



London Ambulance Service **NHS**
NHS Trust

**Driving and Care of Service Vehicles, Collision Reporting, Investigating
and Adjudication**

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DOCUMENT PROFILE and CONTROL.

Purpose of the document: The purpose of this procedure is to highlight key aspects of driving and vehicle care which, if followed carefully, will help in reducing the risk to our staff, patients and other road users, as well as minimising the damage to service vehicles.

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Links to Related documents or references providing additional information		
Ref. No.	Title	Version
	IHCD Ambulance Driving Manual	
	Highway Code	
	Road Traffic Act	
	CRU Bicycle Checks	
	LAS Operational Arrangements Civil Emergencies – (Major Incident Plan)	
	Breakdown & Recovery Services	
TP/036	Procedure for Managing Public Events	
OP/026	Vehicle Daily Inspection Procedure (VDI)	
OP/009	Procedure for Attendance at Calls on the Croydon Tramlink	
TP/011	Fuel and Lubricant Card Procedure	
TP/023	Motor Risk Management Guidance Notes for Managers	
TP/006	Serious Untoward Incidents Policy (SUI)	
OP/012	Procedure for Reporting Vehicle Availability/ Vehicle Defects and Arranging Breakdown & Recovery Services	
TP/023A	Checking of Driving Licences Guidance for Managers	
LA420	LAS Road Traffic Collision	
LA52	Incident Reporting Procedure	
LA359	Driving Licence Check	
LA168	Events & Schools Visits Assessment Form	

Document Status: This is a controlled record as are the document(s) to which it relates. Whilst all or any part of it may be printed, the electronic version maintained in P&P-File remains the controlled master copy. Any printed copies are not controlled nor substantive.

Introduction

The purpose of this procedure is to highlight key aspects of driving and vehicle care which, if followed carefully, will help in reducing the risk to our staff, patients and other road users, as well as minimising the damage to service vehicles. There is reference made to the IHCD Ambulance Driving Manual, the Highway Code and the Road Traffic Act in this document. Copies of the Highway Code are at each station and are available from line managers whilst the Driving Manual is personal issue.

Throughout this document the term 'Service vehicle' refers to all vehicles including motorcycles and bicycles owned or operated by the London Ambulance Service NHS Trust. The term 'User' refers to the Driver / rider /cyclist using the 'Service vehicle. The User is responsible for ensuring that the vehicle complies with all legal requirements relating to Road Traffic law and the Service Driving policy. Both crew members, where applicable, are responsible for checking the serviceability and levels of equipment. No unauthorised passengers or ambulance equipment should be on a Service vehicle without prior approval from a Line Manager.

All Service Vehicle Users are required to carry their driving licence at all times. Smoking is strictly forbidden whilst using Service vehicles.

Operational / line managers are required to support Fleet Support in achieving service schedules for all vehicles. Vehicles must be released for servicing when requested by the Vehicle Resource Centre / Workshop Manager.

A comprehensive policy covering the Procedure for Managing Public Events ([TP/036](#)) is to be cross-referenced and adhered to whenever LAS interact with members of the public in a non-operational environment for the purpose of raising awareness about its role in delivering specific educational or healthcare messages or training.

Objectives

1. To ensure that all staff are aware of their individual responsibilities when in charge of a Service vehicle.
2. To ensure that the highest level and regard for personal safety and that of their work colleagues, patients and other road users is paramount at all times.

Procedure

1. The Vehicle – Legal Aspects

- 1.1 Staff are responsible in law in the same way as any other driver for ensuring that the Service vehicle is in a roadworthy condition. This should comply with [OP/026 Vehicle Daily Inspection Procedure \(VDI\)](#) and be recorded on LA1. This applies to every time a vehicle is used including educational visits and display events. It should be emphasised that the introduction of vehicle checks by Make Ready staff does not negate crews responsibility for the availability and operation of their equipment nor the users responsibility for ensuring that the vehicle is fully roadworthy and in compliance with all legal requirements. Likewise Cycle Response Units (CRU) staff are responsible for ensuring Service bicycles are properly maintained, equipped and conform to all roadworthy requirements.

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1.2 At the beginning of each shift, Service Users are required to check their vehicle to ensure they comply with the law, paying special attention to:

Lights	Demisters
Brakes	Windscreen wipers and washers
Tyres (including spare where fitted)	Steering
Exhaust system	Horn
Seat belts	Speedometer

Further guidance can be found in the IHCD Driving Manual and the Highway Code.

2. Use of Vehicles and Equipment at Events

The nature of our work and the vehicles and equipment that we use are an obvious source of interest to the public and it is inevitable that they may be a significant attraction at an event. In such cases, it is imperative that the safety of visitors is protected at all times while they are inside or in close proximity to a Trust vehicle.

- 2.1 **Adhere to Trust policy** - vehicles must be operated in accordance with the Trust policy on the Driving and Care of Service Vehicles.
- 2.2 **Radios** - vehicles used for events must be fitted with a functioning Trust radio.
- 2.3 **Inspections** - as with any service vehicle, a vehicle daily inspection (VDI) must be carried out and documented before any event.
- 2.4 **Parking area** - the area where the vehicle will be parked must be inspected and approved as part of the risk assessment process and in accordance with the requirements of [LA168](#). If an assessment suggests that the designated area is unsuitable and presents possible risk, then an alternative area should be sought, or consideration given to withdrawing the vehicle if no other suitable area can be provided. **Chocks should be placed under the wheels as an added safety measure. Consideration should also be given to parking the vehicle across the incline if this is feasible.**
- 2.5 **Parking** - the vehicle's handbrake must be fully applied and the gear selector placed in the P (Park) position in the case of an automatic transmission, or in first or reverse gear if a manual gearbox, depending whether it is facing up or down a slope. Ignition keys must also be removed.

2.6 **Supervision at event** - At least two members of staff must be present to ensure adequate supervision of a vehicle exhibit. Whilst members of the public are in the cab or patient area of the vehicle they must be supervised at all times. If it is not possible to provide or maintain this level of supervision then access to certain areas of the vehicle (for example the cab) must be prohibited and the area must be secured accordingly. If at any time during an event it becomes apparent that allowing access to a vehicle may pose a risk to visitors, access must be terminated and the vehicle securely locked. When members of the public are looking around the cab or front of a vehicle, a member of staff must occupy one of the seats in the cab.

