Fleet Standards and Compliance Officer
- Fleet Logistics Supervisor
- Fleet Engineering Manager
- Fleet Workshop Managers
- Fleet Sub-Workshop Managers
- Mechanics
- Body Shop Technicians
- Electricians
- Driver/Handyperson

3.2 Performance Indicators

3.2.1 Key Performance Indicators (KPI) are set out in the Fleet Strategy and incorporate the following:

- Fleet Maintenance Performance

- Accident Damage and Vehicle off Road (VOR) downtime
- Vehicle Costs and Average Spends
- Commissioning and Decommissioning
- Job Cards and Administration Activity

3.2.2 To assist the monitoring of activity against the KPI, a single fleet management software system is in operation across all workshops to store and collate data on fleet and workshop activity.

3.3 Fleet Maintenance

3.3.1 Fleet maintenance is delivered by utilising both YAS in-house engineering teams and third party contractors, such as manufacturer dealerships and body repair centres. The vehicle service and maintenance regimes are assigned and delivered and are based on industry good practices and National vehicle maintenance regimes adhering to DVSA and manufacturer's guidelines. The roles and respective levels within Fleet Services identify who is responsible and capable of the degree of maintenance conducted.

3.4 Level 1 – Driver/User of the Vehicle and Line Manager

3.4.1 Every driver has obligations under the Road Traffic Regulations to ensure the vehicle they are about to drive is roadworthy. YAS Daily Vehicle Inspection Procedure states that **the driver** of the vehicle is responsible for ensuring that it is in a safe, legal and reliable condition prior to first use, or if the vehicle is required to attend an emergency incident, ensuring that the daily check **is** carried out at the earliest available opportunity. Each vehicle has its own daily vehicle check book to be completed and any defects found should be noted and reported. Line Managers are responsible under Trust Policies to ensure drivers adhere to Daily Vehicle Inspection Procedures.

3.5 Level 2 – Ambulance Vehicle Preparation (AVP) Assistant

3.5.1 In situations where an AVP Assistant is employed, they can offer an additional level of cover by doing similar checks to the driver's Daily Inspection and are able to carry out required minor repairs found during the check. AVP Assistants will have oils and lubricants available, along with small parts for replacement, such as windscreen wiper blades. It should be noted that AVP Assistants are responsible to report defects that they are unable to fix.

3.6 Level 3 – Fleet Maintenance

3.6.1 Fleet workshops will carry out routine and high level maintenance including heavy/medium repairs. Each vehicle within the YAS fleet will also have major service and safety inspections on a regular basis, conducted by workshop mechanics.

3.6.2 Fleet Services also offer a 'roadside' level of service, similar to various motoring organisations, to attend to light/small repairs. If the reported problem is unfixable at the roadside/station a low loader recovery to workshops will be required. Third party contractors are employed for certain aspects of field support under Service Level Agreements (SLAs) for elements such as tyre replacement.

3.7 Level 4 – Recovery Agent

3.7.1 Fleet Services will employ a recovery agent if the vehicle is deemed unfit to drive to a place of repair; this may be from a roadside position or Trust property.

3.8 Level 5 – Dealer Networks

3.8.1 Due to the complex nature of some specialist and warranty repairs, the Trust utilises third party maintenance contractors whenever needed. There are SLAs in place with all third party providers, including manufacturer dealerships, which identify responsibility requirements to both parties. Repairs will be passed onto the dealer networks such as during a recall by the manufacturer.

3.8.2 Each level provides a degree of cover that when combined is able to provide and maintain a whole system approach. The table identifies the levels of responsibilities that combine the different disciplines to form and deliver a robust fleet maintenance programme.

Role	Type of Repair	Level	Examples
Dealer Networks	Specialist / warranty repairs	5	Engine replacement due to recall
Recovery Agent	Recovery of vehicles	4	Vehicle recovery from roadside or station.
Fleet Maintenance	Routine & high level maintenance (heavy / medium repairs), including roadside / station repair.	3	Engine repair / replacement, clutch repair, brake disc replacement, fuel line blockage
Make Ready Assistant	Daily checks (minor repairs)	2	Replace faulty bulbs, top up oils / lubricants.
Driver / Line Manager	Driver checks & reporting	1	Driver's daily checks & defect reporting.

3.9 Workshop Assignments

3.9.1 Each workshop is assigned vehicles for maintenance on a geographic basis. Each workshop is then responsible for the scheduled and non-scheduled (unplanned) works on this group of vehicles. Workshops should also utilise the wider YAS workshop groups or dealer networks as appropriate at times of heavy operational impact and/or at time of sickness or holidays. This is to enable a sure and steadfast approach to fleet vehicle maintenance.

3.9.2 Workshops will assist in accident management and ensure that estimates are gained for further processing by the Fleet Administration Team.

3.10 Workshop Staff Resource

3.10.1 Workshops are allocated staff aligned with:

- Number of vehicles to be maintained
- Types of vehicle to be maintained
- Hours required maintaining vehicles at a ratio between Scheduled Maintenance (60%) and Non-Scheduled Maintenance (40%)
- Vehicle age

3.10.2 Available staff hours will be calculated using the following:

- A 5% abstraction rate.
- Annual leave at 33 + 8 (Public Holiday) days.
- An 85% efficiency rate.

Weekly Standard Hrs	Standard Annual Hrs	Hours Holiday	Abstraction Rate (%)	New Annual Hours	% Utilisation	Total Hrs Available at % Utilised
37.50	1,950.00	307.50	5.00	1,545.00	85.00	1,313.25

3.10.3 Therefore, each member of workshop staff is available to work 1,313.25 hours per year.

3.11 Fleet Data System Management

3.11.1 The fleet management database allows for vehicles and associated data to be captured and recorded utilising a single database that can be accessed via a remote server from any YAS site. The system covers the following fleet activities:

- Capture all individual vehicle data – each type of vehicle is assigned a 'Vehicle Code' which is formed/designed to be the backbone of all maintenance activity to this type of vehicle
- Predict service needs for vehicles on a time/mileage basis
- Form part of defect reporting
- Produce job cards for all vehicle maintenance activity
- Hold historic records for all individual vehicles and their maintenance
- Facilitate campaigns for re-works required
- Order processing for external works
- Facilitate accident management
- Creates reports

3.12 Service Planning and Service Notification

3.12.1 Using the fleet database system, the service scheduling tools are used to draw down the information on a vehicle by vehicle basis to identify service requirements, looking ahead by 28 days. This information is sent out every seven days by the Fleet Information Officer to Operational teams, the Fleet Helpdesk Team and to the Sub-Workshop Managers. This is to ensure that all parties are notified in writing of upcoming service requirements and allows for appropriate planning of vehicle resources against operational activity. Further local plans for the week ahead will be disseminated by the Fleet Workshop Manager.

3.12.2 The methodology for maintenance planning gives the Fleet Helpdesk Team sufficient time to make arrangements for vehicle downtime whilst maintaining adequate operational resources and keeping the fleet safe, legal and reliable at all times.

3.12.3 As part of the planning and management process, and in the event of non-presentation (no show) of vehicles for maintenance in a timely manner, the Fleet Helpdesk Teams advise operational colleagues of VORs on a daily basis with an individual workshop status report. This report assists Operations with resource planning for both service delivery and maintenance.

3.12.4 The scheduling SOP can be found on the trust I:drive within the Fleet folder titled Civica Tranman

3.13 Fleet Management Mileage Monitoring

3.13.1 Due to the varying demands in operational activity, certain fleet vehicles will be achieving significantly higher mileages than average; this will result in certain vehicles having higher mileages between the service intervals; therefore, the fleet database is set to capture both time and mileage intervals.

3.13.2 The Fleet Helpdesk Team will, in collaboration with the fleet support team, review all mileages periodically with a view to realigning vehicles operationally, to ensure maximum usage of all vehicles on a pooled mileage basis.

3.14 Defect Reporting and Recording

3.14.1 A vehicle defect or breakdown identified by road staff should be reported into YAS Fleet Helpdesk, which is a 24/7 operation based in Wakefield. The Fleet Helpdesk Team collates information of all vehicle defects and sends an electronic email report to the relevant workshop for action or information purposes.

3.14.2 Each vehicle is supplied with a Vehicle Defect Book. This is an individual vehicle document that enables any identified defects and all remedial repairs to be captured and documented in writing.

3.15 Routine Maintenance Model

3.15.1 The Fleet Maintenance Policy follows a safety check inspection and service inspection programme as outlined below, which identifies the content and standards for each element. Each element of the routine maintenance model has a service window of ± two weeks and a mileage of ± 1000 miles.

3.15.2 Using DVSA guidelines the fleet maintenance regime will follow the model below:

- A&E/RRV vehicles – Service will be carried out at specified mileage intervals or time. Safety Checks/Inspections will be carried out on an 8-weekly interval. **(Appendix 3)**.
- PTS Vehicles – Service will be carried out at specified mileage intervals or time. Safety Checks/Inspections will be carried out on an 8-weekly interval **(Appendix 3)**.
- Support Vehicles – 26 weeks or manufacturer's recommended frequencies. **(Appendix 3)**.

3.15.3 ***Note: Any vehicle that reaches 12 years of age should be switched to a 6-week safety inspection frequency***.

3.16 Clinical Risks

3.16.1 All operational A&E vehicles are subject to full evaluation and suitability before they are used as operational vehicles. Clinical risk is assessed and issues relating to crew or patient safety are addressed. Fleet Services is aware of the additional risk in vehicles being unavailable for use due to breakdown or VOR, will respond to incidences accordingly, and ensure breakdown recovery and vehicle replacements are dealt with in a timely manner.

3.17 Vehicle Risk Assessments

3.17.1 The Trust Procurement Group (TPG) is fully involved with the design and build of all new operational vehicles. For all operational A&E vehicles, vehicle specification documents will be generated and approved by the TPG prior to any vehicle being ordered or built. Following the placement of an order, or the construction of any prototype vehicle, TPG

will ensure that risk assessments of the vehicle are carried out. Vehicles will not be used on operational duties until risks have been fully evaluated and signed off by the TPG.

3.18 **Parts Quality**

3.18.1 All parts used in the service or repair of Trust vehicles will be either original equipment or to original equipment manufacturer's specification with, as a minimum, a TUV certificate. Any change of parts must be agreed with the Fleet Engineering Manager or Deputy Head of Fleet Services.

3.19 **Vehicle Records**

3.19.1 The Fleet Helpdesk holds and maintains all vehicle records. These records are held digitally on the FMS and hard copies of service and inspection sheets are also filed hard copy by vehicle registration. It is the Fleet Services' intention to become a paperless operation whereby all vehicle records are held electronically, planned FY 2020/21.

3.19.2 All vehicle records are maintained for the life/duration that the vehicle is with the Trust and then retained for a further six years after the vehicle has been sold or disposed of.

3.20 **The Maintenance Process Authorisation and Documentation**

<table>
<tr><th colspan="3">Non Routine Maintenance</th><th>Routine Maintenance</th></tr>
<tr><th colspan="3">Defects/Breakdowns/VORs</th><th>Scheduled Service/Inspection/MOT/ Tail Lift etc.</th></tr>
<tr><td colspan="3">↓</td><td>↓</td></tr>
<tr><td>Breakdowns , VORs and defects are reported by service users to the Fleet Helpdesk Team</td><td>Defects and VORs on workshop sites are reported by service users to Sub-Workshop Managers/ Technicians who will ensure the Fleet Helpdesk Team are aware.</td><td>Workshop / Sub-Workshop Manager checks the overnight breakdown report supplied by the OOH Logistics Supervisor to identify the vehicle type, defect and vehicle location</td><td>Fleet Information Officer runs a service/safety/ inspection list from Tranman to identify which vehicles are due and which type of service action is required.</td></tr>
<tr><td colspan="3">↓ ↓ ↓</td><td>↓</td></tr>
<tr><td colspan="3">All details in relation to the defect, VOR, breakdown will be recorded on the Fleet Management system.</td><td>Workshop / Sub-Workshop Manager will inform operations in advance of the service action due date/mileage by email for the vehicles that are required.</td></tr>
<tr><td colspan="3">↓</td><td>↓</td></tr>
<tr><td colspan="3">Fleet Helpdesk Team will ascertain the shift that the service user is on, if a patient is on board ,and the replacement vehicle type that may be required</td><td>Prior to the day of routine service requirement. Workshop / Sub-Workshop Manager will liaise with the Fleet Helpdesk Team to check the current location of the vehicle, the requirement on the vehicle's base station and the current availability.</td></tr>
</table>