2.7 **Use of equipment** - where items of equipment are being demonstrated or displayed, the relevant Trust policies or protocols that apply to the equipment (defibrillator safety, sharps disposal, cleanliness of resuscitation manikins, medical gasses, etc) should be adhered to at all times. Equipment should be made safe or put out of reach when not being supervised.

Further guidance can be found in the [Procedure for Managing Public Events \(TP/036\)](#).

3. Audible and Visual Warnings

3.1 At the commencement of each shift (duty) the audible and visual warning devices must be checked in conjunction with the Vehicle Daily Inspection (VDI) and where appropriate, CRU Fleet Bicycle Log Book Checks. For 56 plates and later RRUs the siren noise reduction unit is to be used when testing as described in the Fleet Bulletin dated 12th July 2007 available on the Pulse.

3.2 Visual warnings (blue lights) and flashing headlights (wig-wags) must be used when responding to emergency calls except category 'C' calls (refer to section 3.3). They may also be used when conveying a patient to hospital where the patient's condition warrants it. The use of audible warnings is permitted throughout the 24 hour period and may be used at the User's discretion. Wig – Wags must NOT be used when conditions require the use of headlights.

3.3 In the majority of category 'C' calls the use of visual and audible warnings may be avoided. The criteria for when to use visual and audible warning devices for category 'C' case is set out below:

- Any patient in a public place.
- Any call that has received a Clinical Telephone Assessment (CTA) and the use of visual and audible warnings devices have been advised by the clinical advisor.
- Any call that the Sector Controller has recognised from additional information that visual and audible warnings devices may be required.

(These calls, if necessary, will be reviewed by either CTA or Operations Centre Managers).

- 3.4 Unnecessary use of the audible warning devices causes disturbance to the public and whilst en route to hospitals does nothing to ease the feelings of a conscious casualty. The audible and visual warnings are not to be used when returning to the station or when the vehicle is engaged on a non-emergency journey unless the patient's condition deteriorates. Emergency Operations Centre (EOC) or Urgent Operations Centre (UOC) must be informed at the time.
- 3.5 Unless the vehicle is likely to be kept at an incident for a long time, the blue lamps and hazard warning lamps should be kept on as a protection whilst stationary. At the scene of a Major Incident the blue lights should be switched off unless it is the control vehicle (or acting on scene as control) as this will make it easier to identify.
- 3.6 LAS cars CRU and MRU cyclists are far less visible than ambulances and in general do not provide the User with the same level of vision of other road Users etc. These factors must be constantly remembered when responding to emergency calls.

4. Conduct on the road

- 4.1 On receipt of a call and once its location has been established, the crew will immediately progress to the call by the quickest route available, unless it is necessary to avoid road-works, traffic delays etc, using appropriate audible and visual warnings devices.
- 4.2 Where no exemption applies and the Service User incurs parking fines, fixed penalty and/or a summons it will be the User's responsibility to deal with them and resolve the matter with their line manager. Except when on emergency calls, Service Users are bound by the restrictions on waiting, sounding of audible warning devices and positioning on the road when stationary. An ambulance is only exempt from such regulations if conformity would hinder its use for its intended purpose.
- 4.3 In the interests of safety Service Users are forbidden from using or attempting to use hand held in-car technology, which is not docked in a suitable carrier mounted to the vehicle, when the vehicle is in motion. This includes the use of mobile phones, mobile data terminal (MDT) and navigation systems whilst driving or manoeuvring a vehicle.

5. Exemptions

- 5.1 A vehicle being used for ambulance purposes may exceed any statutory speed limit (those governing roads and vehicles) if observance of the limit would hinder the use of the vehicle for its official purpose on that occasion. The exemption could be claimed when travelling to an emergency or the journey to hospital. The ambulance should always be driven at a speed that is safe and compatible with the patient's condition, and that allows the attendant to provide the appropriate level of care. The vehicle must be driven at a speed that is conducive with prevailing road and traffic conditions existing at the time.
- 5.2 Service Users are not exempt from prosecution against the Road Traffic Act 1988 for offences related to driving dangerously, driving without due care and attention or without reasonable consideration for other road Users. (For all examples refer to IHCD driving manual section 2).
- 5.3 CRU cyclists may claim exception from the Highway Code mandatory 'Must Not' rules when cycling on a pavement or pedestrian area in response to an emergency call.

6. Automatic Traffic and Pedestrian Crossing Signals

- 6.1 Service vehicle Users have discretion to regard a red traffic light as a 'Give Way' sign rather than a 'Stop' sign when "observance would hinder the use of the vehicle for its official purpose on that occasion".
- 6.2 The only time when it is necessary for a Service vehicle User to claim exemption is when engaged on an emergency call. The procedure is to 'STOP' at the stop line, even if beckoned on by other road Users; you must use great care and only proceed if it is perfectly safe to do so. Emergency warning lights must be used, the use of audible warning instruments will be determined by the traffic and, if applicable, the patient's condition. Remember the legal meaning of a 'Give Way' sign. Should a collision occur whilst crossing a red light responsibility will rest with the Service User. Prosecution may follow, not for failing to comply with a 'Stop' sign but for failing to comply with a 'Give Way' sign.
- 6.3 A 'Give Way' sign has specific legal meaning and failure to comply with that meaning is in itself an offence. The sign means do not enter the major road in such a manner as to be likely to cause DANGER to, or collision with, a vehicle on the major road or to cause it to change speed or course.

7. Activation of Cameras Used to Enforce Traffic Regulations by Service Vehicle's

7.1 When a service vehicle activates a camera used to enforce traffic regulations the matter will be viewed by the appropriate camera offences unit (MPS) and they will place the incident into one of the following three categories:

Category One - Acceptable driving standard. Obvious exemption applies.

Category Two - Unacceptable driving standard, even though exemption applies.

Category Three - Driving of a standard so bad as to be apparently dangerous or where no obvious exemption applies.

7.2 If the driving falls into category one, then no action will be taken regarding the incident.

7.3 If the driving falls into category two, the matter will be investigated by the Police Traffic Camera Unit who will forward details of the incident, together with photographs to the LAS for the necessary action. The matter will then be investigated in line with the Service disciplinary procedure.