<table>
<tr><td colspan="2">↓</td><td>↓</td></tr>
<tr><td colspan="2">Fleet Helpdesk Team will update the Fleet Helpdesk Team Leader and contact the appropriate Workshop / Sub-Workshop Manager</td><td>Fleet Helpdesk Team will ensure that the Fleet Boards, and Fleet availability reports are up to date (using GRS, FMS, C3 and Terra Track) in order to understand the service user requirements.</td></tr>
<tr><td colspan="2">↓</td><td>↓</td></tr>
<tr><td>Workshop / Sub-Workshop Manager makes the decision where the vehicle is to be repaired i.e. if in its warranty period which main dealer will carry out the repair, if out of warranty which fleet workshop will carry out the repair.</td><td>If it is a Road Traffic Collision (RTC) the Fleet Helpdesk Team will refer to the RTC Recovery and Repair procedure.</td><td>If the removal of the vehicle required for service will impact on provision and availability for the service user, the Fleet Helpdesk Team will arrange for a vehicle that is deemed available (spare) to be moved.</td></tr>
<tr><td colspan="2">↓</td><td>↓</td></tr>
<tr><td colspan="2">The Sub-Workshop Manager makes the decision whether the vehicle is safe to be driven or needs to be recovered.</td><td>Fleet Helpdesk Team will arrange for a recovery agent to collect the vehicle if VOR and inoperable, and take to the appropriate place of repair.</td></tr>
<tr><td colspan="2">↓</td><td>↓</td></tr>
<tr><td>Sub-Workshop Manager adds the vehicles to be collected to the driver’s daily collection & delivery log detailing the fleet number, base and nature of breakdown or reason the vehicle is VOR so the collecting driver is aware.</td><td>Drivers collect the vehicle and, on arrival at the workshop, hand the keys to the Sub-Workshop Manager and state the current mileage. The vehicle keys are put on the workshop key board.</td><td>Sub-Workshop Manager adds the vehicles to be collected to the driver’s daily collection & delivery log detailing the fleet number, base and type of service action that will be carried out.</td></tr>
<tr><td colspan="2">↓</td><td>↓</td></tr>
<tr><td colspan="2">Fleet Helpdesk Team will keep service users informed through the process, and will ensure that any downtime is kept to a minimum , reported to service users and ROC as and when appropriate</td><td>The Sub-Workshop Manager than adds the vehicle to the workshop planner.</td></tr>
<tr><td colspan="2">↓</td><td>↓</td></tr>
<tr><td colspan="2">If required Fleet Helpdesk Team will locate a suitable vehicle by utilising the Fleet Boards that are updated daily. This will be either taken at the point of recovery by the recovery agent, moved at the time collection by the Fleet drivers, or indicated as available to the crew on station at the time of the initial call.</td><td>The Sub-Workshop Manager then allocates the job to the Maintenance Staff Member and advises of the type of service action required.</td></tr>
<tr><td colspan="2">↓</td><td>↓</td></tr>
<tr><td colspan="2">Drivers/ Recovery agent collect the vehicle and on arrival at the workshop hand the keys to the Sub-Workshop Manager and state the current</td><td>The Maintenance Staff Member then checks the vehicle history on the FMS, prior to creating the job card to check for any additional recorded defects then</td></tr>
</table>

mileage. The vehicle keys are put on the workshop key board.	creates the job card adding the required service action/VMRS codes and any known additional defects.
↓	↓
The Sub-Workshop Manager than adds the vehicle to the workshop planner and checks if it requires any routine maintenance.	If the vehicle is leased the Sub-Workshop Manager/Administration team contacts the lease company for authorisation to carry out the repair.
↓	↓
The Sub-Workshop Manager then allocates the job to the Maintenance Staff Member and advises of the defect/s to be investigated.	The Maintenance Staff Member then prints the job card and attaches the relevant service/inspection sheets.
↓	↓
The Maintenance Staff Member then checks the vehicle history on the FMS, prior to creating the job card to check if the current defect is a reoccurring fault; was a part replaced previously at what timescale/mileage and could this be a parts warranty issue?	The Maintenance Staff Member fits a seat cover and floor mat to protect the vehicle.
↓	↓
The Maintenance Staff Member then creates the job card adding the relevant VMRS code, action and work type.	Should the routine maintenance require a siren test this is to be carried out in the yard NOT in the workshop.
↓	↓
If the vehicle is leased the Sub-Workshop Manager/Administrator contacts the lease company for authorisation to carry out the repair.	The Maintenance Staff Member carries out the service/inspection and notes any defects or parts required on the job card.
↓	↓
The Maintenance Staff Member fits a seat cover and floor mat to protect the vehicle.	The Maintenance Staff Member then consults the Sub-Workshop Manager to check if the defects/parts are under a supplier warranty.
↓	↓
The Maintenance Staff Member then prints the job card.	If it is a supplier warranty issue arrangements are made to move the vehicle to the relevant dealership. The vehicle service history will be printed and taken with the vehicle.
↓	↓
Should the defect be part of the siren/horn warning system carry out sound testing in the yard NOT in the workshop.	If the repair is not warranty the Sub-Workshop Manager signs the job card to authorise the part/parts replacements. If the part has a supplier surcharge the old unit must be returned to the supplier for the surcharge credit.
↓	↓
The Maintenance Staff Member carries out diagnostic checks to identify the cause of the defect and notes part/parts required on job card.	The Maintenance Staff member carries out the repair/road test, brake test (where applicable) and fully completes all documentation including the daily time sheet.
↓	↓

The Maintenance Staff Member then consults the Sub-Workshop Manager to check if the defect/part is under a supplier warranty.	Where a part is known to be worn but is still within the manufacturer's permitted tolerance the mechanic will note this on the job card and on the FMS.
↓	↓
If it is a supplier warranty issue arrangements are made to move the vehicle to the relevant dealership. The vehicle service history will be printed and taken with the vehicle.	The Maintenance Staff Member removes all tools and any waste materials from the vehicle and ensures the vehicle is free of any oil, dust or dirt residue and pays particular attention to the drivers controls steering wheel, gear lever, hand brake etc. Now the seat cover and floor mat can be removed and disposed of.
↓	↓
If the repair is not warranty the Sub-Workshop Manager signs the job card to authorise the part/parts replacements. If the part has a supplier surcharge the old unit must be returned to the supplier for the surcharge credit.	The Maintenance Staff Member parks the vehicle in the yard and places the keys on the key board and hands the completed job card/paper work to the Sub-Workshop Manager
↓	↓
The Maintenance Staff member carries out the repair/road test, brake test (where applicable) and fully completes all documentation.	The Sub-Workshop Manager checks the documentation prior to assigning the Maintenance Staff Members next job.
↓	↓
The Maintenance Staff Member removes all tools and any waste materials from the vehicle and ensures the vehicle is free of any oil, dust or dirt residue and pays particular attention to the drivers controls steering wheel, gear lever, hand brake etc. Now the seat cover and floor mat can be removed and disposed of.	Sub-Workshop Manager passes the job card to the parts person to ensure all parts are booked out and any old units with a surcharge have been returned.
↓	↓
The Maintenance Staff Member parks the vehicle in the yard and places the keys on the key board and hands the completed job card/paper work to the Sub-Workshop Manager	The job card is returned to the Sub-Workshop Manager to ensure labour times have been added and any sub contract orders have also been added for recovery, glazing etc.
↓	↓
The Sub-Workshop Manager checks the documentation prior to assigning the Maintenance Staff Members next job.	The completed job card is then passed to the Fleet Administration for invoicing and filing in the vehicle service history.
↓	
Sub-Workshop Manager passes the job card to the parts person to ensure all parts are booked out and any old units with a surcharge have been returned.	
↓	
The job card is returned to the Sub-Workshop Manager to ensure labour times have been added and any sub contract orders have also been added for recovery, glazing etc.	
↓	

The completed job card is then passed to the Fleet Administrator for invoicing and filing in the vehicle service history.

Note: The term Maintenance Staff Member is a generic term and relates to a mechanic, electrician, body shop technician, or lifting and handling engineer.

3.21 Safety Check Inspection (from receipt of vehicle)

3.21.1 The Safety Check is a visual inspection of the vehicle to ensure the safe, legal and reliable aspects of its operation. The process from the receipt of vehicle at the maintenance facility is:

- Check vehicle defect book and vehicle monthly report book. This is to identify any vehicle reported defects or concerns.
- Identify and record any accident damage to the vehicle. This is to identify and record in the vehicle monthly check book any accident damage for auditing purposes by operational management.
- Full vehicle inspection procedure. This is to ensure that all components are checked and any defects are recorded.
- Full saloon inspection of Ancillary equipment and securing devices. This is to identify any defects within the vehicle saloon interior and equipment and any securing devices, namely stretcher locks and carry chair security, also a visual inspection and check of tail lift.
- Change engine oil and filter (for higher mileage vehicles.) To ensure any higher mileage vehicles do not exceed manufacturer's oil services between YAS schedules.
- Check operation and record asset/serial number on stretchers, carry chairs and associated equipment. Report any defects to the Medical Devices Team.
- Final road test of vehicle. This final road test is to ensure the vehicle is ready to return to operational duty.

3.22 Allocated Maintenance Times for Safety Check Programme

Check	Time Allocated
Safety Check	1.25 Hours
Engine Oil Change	0.5 Hour

3.23 Vehicle Service Inspection (From receipt of vehicle)

3.23.1 The service inspection is a detailed inspection of the vehicle, which includes the removal of road wheels and lubrication replenishment. It ensures the safe, legal and reliable aspects of its operation. The process from the receipt of vehicle at the maintenance facility is, main components as per the safety check inspection and to also include:

- Remove all vehicle road wheels – Full brake inspection and adjustments. This is to check the foundation brake components and to carry out repairs/adjustments as necessary.
- Change all filters and oils (engine, fuel, air, pollen) including transmission. To replace filters and oils in line with Trust/Manufacturer recommendations.
- Visual inspection (to manufacturer's standards) on stretchers, carry chairs and associated equipment. This is a visual check of the equipment and to record any defects identified.

- Inspection and operational check of tail lift and associated equipment. This is an inspection of tail lift and security of the chassis mountings including full operational check.
- Final road test of vehicle including wheel nut re-torque and wheel nut indicator refit. This is a final road test to ensure the vehicle is ready to return to operational duty.

3.24 **Additional Tasks**

3.24.1 The following items are additional to the main service regime and are to be assigned at predetermined intervals, based on time or mileage (manufacturer or legislation based). They will be actioned at the nearest maintenance scheduled interval when due:

- Vehicle MOT Test – Annual.
- Saloon Heater/Air Conditioned Unit Service – Annual.
- Brake and Clutch Fluid Changes – Annually at MOT preparation, on arduous use vehicles, and three years on others.
- Tail Lifts – Check expiry date for LOLER and STE through examination and weight, carryout/arrange if requires testing – six monthly.
- Engine Timing Belts – Manufacturers/Lease company timescales.