7.4 If the driving falls into category three, a Notice of Intended Prosecution (NIP) will be sent to the LAS. The matter will be dealt with as a normal prosecution. In serious cases the Police may consider the more severe offence of Careless or Dangerous driving.

7.5 Specific guidance relating to Users of 'blue light' lease cars in respect of safety camera activations and the receipt of an NIP is included separately as Appendix 6.

8. Refuges – Passing on the offside

8.1 There are occasions when because of traffic or an obstruction, it becomes necessary for a Service vehicle to pass on the offside of a refuge to avoid delay when engaged on an emergency call. In these circumstances the greatest care must be exercised; the onus for ensuring that there is no possibility of a collision or of causing harm rests with the User.

9. Roundabouts and One-way Streets

9.1 At all times including when on an emergency call you must take traffic roundabouts and one-way streets in the direction of the flow of traffic unless otherwise directed by a police officer in uniform.

Junctions where Right Turns are banned or restricted to Buses only

- 9.2 When engaged on an emergency call a right turn at such a junction where right turns are banned or restricted to buses only should only be made when it is essential and where possible with the assistance of a police officer. If a police officer is not present you may use your discretion but you must take every precaution to ensure that no danger or inconvenience is caused to other road Users.

10. Use of Bus Lanes and Tram Link Corridors during times of operation

- 10.1 All LAS A&E and PTS liveried vehicles are entitled to drive in bus lanes within the London area during their hours of operation when undertaking Service duties. This entitlement does not extend to LAS personnel driving private or lease cars when they are **not on duty**. All service Users must comply with bus lanes regulations outside of the London area during their operational times. **Emergency vehicles responding to emergency / urgent call and when conveying a patient to hospital are exempt.** Lease cars can only use Bus Lanes when responding on an emergency call. Users must not use Contra-Flow Bus Lanes under any circumstances.
- 10.2 Special instructions must be followed when driving or stopping, within the marked designated operating corridors of the Croydon Tramlink network. Users must familiarise themselves with these mandatory instructions which are contained in: [Procedure for Attendance at Calls on the Croydon Tramlink \(OP/009\)](#).

11. Clearways

- 11.1 Service vehicles are permitted to stop and park on Clearways subject to it being necessary to carry out essential duties that could not be done if the vehicle were parked elsewhere.
- 11.2 It must be remembered that no User is exempt from leaving a vehicle in a dangerous position and it is the responsibility of the Service User to ensure that the vehicle is not left in such a manner, position or circumstances as would be likely to present a danger to other road Users.
- 11.3 All precautionary means, (e.g. blue lights, flashing beacons and hazard warning lights) must be used when stopping in potentially hazardous situations.

12. Pedestrian Crossings (All types)

- 12.1 Unless engaged on an emergency call all Service vehicles users must adhere to the Highway Code in relation to pedestrian crossings.
- 12.2 Service vehicles are permitted to park within the controlled area and on the crossing subject to the vehicle not remaining longer than is necessary, and/or it could not be parked effectively elsewhere. This exemption is to allow ambulance personnel to deal with both emergency and non-urgent patients. Justification must be absolute as a charge of dangerous parking may be a consideration.

13. Floodlights

- 13.1 White lights, other than reversing lights, are allowed and can be used to the rear and/or side (Down Lights) of an ambulance, whilst stationary, to illuminate an incident.

14. Miscellaneous

- 14.1 Stopping the engine whilst parked is not necessary if there are good grounds for not doing so. This should only take place where the crew are working in close proximity to the vehicle.
- 14.2 Service Users shall ensure their vehicles must at all times be in such condition and all passengers carried in such a manner, that no danger is caused, or likely to be caused, to any person in or on that vehicle.

15. Non Exemption

15.1 Users of Service vehicles are not exempt, under any circumstances, from the following:

- Dangerous driving.
- Driving without due care and attention.
- Driving without reasonable consideration for others.
- Dangerous Parking.
- Ignoring 'One-way' or 'Stop' sign.
- Crossing double white lines, other than as prescribed in the Highway Code.

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

16.1 Users and all passengers, including the attendant in Service vehicles, are required by law to wear front seat belts if fitted; in cars rear seat belts must be worn if fitted. 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 valid medical exemption certificate.
- If your seat belt has become defective on your journey and you are en route to have it repaired at a workshop nominated by control.

16.2 In order to give maximum protection to patients and escorts whilst on a Service vehicle, every effort must be made to persuade them to use a seat belt / trolley straps. Patients and escorts who decline the offer should have their attention drawn to the notice displayed. If they still decline, a reference to this must be recorded on the Patient Report Form (PRF) or Patient Transport Service 1 (PTS1) sheet and where ever possible a signature obtained. Attendants must wear a seat belt in the rear of an ambulance, unless to do so would hinder their ability to care for the patient.

17. Reversing – Double Resourced Vehicles

- 17.1 Prior to reversing, the driver and attendant / passenger must agree a safe path for the vehicle to take. The attendant / passenger is to act as a guide and the vehicle is not to be reversed until he / she has checked that the area into which the vehicle is to travel is clear. He / she is then to stand in the position outside of the vehicle from which they can best be seen and heard by the driver. Verbal instructions alone are inadequate as they maybe drowned by the vehicle engine or other noise. For added safety, attendants should wear their Hi Vis jacket/tabard whilst reversing or manoeuvring the vehicle into position.
- 17.2 When the attendant / passenger's view is restricted from the front or side of the vehicle he / she should take up a position towards the rear of the vehicle. Eye contact must be maintained between the driver and attendant / passenger. Where the attendant is working with the patient and can not assist the driver, the driver should proceed as stated in 19 below.

18. Single Resourced vehicles

- 18.1 The vehicle is not to be reversed until the driver is satisfied that the way is clear and sufficient space exists for the manoeuvre to be completed safely. Even then particular care must be taken in case a person approaches unseen behind the vehicle. There should be no hesitation by the Service driver in calling on other persons to assist with reversing manoeuvres.
- 18.2 A driver who does not obtain assistance when they could reasonably do so will be held responsible for any collision that occurs.