3.25 **Allocated Maintenance Times**

Check	Time Allocated
Service Inspection	As per manufacturer's times (Appendix 5)
Visual Inspection of Equipment	As per Safety Check procedures
Annual MOT Test	1 hour
Saloon Heater Service	2 hours
Air Conditioning Service	As per standard individual manufacturer's times
Brake Fluid Change	0.75 hours
Clutch Fluid Change	0.5 hours
Engine Timing Belt Change	As per standard individual manufacturer's times

3.26 **Vehicle Records – Safety and Service Inspection Sheets**

3.26.1 Maintenance staff are required to ensure the correct safety and service inspection/record sheets (Example at **Appendix 4**) are selected and completed for each vehicle. In the majority of cases, a specific sheet is available by vehicle make/type and is available via the Fleet Management System; however, for certain vehicles, a generic sheet can be used providing this is appropriate to the vehicle and approved by the Sub-Workshop Managers. These sheets are required to provide evidence of an inspection or service and the additional works carried out on the vehicle. It is essential therefore that these sheets are fully completed, accurate and retained in line with the vehicle maintenance policy.

3.27 **MOT**

3.27.1 MOT tests will be carried out as per the vehicle inspectorate standards. This is currently:

- Passenger carrying vehicles – First year and then annually at anniversary minus one month.
- Rapid Response Fleet – Will be carried out First year and then annually at anniversary minus one month
- Standard Car and van Fleet – Third year of third year minus one month and then annually or annually minus one month.

3.27.2 **Note:** It is illegal for any vehicle to be used on the road without a current MOT certificate.

3.28 **Tail Lifts/LOLER**

3.28.1 The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), state that lifting equipment be thoroughly examined at periods specified in the regulations.

3.28.2 This is six-monthly for accessories and equipment used for lifting people, and at a minimum, annually for all other equipment **OR** at intervals laid down in an examination scheme drawn up by a competent person. All examination work will be performed by Maintenance staff with suitable training and following a thorough examination of any lifting equipment an inspection sheet is submitted to the Sub-Workshop Manager to take the appropriate action.

3.29 **Service Stickers**

3.29.1 Upon completion of a routine maintenance event workshop staff will complete and apply a service sticker in the appropriate location, showing the date the work was completed and when the next service/inspection is due.

Routine Maintenance Event	Sticker Location
Service	Top right-hand side of the windscreen (outside of the windscreen wiper swept area)
Safety Check	Top right-hand side of the windscreen (outside of the windscreen wiper swept area)
MOT	Top right-hand side of the windscreen (outside of the windscreen wiper swept area)
Tail lift LOLER Test	Adjacent to the control unit

3.30 **Medical Equipment**

3.30.1 A&E vehicles are fitted with specialist medical equipment and this equipment is subject to regular inspection and servicing as recommended by the various manufacturers. The Medical Devices Department is responsible for the inspection and servicing of all medical equipment. Further specific details of the servicing of medical equipment can be found in the Management of Medical Devices Policy. The Fleet workshop staff will visually inspect medical equipment and record asset number or serial number for audit purposes and report any defects to the Medical Devices Department.

3.31 **Medical Gas Equipment**

3.31.1 Vehicles fitted with fixed medical gas systems are subject to additional checks when equipment is visually inspected by appropriately trained workshop staff. Annual Medical Equipment service/system pressure testing and major component replacement will be carried out by the Medical Equipment Technicians as per the Management of Medical Devices Policy.

3.31.2 These inspections will also allow for the senior fleet team to identify any areas of concerns for early invitation or any necessary remedial actions.

3.32 **Health and Safety – Safe Working Procedures and Risk Assessments**

3.32.1 The Trust Board has overall responsibility for the management of Health and Safety. The Trust Board requires the Chief Executive, the Executive Directors and their staff to implement the requirements of the Health and Safety Policy within all areas of their portfolio.

3.32.2 In addition, the Health and Safety at Work Act 1974 states that everyone within the Trust has a responsibility to protect the Health and Safety of themselves and others whilst conducting their day-to-day activities within the organisation.

3.32.3 Department generic safe working procedures and risk assessments have been carried out for the Fleet and Equipment Department; these can be found on the Trust intranet.

3.33 **COSHH Data Sheets and COSHH Assessments**

3.33.1 These have been carried out and hard copies are available at each workshop location. Electronic copies can be found on the Trust internet.

4.0 Training Expectations for Staff

4.1 Fleet Maintenance staff will be generally City & Guilds qualified (or equivalent) along with Institute of Motor Industry service technician accreditation, and have received formal training from an appropriate manufacturer such as Mercedes, Peugeot, Renault, Fiat, Hyundai, Vauxhall, Volvo etc. Fleet Services has a policy of ensuring all maintenance staff receives appropriate training and staff are encouraged to achieve formal qualifications/recognition that will be provided by the Trust, specialist companies and/or manufacturers.

4.2 It is a requirement that all staff operating within Fleet Services are required to acknowledge the requirements of the Vehicle Maintenance Policy. Staff training records are maintained to indicate that the policy has been read and understood.

4.3 Records of training undertaken are logged on the training matrix and are maintained by the Fleet Helpdesk . In respect of specific safety and/or vehicle recall notices etc., staff will receive training/product knowledge update at intervals deemed necessary by the product manufacturer or as identified during the Personal Development Review (PDR) process.

5.0 Implementation Plan

5.1 The latest approved version of this Policy will be posted on the Trust intranet site for all members of staff to view. New members of staff will be signposted to how to find and access this guidance during Trust Induction.

6.0 Monitoring Compliance with this Policy

6.1 For operational reasons, vehicles may not be released for inspection or servicing in line with the schedule. Under these circumstances the Trust operates a policy whereby vehicles can continue in use for a period of up to four weeks beyond an inspection or service date and/or allowed to continue in use for a further 1000 miles beyond its mileage parameter.

6.2 Breaches of the service/safety inspection regime are recorded and reported monthly via the monthly IPR report. Where vehicles are not presented for scheduled maintenance or inspection following the period described above, the Sub-Workshop Manager has the right, in discussion with Operations, to place the vehicle out of service until the required work has been carried out.

6.3 All breaches over 4 weeks or 1000 miles of the scheduled event date are to be escalated to the responsible Head of Department and the Associate Director of Estates, Fleet and Facilities. The details of such events will be sent out in the form of an email, highlighting the vehicle details and required maintenance event. On receipt of this notification the vehicle must be taken off the road with immediate effect. Notification will be sent when the scheduled event is complete and the vehicle / equipment if back within compliance and returned to service.

7.0 References

An Organisation-wide Document for the Development and Management of Procedural Documents. London: Stationary Office. Available at www.nhsla.com

8.0 Appendices

8.1 This Policy includes the following appendices:
Appendix 1 – Fleet Maintenance Facilities
Appendix 2 –Fleet Structure
Appendix 3 – Servicing Periods
Appendix 4 – Example Service / Safety Check Sheet
Appendix 5 – Routine Maintenance Times

Appendix 1 – Fleet Maintenance Facilities

WORKSHOPS

North Yorkshire

Harrogate Station
Lancaster Park Road
Harrogate
HG2 7SN
01904 666042
Fax 01423 889757

Northallerton Station
Bullamoor Rd
Northallerton
DL6 1JT
07958 872103

East Yorkshire

Hull Workshop
Unit 4B
Carlton Street
Hull
HU3 5JB

Bridlington Workshop
Bessingby Road
Bridlington
East Yorkshire
YO16 4QW

South Yorkshire

Doncaster Workshop
Clay Lane West
Doncaster
DN2 4QR

Sheffield Workshop
Europa Close
Sheffield
S9 1XS

West Yorkshire

Bradford Station
Northside Road,
Lidgett Green
Bradford
BD7 2AY

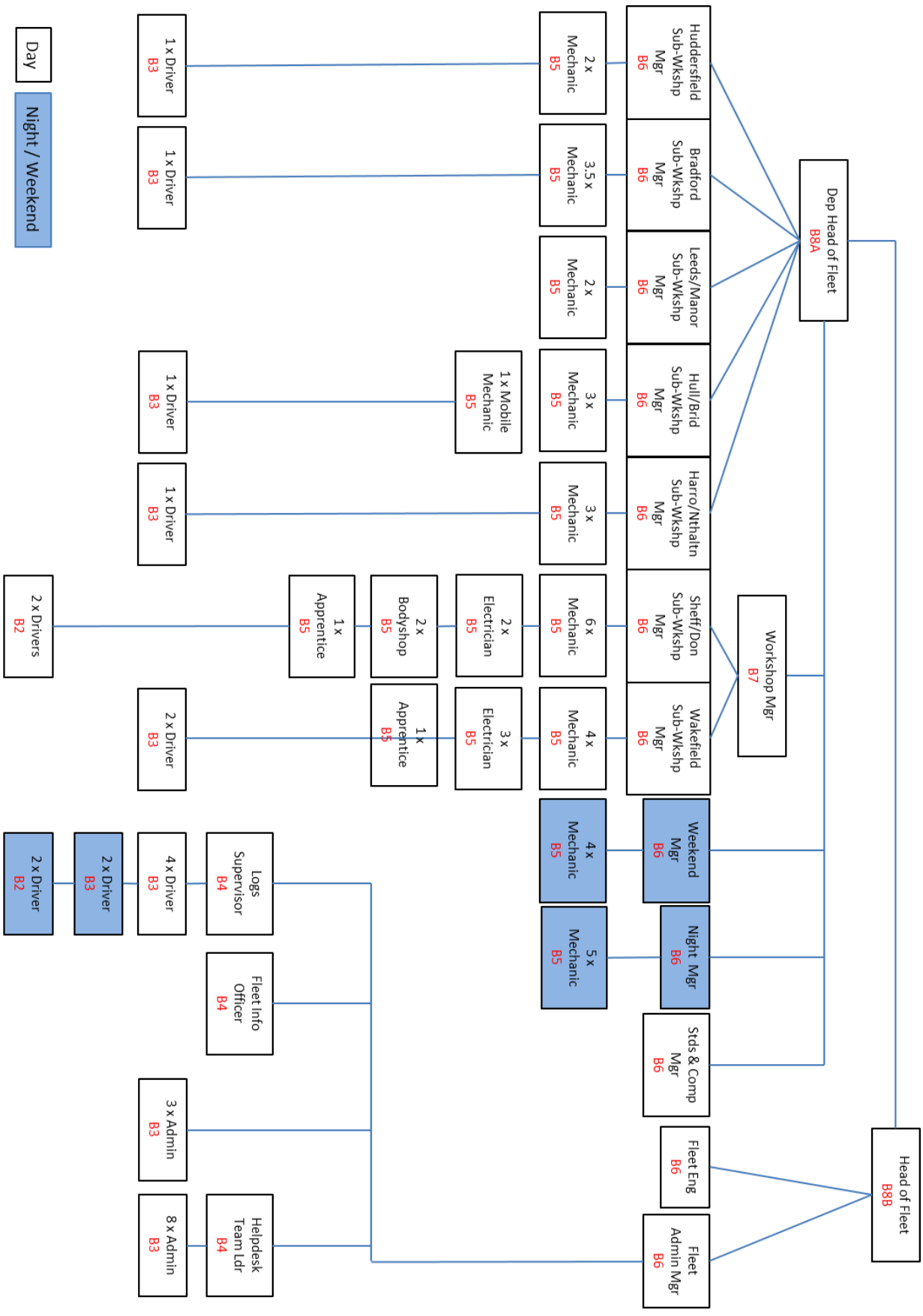
Huddersfield Station
Westbourne Road
Huddersfield
HD1 4LD