19. Reversing during the hours of darkness

- 19.1 Where fitted, switch on the reversing lights but remember to switch them off as soon as reversing is completed. If reversing lights are not fitted then switch on interior lights in order to make the vehicle as clearly visible as possible to other road Users. Where lighting is poor the guide, where possible, should use a hand held lamp to indicate their position to the driver and to warn approaching vehicles.
- 19.2 All reversing manoeuvres must be carried out at low speed and where fitted the reversing alarm and/or cameras should be used. These reversing aides have limitations and are not a substitute for the attendant / passenger getting out of the vehicle to assist. Discretion should be considered at night time when using reversing alarms.

20. Positioning of vehicle

- 20.1 An ambulance attending an emergency call should always be stopped / parked in a 'fend off' position in which it will protect the casualty and the crew against oncoming vehicles or other hazards. It is desirable that it should be positioned in the 'move off' position before loading. This does not necessarily mean manoeuvring the ambulance into position before attending to the injured, but delay and a collision is more likely if the User attempts to turn the vehicle around, unaided, particularly at night in a restricted place.

21. Driving / Attending Incidents on a motorway

- 21.1 Special instructions must be followed for driving / attending incidents on motorways. Users must familiarise themselves with these instructions which are contained in the IHCD Driving Manual and Appendix 5 of this document.

22. Police Escorts

- 22.1 It is imperative that ambulance crews are aware that the Metropolitan Police Service (MPS) will only provide an escort under very specific circumstances. Both services have agreed that LAS staff are skilled drivers in their own right and that a police escort is usually unnecessary.

LAS staff are not permitted to perform 'blue light' escort duties under any circumstances.

- 22.2 In exceptional cases such as serious burns or conveyance of a spinal case when a slow journey is expected, police may assist with a 'slow ambulance journey', where police resources permit. Only the Operations Centre Manager (EOC), not the hospital authorities, may make a request for a 'slow journey' escort. Only the police supervisor in New Scotland Yard's Information Room is authorised to agree to police escort requests.

- 22.3 Before commencement of the journey the crew must liaise with the police driver. They will jointly determine the route to be taken and appropriate speed to be travelled which would be determined by the patient's condition and treatment being given.

22.4 When following the police escort the following factors must be considered by the Service User:

- Separation distance between vehicles must be compatible to prevailing traffic conditions.
- Not so close so that a collision with the police escort vehicle could occur or harsh braking would be required to stop the vehicle.
- Not too far back as to allow other traffic to move into the space created and block the path of the ambulance.
- During the journey audible and visual warnings devices are different to those of the police escorting vehicle and must be used at the discretion of the Service User and wherever possible in unison with the police vehicle.
- Great care must be taken by the Service User to ensure that a safe passage through traffic is achieved.
- Be cautious and aware of vehicles pulling out behind the police escort vehicle.
- The Service User must be aware that the ambulance in many instances is larger than the escort vehicle so more room will be needed to proceed through closing gaps.

22.5 Accurate driving plans, good forward vision and good co-operation with the police escort vehicle will determine the success of these journeys.

23. Vehicle Security and vehicles left unattended

23.1 When intending to stop and leave the vehicle, the User should bring it to rest in the most convenient and safe position, close to the kerb if on a road. The foot brake should remain on until the handbrake is fully applied and neutral is selected. If parking on an incline the wheels should be turned to face the kerb so that if the vehicle was to roll it would be stopped by the wheels striking the kerb edge. The engine and unwanted auxiliaries should then be switched off and the seat belt neatly secured. An automatic gearbox should be left in 'P' position and with a 'manual box' it may be desirable to select either first or reverse gear when parking on a gradient. (i.e. first gear facing uphill and reverse facing down hill).

When attending a static display, as well as using the techniques described above, at least 2 wheels **MUST** be fully "chocked" to eliminate movement. This should be tested when people are moving around in the vehicle.

- 23.2 The User should look in the mirrors and over their shoulder before they or other occupants open a door. The vehicle should be properly secured if it is to be left unattended. All reasonable precautions must be taken to ensure the safety of the vehicle and its equipment and to prevent it being driven away by unauthorised persons.
- 23.3 Vehicles not parked in Station garages MUST be fully secured at all times.
- 23.4 On all occasions when a vehicle is left unattended away from its station, the engine must be switched off and the ignition key removed, unless under conditions as stated in 15.1, above. Ignition keys must not be removed from the vehicle when at a Major Incident.
- 23.5 CRU staff must always secure bikes with a locking device and take all reasonable security precautions by removing easily removed equipment e.g. medical pannier bags, when leaving Service cycles unattended.
- 23.6 MRU staff must secure the helmet to the motorcycle if leaving it unattended.

24. Securing of vehicle doors

- 24.1 Vehicle doors are to be properly fastened to ensure they do not open whilst the vehicle is in motion. Ambulance bodies are constructed on the basis that sliding doors will be closed whilst the vehicle is moving for the added safety of crews in the event of a collision. Equipment must be properly secured to avoid injury to staff and passengers.
- 24.2 Under no circumstances may a service vehicle be driven with **ANY DOORS OPEN**.
- 24.3 It is the User's responsibility to ensure that the rear side step / lift is in the up position and that all doors are closed before moving off.

25. Rough Ground

- 25.1 Every effort must be made to avoid a standard Service vehicle being driven off road, as this may cause the vehicle to get bogged-down and/or cause damage to the vehicle or property, e.g. playing fields. When driving onto a property all reasonable instructions of the owner should be accepted and steps taken to avoid damage to premises consistent with a speedy recovery of the patient.
- 25.2 If it is necessary to negotiate prepared or soft ground to reach the patient and driving over the area is likely to cause damage, crews should approach the patient on foot and give consideration to the way in which they will convey the patient back to the ambulance.

26. Spectacles / Contact lenses / Sunglasses

- 26.1 Users who wear spectacles or contact lenses to correct vision must carry a spare pair of spectacles at all times.
- 26.2 Tinted spectacles may only be worn during bright sunlight. The wearing of such spectacles would be dangerous in other conditions because loss of vision might result in a pedestrian, unlit bicycle, etc, not being seen.
- 26.3 Users who use prescribed or tinted spectacles to correct vision must carry a pair of spectacles with clear lenses in case weather conditions change during the shift.
- 26.4 Sunglasses may be worn in bright sunlight but should be of a style in keeping with a professional image.

27. Fitness to drive or cycle

- 27.1 Guidelines can be found in the Road Traffic Law, Highway Code, Driver and Vehicle Licensing Agency. Guidance can also be sought from the Occupational Health Department. CRU staff may be required to undertake a specific fitness / trial speed test.