Unit M
Brunel Road
Wakefield 41 Business Park
Wakefield
WF2 0XG

Leeds Central Station
Saxton Lane
Leeds
LS9 8HE

Manor Mill
Manor Mill Lane
Leeds
LS11 8LQ

Appendix 2 –Fleet Structure



Appendix 3 – Servicing Periods

ROLE	TIMESCALE
A&E Fiat Ducato 3.0 & 2.3	10,000 ± 1,000
A&E Mercedes Sprinter 416/VW LT46	9,000 ± 1,000
A&E Mercedes Sprinter 515/519	15,000 ± 1,000
A&E Rapid response Skoda Octavia Scout	10,000 ± 1,000
&E Rapid response Skoda Kodiaq Fleet	10,000 ± 1,000
PTS Honda CRV	10,000 ± 1,000
A&E Rapid response Land Rover Discovery 3	10,000 ± 1,000
PTS Renault Masters	6,000 ± 1,000
PTS Fiat Ducato	4,500 ± 1,000
PTS Vauxhall Movano 03-07	10,000 ± 1,000
PTS Vauxhall Movano 07>	18,000 ± 1,000
PTS Car scheme Skoda / Hyundai i30	10,000 ± 1,000
Peugeot Expert	14,000 ± 1,000
Low mileage vehicles max interval 52 weeks	
Non-Patient carrying as per standard vehicle manufactures servicing schedules	

Appendix 4 – Example Service / Safety Check Sheet

Combined Service and Safety Check Sheets A&E VW Crafter

Yorkshire Ambulance Service NHS
NHS Trust

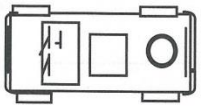
Combined Service and Safety Check Sheet - A&E VW Crafter Includes Ambulance Equipment

Reg No .....Fleet No .....Date ..... Mileage ..... Job No .....

Serviceable - enter appropriate code:					
✓	serviceable	R	repair required	Obs	Observation Reqd
X	safety item defect	N/A	not applicable		

VEHICLE	IM Ref	A 15000	B 45000	C 75000	D 225000	2 YRS	4 YRS
Fit protection kit to seats, floor, steering wheel						xxxxx	xxxxx
Renew engine oil & filter. Visually check for leaks							
Drain Fuel Filter				xxxxx	xxxxx	xxxxx	xxxxx
Renew fuel filter		xxxxx	xxxxx			xxxxx	xxxxx
Check fuel system for security, pipes, tank & cap	T44,45					xxxxx	xxxxx
Renew Air Cleaner		xxxxx		xxxxx			
Replace Pollen Filter		xxxxx		xxxxx			
Check engine mounting & transmission mountings	T43					xxxxx	xxxxx
Check op/cond of throttle linkage, lube joints (if applicable)						xxxxx	xxxxx
Check drive belts for condition and tension.		xxxxx	xxxxx			xxxxx	
Replace Toothed Drive Belt (105,000 miles/4years)		105k	xxxxx	xxxxx	xxxxx	xxxxx	
Check radiator and hoses for condition, leaks and security						xxxxx	xxxxx
Check radiator coolant level & antifreeze (adjust if necessary)						xxxxx	xxxxx
Check power steering fluid level, operation wear & leaks	T56					xxxxx	xxxxx
Check steering wheel & column for play & security & leaks	T30,31,32					xxxxx	xxxxx
Check steering & linkage for play/security & damage	T30,32,54,55,56					xxxxx	xxxxx
Check suspension for wear and security (Torque U Bolts)	T48,49,50					xxxxx	xxxxx
Check dampers for wear, leaks, operation & security	T51					xxxxx	xxxxx
Check chassis & underbody for damage and corrosion	T41					xxxxx	xxxxx
Check all pipes, hoses, wiring & exh system for routing & chafing	T42,46					xxxxx	xxxxx
Check tyre condition, record tread depths. Check & adj pressures	T7, 8					xxxxx	xxxxx
Check road wheels & hubs. Adjust wheel nut torque	T6					xxxxx	xxxxx
Check all wheel bearings. Adjust if applicable	T53					xxxxx	xxxxx
Change Rear Axle Oil & clean breathers (120,000 miles/10years)			xxxxx	xxxxx	xxxxx	10yrs	xxxxx
Change Gearbox Oil & clean breathers (120,000 miles/10years)			xxxxx	xxxxx	xxxxx	10yrs	xxxxx
Check & test brake hydraulic fluid level. Top up/Renew if necessay						xxxxx	xxxxx
Renew brake fluid		xxxxx	xxxxx	xxxxx	xxxxx		
Check Fr & Rr Brake Discs/Drums/Linings.Replace as neccessary	T59					xxxxx	xxxxx
Handbrake - check operation, ratchet travel & adjust if necc.						xxxxx	xxxxx
Check brake pedal condition, security, travel	T38					xxxxx	xxxxx
Check Brake Pipes and Hoses, Security, Condition, Routing	T59					xxxxx	xxxxx
Check brake load apportioning valve or operation and leaks	T59,61					xxxxx	xxxxx
Check Telmar Retarder and wiring cond/op/security, grease as necc						xxxxx	xxxxx
Check driveshafts/prop shaft UJ's, susp mtgs, flanges & sleeve,						xxxxx	xxxxx
Check audible warning, operation/security	T27					xxxxx	xxxxx
Check Auxiliary electronic system/antitheft device op, control security						xxxxx	xxxxx
Check int/ext lighting, markings and instrument lighting	T42,62,63,64,65,67,68,69					xxxxx	xxxxx
Check headlight adjustments	T67					xxxxx	xxxxx
Check w/screen wipers & washer level. (Top up if nec)	T25					xxxxx	xxxxx
Check op & lube all door mechanisms & bonnet catch & hinges	T16					xxxxx	xxxxx
Check window regulators, doors & door check straps	T16					xxxxx	xxxxx
Check sliding door mechanisms, cond, op, security	T16					xxxxx	xxxxx
Check clear view to front & condition of all glass	T23, 24					xxxxx	xxxxx
Check driving controls, mirrors, seat and cab	T18,22,25,27,28,42,66					xxxxx	xxxxx
Replace remote key battery (12 months)		1yr	1yr	1yr	1yr	xxxxx	xxxxx
Check idle speed.						xxxxx	xxxxx
Carry out smoke test	T5					xxxxx	xxxxx
Complete and attach service label/fill in vehicle defect book						xxxxx	xxxxx
Road test. Check speedo, instuments, trans, steering & suspension	T29					xxxxx	xxxxx
Check ABS/ESP warning light & braking stability/operation						xxxxx	xxxxx
Reset service indicator						xxxxx	xxxxx
Ensure all VOSA safety check tasks are complete						xxxxx	xxxxx

TREAD DEPTHS: NSF.....mm



OSF.....mm

NSRO ..... mm
NSRI ..... mm

SPARE ..... mm

OSRI ..... mm
OSRO ..... mm

Yorkshire Ambulance Service NHS
NHS Trust

VEHICLE SALOON	IM Ref	A 15000	B 45000	C 75000	D 225000
Check & lube all step mechanisms inc catches & handles	T17, 21				
Check lamps & electrical consumables	T27				
Check Shoreline Charger Operation and Socket cover condition/eject operation					
Check body & decals, report any damage	T9,14,19,20,21				
Check cond/security of all fire extinguishers. Replace as required					
Check clutch pedal travel & hydraulic system for leaks					
Check all 3 battery charge, terminals, acid level & security.	T42				
Check lowering suspension & criticair for op/cond/leaks - Grease as req					
Drain air reserviors					
Check winch & webbing security, operation & condition					
Check op/cond of Wedge Ramp and Antislip surface for wear					
Check op/cond of securing devices for wheelchairs/patients					
Check op/cond of carry chair & wheelchair, locking mechanisms & clamps.					
Check op/cond/security of cot, locking mechanisms & clamps.					
Check all straps/belts for security and operation	T3				
Check seats, armrests, backrests & bump pad security/cond	T3, 18				
Check condition of floor covering and cappings	T21				
Check security of grab/hand rails	T21				
Ensure equipment is clean and ready for immediate use					
Switch on Saloon heater. Operate for min. 20 mins					

TAIL LIFT					
Check that all installed safety devices & handrails are working satisfactorily/					
Lubricate all springs & pivot points					
Check the raising & lowering controls, ensuring smooth operation of tail lift					
Check switches, l.s.d. clips, bushes. Lube as spec					
Check hinged ramp/split platform roll operation locates evenly					
Check & adjust as necessary the platform linkages					
Check all visable electrical connections.					
Check condition, op & security of isolation switch/ microswitches work correctly.					
Visibly check hydraulic hoses/system for damage for leaks					
Check bridge plates operation and condition					
Check lift mountings for security/corrosion					
Check operating instruction are fitted & legible					
Check the SWL plate is fitted & visible					

PIPED OXYGEN SYSTEM CHECKS					
Check cylinder retainer for security/damage					
Check cylinder regulator for damage					
Check terminals for damage					
Check pipes for damage or deterioration					

Brakes - Enter Results of Brake Test and Brake Fluid Hydrometer Check

Indicate Test Type

			%	Steering Pull Y/N
Tapeley Meter Reading	T71 ,72 , 73	Foot		
		Hand		

			N/S	O/S	% Efficiency
Brake Roller Reading	T71 ,72 , 73	Front			
		Rear			
		Hand			

Brake Fluid Test	Pass Y/N		Replaced Y/N	

ADDITIONAL INFORMATION:

Equipment on Vehicle at Check

	Assett No	Serial No
Cot		
Scoop		
Carry Chair		

I certify that the above vehicle has been serviced and is in a satisfactory and roadworthy condition.

Technician Signed ..... Print Name ..... Date.....

Supervisor Signed ..... Print Name ..... Date.....

Appendix 5 – Routine Maintenance Times

Double Crew Ambulance

8 weeks schedule

6 events per year

Schedule	Task	Task Time	Scheduled Task Time
SC1	Safety Check	1.25	5.75
	LOLER Test	2.5	
	Heater Service	2	
A Service	Service	4	6.5
	Tail Lift Service	1.5	
	Air con Service	1	
SC2	Safety Check	1.25	5.25
	LOLER Test	2.5	
	Fire Extinguisher Service	0.5	
	MOT	1	
B Service	Service	6	7.5
	Tail Lift Service	1.5	
SC1	Safety Check	1.25	5.75
	LOLER Test	2.5	
	Heater Service	2	
A Service	Service	4	6.5
	Tail Lift Service	1.5	
	Air con Service	1	
Hours Required			37.25

Rapid Response Vehicle

8 weeks schedule

6 events per year

Schedule	Task	Task Time	Scheduled Task Time
SC1	Safety Check	2	3
	Air con Service	1	
A Service	Service	3	3
SC2	Safety Check	2	3
	MOT	1	
B Service	Service	3.5	3.5
SC1	Safety Check	2	3
	Air con Service	1	
A Service	Service	3	3
Hours Required			18.5

Patient Transport Service

8 weeks schedule

6 events per year

Schedule	Task	Task Time	Scheduled Task Time
SC1	Safety Check	2	6.5
	LOLER Test	2.5	
	Heater Service	2	
A Service	Service	4	6.5
	Tail Lift Service	1.5	
	Fire Extinguisher Service	1	
SC2	Safety Check	2	5.5
	LOLER Test	2.5	
	MOT	1	
B Service	Service	5.5	7
	Tail Lift Service	1.5	
SC1	Safety Check	2	6.5
	LOLER Test	2.5	
	Heater Service	2	
A Service	Service	4	6.5
	Tail Lift Service	1.5	
	Fire Extinguisher Service	1	
Hours Required			38.5