28. Refuelling at petrol station forecourt

- 28.1 When refuelling, the [Fuel and Lubricant Card Procedure \(TP/011\)](#) must be strictly followed including the Garage Forecourt Procedure (Appendix 1 of TP/011).
- 28.2 Attention is drawn to the hazards of overfilling fuel tanks. A rise in temperature or a change in gradient could cause spillage, creating a fire hazard. Care must be taken when refuelling not to overfill the tank.
- 28.3 The User should make every effort to refuel the vehicle when the fuel gauge indicates that the tank content is **half or less**. Therefore, the object must be that when practicable, the vehicle **must not be** left at the end of the shift with less than: **½ (half) a tank of fuel**.
- 28.4 It is the responsibility of the User to ensure that the correct type of fuel is selected when refuelling a service vehicle, e.g. unleaded petrol or diesel.
- 28.5 In the event of selecting and adding the wrong fuel type into the vehicle's fuel tank, no attempt should be made to either start the engine or move the vehicle. EOC must be informed immediately in order to call a member of Fleet Support staff to deal with the matter. Serious damage to the engine will occur if any attempt to start is made.
- 28.6 Refuelling with the wrong type / grade of fuel is a serious matter and will be investigated and may lead to disciplinary action.

- 28.7 When refuelling petrol or diesel vehicles, regular grades of fuel must only be used and the more expensive premium grades are not authorised.
- 28.8 Vehicles should not be refuelled with patients on board except in exceptional circumstances.
- 28.9 All electrical equipment e.g., heaters, mobile phones should be turned 'Off' on entering a filling station. All such equipment must remain 'Off' whilst refuelling the vehicle and turned 'On' again when leaving the filling station. Mobile Data Terminals (MDTs) are exempt and must remain switched 'On' throughout the refuelling process.
- 28.10 Crews **must** report to EOC before and immediately after refuelling.

29. The use of emergency warning devices fitted to manager's vehicles

- 29.1 The purpose of this section is to ensure an LAS wide approach to the use of emergency warning devices fitted to manager's private / lease vehicles.
- 29.2 Authorisation is required before lease cars are fitted with blue lights and audible warning devices. Only those staff authorised to drive under 'emergency' conditions may do so. Authorised Users of lease vehicles that operate in 'emergency' conditions must:
- be authorised in writing by the Deputy Director of Operations;
 - have previously undertaken full Accident & Emergency ambulance duties or successfully completed a NHSTD / IHCD driving course (or equivalent), followed by at least 80 hours of supervised A&E operational driving consolidation.
 - ensure they take refresher 'blue light' training when required to do so.
- 29.3 Any staff not meeting the above criteria must not drive vehicles operating emergency visible / audible warnings at any time. Vehicles engaged on normal non-emergency duties must, at all times, comply with all legislation in addition to the Highway Code.
- 29.4 Non blue light trained Users **must not** drive vehicles fitted with blue lights without an 'Out of Commission' board being prominently displayed, and without the blue lights or sirens being used.

29.5 The use of visual and audible warning devices is intended to assist Managers to make safe progress when responding to emergency calls and for protecting the scene in hazardous situations. Therefore, a professional and responsible attitude must be adopted throughout the time they are in use.

The following points must be adhered to at all times:

Magnetic Blue flashing lights:

- If the Manager is on call or is the Duty Officer it is acceptable for the blue lights to be displayed.
- In the wrong hands blue lights have been used in serious crime and could be a terrorist target.
- When using the blue lights these must be mounted on the vehicle in the centre of the roof, preferably between the rear and front windscreens.
- When not in use blue lights must always be stored out of sight, i.e. in the boot, not in the saloon and never on the rear parcel shelf. Remember, left on display these lights may attract car thieves or break-ins.
- Every effort must be made to identify the vehicle as an LAS vehicle.

Audible warnings

These devices are to protect the Service User and other road users including pedestrians. Always use them when approaching and negotiating hazards, traffic islands, traffic lights, roundabouts, etc. Do not assume you can be heard, it is essential to control your speed whilst using audible warning devices.

Service Users must remember:

- Cars are far less visible than ambulances, a fact that must be constantly remembered when responding to emergency calls.
- When using blue lights and audible warnings, you remain responsible under the Road Traffic Law for your actions or omissions. The fact that you were responding to an emergency or Major Incident is no defence in law.
- Make sure your vehicle is registered with the police as an official User of these warning devices (via A&E Services Secretariat).

- Blue lights should never be used to gain parking advantage in non-emergency situations.
- Any misuse of these devices may lead to disciplinary action being taken.

30.6 Specific guidance relating to Users of 'blue light' lease cars in respect of safety camera activations and the receipt of a Notice of Intended Prosecution (NIP) is included separately as [Appendix 6](#).

30. Road Traffic Collisions

30.1 The following instructions specify the procedure to be followed when involved in a road traffic collision whilst driving and/or in charge of vehicles leased, hired and or owned by the LAS. The User is responsible for ensuring that if involved in a road traffic collision, they comply with Road Traffic Law and LAS policy. There are three flow charts to assist staff with this procedure in appendices 1, 2 & 3.

- 1 – Personal /3rd Party Injury or/and Serious Damage to vehicle or Property.
- 2 – Minor Damage only No injury to Staff or 3rd Party.
- 3 – Procedure to follow involving Hire or Lease vehicles.

30.2 Managers are responsible for ensuring that road traffic collisions are recorded in the correct manner and reported to Legal Services and a case number obtained within 48 hours of the collision (see Motor Risk Management Guidance Notes for Managers - TP/023B). All original paperwork completed must be checked by the Line Manager and then sent to Legal Services Department at HQ within 24 hours of obtaining a case number. Copies of all forms must be held by the line Manager.

31. Duties of Emergency Operations Centre (EOC)

31.1 On receipt of a call to any road traffic collision involving vehicles acting on behalf of the LAS with Third Party involvement, including Service personnel, lease vehicles and property, the Operations Centre Manager must inform the following immediately:-

- A Duty Station Officer (or nearest available officer).
- Police (personal or third party injury or incident of a serious nature).

31.2 On receipt of the Duty Station Officer's report or if it is initially reported that there are injuries to a member of LAS staff or general public and/or there is serious damage to any vehicle involved, the Operations Centre Manager must inform the:

- 'On Duty' Ambulance Operations Manager (AOM) or PTS on call Manager in incidents relating to PTS;
- On call Press Officer;
- Assistant Director of Operations;
- Legal Services;
- appropriate Fleet Manager;
- Staff Support Officer.

31.3 The Operations Centre Manager also has responsibility for ensuring that the basic information relating to the collision is recorded in the Occurrence Book and forwarding a copy of the following information to the investigating officer:-

- Date, time and location of collision.
- Names and Station(s) of all Service personnel involved.
- Extent of injury.
- Hospital where injured person(s) are treated.
- Details of collision type and vehicles involved.
- Fleet numbers of Service vehicle(s) and registration(s).
- Extent of damage.

32. Duties of the Service User

32.1 Service Users, of all vehicle types, are under the same legal obligations relating to road traffic collisions as any other driver. There are no exemptions which may be claimed when a collision occurs causing injury or damage to: -

- any person
- any vehicle
- any animal
- any other property

- 32.2 If a patient or escort or the attendant is 'injured' whilst getting in or out of a Service vehicle, whether owned by or leased and while it is moving or stationary on the road, **then you have been involved in a road traffic collision**. The User of the vehicle must comply with the law, **STOP** and give particulars as required.
- 32.3 The User will commit an offence if they fail to '**STOP**' and fail to give, on request of any persons having reasonable grounds for doing so:
- their name and full station address
 - the vehicle owner's name and full address
 - the registration number of the vehicle
- 32.4 The responsibility for compliance with the legal requirements is the individuals and **may not** be delegated to any other person such as the attendant.

Reporting a Road Traffic Collision to the Police

- 32.5 Should a User be unable to give the required information to the 3rd party involved because they could not comprehend the information or, where the owner of the animal or property is not present, then the User must report the collision to a Police Constable or at a Police Station at the first opportunity or as soon as it is practicable to do so and in any case must be within 24 hours.
- 32.6 The word 'unable' means exactly that. It does not mean that you did not wish to give the information, e.g. because the third party was argumentative, as you will have committed an offence notwithstanding subsequent reporting to the police.

33. Ambulance Vehicle Collisions – 'AMBCOLs'

- 33.1 An AMBCOL is defined as a collision involving a motor vehicle owned or hired by the Ambulance Service being driven by a member of staff or an authorised User and, any collision involving a private vehicle being driven by a member of staff who is an authorised User and on duty using the vehicle for Service purposes.
- 33.2 When an Ambulance Car Service (ACS) User is involved in a collision they must report the collision to their own Motor Insurers and complete the LAS Road Traffic Collision (LA420) and [Incident Reporting Procedure \(LA52\)](#).
- 33.3 The provisions of this document include: any collision involving a vehicle being removed by a private contractor engaged by the LAS and any collision involving a private vehicle being used for the LAS, e.g. Ambulance Car Service, St John Ambulance and the British Red Cross.

33.4 For reporting and recording purposes AMBCOLs / Driving collisions will be divided into six categories as follows:-

- **Category A** - Where Service vehicle has been involved in a collision on a road or other public place involving another party, e.g. ambulance vehicle and a private vehicle collide at a junction, ambulance vehicle damages street furniture etc.
- **Category B** – Where a Service vehicle is damaged whilst parked or unattended, (other than by criminal damage) e.g. a member of staff has left the vehicle to deal with a patient / incident
- **Category C** – Where a Service vehicle is damaged whilst parked or unattended on a road or other public place and has been placed in a ‘protective’ position, e.g. at the scene of an incident.
- **Category D** – Where the presence of a Service vehicle may have contributed to a collision but has not been physically involved, e.g., private vehicle stops to allow a Service vehicle pass and is struck by another vehicle (vicinity only).
- **Category E** – Where a Service vehicle has been involved in a collision on the road or other public place involving no other party, e.g., an ambulance vehicle hits the kerb causing damage to the vehicle
- **Category F.** – Where a Service vehicle has sustained collision damage, e.g., in the station yard or on private premises.

33.5 Whenever an AMBCOL occurs or previously unreported damage to a Service vehicle is found, the collision will be investigated by a line manager from the station who must be informed as soon as possible.

33.6 It is the responsibility of the User or attendant of the vehicle involved in an AMBCOL, or the first Manager on scene if the User or attendant is incapacitated, to ensure that EOC or PTS Control is informed as soon as possible. Vehicles involved must not be moved until authorised by the on-scene manager or the Police. In minor collisions where serious obstruction is likely to occur they may be moved to a side street or other convenient place. In the event of removal, the position of the vehicles must be marked and/or a diagram drawn.

33.7 **Damage found on Inspection**

33.7.1 At the commencement of a shift or whenever a User assumes responsibility of a vehicle, he/she is required to inspect the vehicle for damage that has not previously been reported. Damage that is identified must be reported by means of a Found on Inspection Form (LA420a) which should be handed to a member of the station management team at the commencement of the shift.

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- 33.7.2 If a member of the management team is not available, the User should report the damage to EOC.
- 33.7.3 The LA420a must be completed at the earliest possible opportunity and handed to a member of the management team.
- 33.7.4 In the event that the oncoming crew is required to mobilise to a call before the vehicle has been inspected, the User should walk around the vehicle and identify any damage that has not been previously reported.
- 33.7.5 If damage is found, this should be reported to EOC immediately. Activation to the call **must not** be delayed unless the damage is of such severity that the vehicle is in an un-roadworthy condition.
- 33.7.6 Failure to report such damage renders the User responsible for the damage when the next User takes over responsibility for the vehicle and reports the damage.
- 33.7.7 In all cases where damage is found on inspection, a manager is required to identify the last known User of the vehicle or the User responsible for causing the damage. That 'User' will be required to complete an LA420 (Road Traffic Collision Report Form) in respect of the damage that has been found.
- 33.7.8 The reason why the damage was not reported at the time it occurred in addition to the circumstances of the incident will be established and disciplinary action may be considered.
- 33.7.9 The LA420a 'Found on Inspection' form is not an alternative accident report form and may only be used in the above circumstances. In all other cases of vehicle damage, staff are required to complete an LA420 Road Traffic Collision Form.

34. Reporting of Collisions involving Patients or Escorts

- 34.1 If patients or escorts are injured on a Service vehicle whilst entering or leaving or in close proximity, the Police must be informed and the LAS Road Traffic Collision and Incident Reporting Procedure must be complied with.

35. Fatal or Serious AMBCOLs

- 35.1 EOC will immediately alert the on duty AOM and Senior on call Officer, (see the [Serious Untoward Incidents Policy \(SUI\) – TP /006](#)).
- 35.2 The decision to apply the SUI procedure will then be made by 'Senior on call Officer' after liaison with other senior managers.

36. Collisions away from the vehicle

- 36.1 All injuries to patients which occur whilst in the care of LAS personnel must be reported immediately to EOC and noted on the relevant Daily Summary of Calls/Journeys (LA1 or PTS1) and recorded on an incident report form LA52. The Road Traffic Collision reporting procedure (LA420) must be complied with at the earliest opportunity.
- 36.2 In the case of any collision, as defined above, in which injury is caused to any person other than the User, you must produce within 7 days to a Police Constable or any person having reasonable grounds for so requiring, a valid certificate of insurance, which can be obtained from Fleet Services.

37. Alleged Defects to Service Vehicles involved in Collisions

- 37.1 Where the collision is alleged to be due to a defective Service vehicle, it will be the responsibility of the incident manager to arrange for the vehicle to be inspected by a qualified Vehicle Examiner.
- 37.2 The User of the Service vehicle involved in the collision, or a Union Representative nominated by User, may be present at any such Inspection, but the time of the inspection will not be governed by the availability of the User or the nominated representative. If the User or the nominated representative is on duty at the time of the inspection, arrangements will be made, whenever duty permits, for the User (or representative) to attend. If the User is off duty, attendance will be treated as for on duty. The User or nominated representative will be provided with a copy of the Vehicle Examiners report.

38. Collisions outside of the LAS Operational Boundaries

- 38.1 When an AMBCOL occurs outside the LAS operational boundaries (other than in Category F above), the collision must be reported to the police. In addition the User will inform the local ambulance service through the Emergency Reserve channel or direct to EOC by mobile phone. The local ambulance Control supervisor will be responsible for deciding whether to attend the scene or such other immediate action as may be necessary.
- 38.2 A vehicle may only be driven back to the LAS area if the User is satisfied that the damage is minimal and will not affect the safety of the vehicle and compliance with legal requirements. If the User does not feel competent to make this assessment the instructions in relation to the recovery of a Service vehicle are to be complied with – see [Procedure for Reporting Vehicle Availability / Vehicle Defects and Arranging Breakdown & Recovery Services \(OP / 012\)](#). These arrangements will be undertaken by EOC.

- 38.3 Pending reporting of the collision the vehicle is not to be moved unless serious obstruction is likely to occur, in which case, its position should be marked, a sketch made and the vehicle moved to one side or a more convenient place.
- 38.4 The on-scene manager or member of staff will be responsible for updating the local ambulance Control / EOC. The User will ensure that the LAS Road Traffic Collision (LA420) and Accident/Incident Reporting Procedures (LA52) are complied with.
- 38.5 Collisions outside the LAS boundaries involving Training Centre vehicles will be reported in the usual way and dealt with under instructions issued by the Training Course Director in charge of the vehicle / driving course.

39. Additional Information following a Collision involving other parties

- 39.1 Obtain all relevant details especially of independent witness and make a sketch of the scene of the collision whilst on scene and: -
- on no account make any statement, verbal or written to any non LAS person which could be interpreted as an admission of liability ;
 - no statement should be made to the Police at scene or later at a Police / Ambulance station until there is an LAS Manager present or directs otherwise;
 - the Third Party involved should be informed that the onus is on themselves, their insurance company or solicitors to pursue their claim against the LAS;
 - members of the public must not be told that the LAS will communicate with them. Such persons should be advised to write to the LAS insurance company giving full details of the circumstances including the LAS vehicle details together with their insurance company and policy number;
 - any document received by a member staff relating to a collision involving a Service vehicle, (e.g. third party insurance or solicitor's letter, police notices, etc), must be forwarded to Legal Services Department with the case number if possible;
 - any *Notice of Intended Prosecution* (NIP) must be presented to a line manager.
- 39.2 For every collision in which a Service vehicle is involved, the LAS Road Traffic Collision Reporting procedure must be complied with and the relevant forms completed (LA420). Copies of these forms must be carried on every vehicle at all times.
- all forms must be completed in Black ink;

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- it is important that 'before' and 'after' sketches are shown on the form;
- statements should be factual, concise, clear and written in a courteous style;
- verbal admissions by the other parties to the collision should be noted in the statement in block capitals and in 'inverted commas'.

39.3 All collisions, no matter how trivial, **must be reported**.

40. Collision Investigation and Adjudication

40.1 The AOM /Line Manager is responsible for nominating a Collision adjudicator. The findings are sent to the Complex Trainer / Legal Services / the User and a copy placed in the user's personal file. It must be remembered that the object of the system is to identify training needs and improve the standard of driving, monitoring and investigation.

40.2 The attending 'on-scene officer' will ensure that reporting procedures are adhered to. The 'on-scene' officer must ensure that they complete a Manager's Report and send it as soon as possible after the collision, indicating the category of AMBCOL, where this is established at the time of reporting, to the Legal Services Department at HQ and copied to the User's AOM.

40.3 When a service vehicle strikes an object, damage may be caused which is not visible or apparent, e.g. damage caused by 'kerbing' or 'grounding'. The matter will be reported to EOC as soon as possible so that arrangements can be made for the under-side of the vehicle to be examined in the workshop. Where damage is found by workshop staff, the collision will be regarded as an AMBCOL and dealt with accordingly as Found on Inspection (LA420a).

40.4 Every service vehicle damaged in a collision will be inspected and if necessary taken to an appropriate workshop for further inspection without delay. The Line Manager will ensure that a report is completed giving a brief statement of the damage to the vehicle and date and place of the collision.

41. Submitting Report Forms

41.1 After the initial investigation on scene of an AMBCOL the AOM / Line Manager will direct any further investigations that may be required to be carried out without delay.

41.2 In addition to reporting the collision at the time, the relevant collision report forms must be completed and the front sheet of the LA420, with the case number on, must be faxed to the workshop that services the vehicle. Copies of all forms must be held by the line Manager.

42. Collision Adjudications – “Responsible / Not Responsible”

- 42.1 The form LA169 will be used to indicate responsibility for the collision. A collision will be assessed ‘Responsible’ where some blame accrues to a member of staff. Where no blame is attributed to a member of staff the collision will be recorded as ‘Not Responsible’.
- 42.2 If the adjudication indicates responsibility of the collision to a member of staff, a recommendation will be recorded on LA169 (see [Appendix 4](#)). Any decision to relieve a member of staff from driving duties will be made in the normal way using the guidelines set out below in section 48 of this procedure.
- 42.3 The completed LA169 will be forwarded immediately to the AOM / Line Manager where the User is based. Findings of the adjudication will be recorded on the User’s personal driving record (LA366).
- 42.4 Where the adjudication is not agreed, an appeal must be lodged in writing stating the reason for the appeal, within 28 days on receipt of the LA169 and sent to the appropriate AOM / Line Manager.
- 42.5 If no agreement on the adjudication can be reached a report will be forwarded to the Assistant Director of Operations and their decision will be final.
- 42.6 Where a member of staff has two collisions in a six month period where they are responsible, or any three collisions in a twelve month period, the User may be relieved from driving duties pending the outcome of a driving assessment.

43. Assessment of Driving

- 43.1 Where a member of staff has been non-operational (not driving) for six months or more, they must complete a driving assessment before returning to full operational driving duties.
- 43.2 When a member of staff is referred for an assessment of their driving skills, this will be undertaken by an IHCD Driving Instructor. Any recommendations made by the assessor will be discussed with the employee and a corrective action plan agreed.

44. Reported Driving Incidents

- 44.1 Where incidents of poor driving by LAS staff are reported, even though no collision has occurred, the AOM / Line Manager will decide on the appropriate action.

45. Personal Incident / Collision Records

- 45.1 A 'collision record summary' of each member of staff will be kept on their personal file. The record will commence when the first collision or driving incident is reported. It will contain a summary of the collisions and any driving incidents in which the User has been involved and will be considered by the AOM / Line Manager when making recommendations on assessment and any identified training needs.

46. Relieving Staff from Driving Duties

- 46.1 Where the investigating officer considers that a User should be relieved from driving duties they must contact the member of staff's AOM / Line Manager, or the 'On Duty AOM / on call PTS Manager, who will make the decision.

- 46.2 The following circumstances are to be considered as potential grounds for relieving a member of staff from driving duties:-

- A fatality has occurred as a result of an AMBCOL (this is discretionary in 'vicinity only' cases).
- An injury has occurred as a result of an AMBCOL (this is discretionary in 'vicinity only' cases).
- Serious damage has occurred.
- The User is suspected of being under the influence of alcohol and / or drugs.
- Where the User is cautioned on scene and possible police process is likely against a member of staff ON or OFF duty.
- It is in the interests of a member of staff, and / or the ambulance service, to be relieved from driving.
- A member of staff driving a service vehicle for which they are not authorised and or trained to drive, e.g. PTS member of staff driving an A&E vehicle in response mode.
- There is substantial allegation that danger or needless risk has been caused to a member of staff or others in driving situations.
- A member of staff is served with a Notice of Intended Prosecution, either due to an on duty or off duty incident.
- The User has failed to stop and report a collision.

46.3 Relieving from driving duties will apply until:-

- A preliminary investigation is carried out within fifteen working days providing all the evidence is available, i.e. collision reporting forms (where the policy remains in force it will be reviewed on a fortnightly basis).
- A driving assessment where appropriate with an agreed action plan has been carried out or an adjudication has been reached.

47. Reinstatement after being relieved from driving

47.1 A User who has been relieved from driving duties may be directed to take an assessment before reinstatement. The member of staff will attend for a full tour of duty or longer and in addition to the driving assessment, may be required to undertake a written test.

47.2 A member of staff who has been relieved from driving duties may be reinstated by their AOM / Line Manager.

47.3 In cases where the User does not agree with the AOM / Line Manager decision - on the reinstatement, the matter will be referred to the Assistant Director of Operations, whose decision will be final.

48. Removal from Driving Duties

48.1 If it is the opinion of the AOM / Line Manager that a User should be permanently removed from driving duties, the case will be referred to the Assistant Director of Operations / Head of PTS with recommendations for a decision.

49. Notice of Intended Prosecution

49.1 If as a result of a collision or alleged motoring offence committed on or off duty a member of staff receives a Notice of Intended Prosecution they must report it immediately to their Line Manager.

49.2 The Trade Union may help in making legal advice available to staff. All staff are free to consult a private solicitor at their own expense. Alternatively, if the trade union cannot help, Legal Services may be able to obtain legal advice / representation through the Trust's Motor Insurance if there is no conflict of interest.

50. Court Proceedings

- 50.1 Staff must inform their Line Manager immediately of any legal action following a collision whilst on or off duty. This should include the receipt of any documents relating to a prosecution or intended prosecution and the resultant decision of the Court. It is anticipated that ambulance staff summoned in respect of traffic offences while on duty will seek to be represented by the solicitor of their Trade Union. Alternatively, Legal Services may be able to offer legal advice / representation through the Trust's Motor Insurance if there is no conflict of interest.

51. Disqualification from holding a driving licence following a Court Conviction

- 51.1 The policy applies to all members of the LAS for whom the possession of a current driving licence is a pre-requisite to employment and driving continues to form an integral part of the duties of their post. If staff are disqualified from driving it follows that they will effectively breach their contract of employment and, unless there are exceptional mitigating circumstances a disciplinary hearing will probably result in their dismissal from the Service.

52. Checking of Driving Licences

- 52.1 A representative of the Chief Executive Officer has a right to inspect the licences of all staff including A&E, PTS, Bank and agency staff, including ACS Drivers acting on behalf of the LAS, to ensure they have a full driving licence, or photo-card licence, together with the counterpart document. These checks will be on request and in any case, should be undertaken at a minimum of six monthly intervals. A copy of the driving licence and a [record of the checks \(LA359\)](#) must be kept on locally held personal files (see Checking of Driving Licence Guidance for Managers – TP/023A) and entered onto ProMis. Where a member of staff is involved in a collision, their driving licence must be checked.

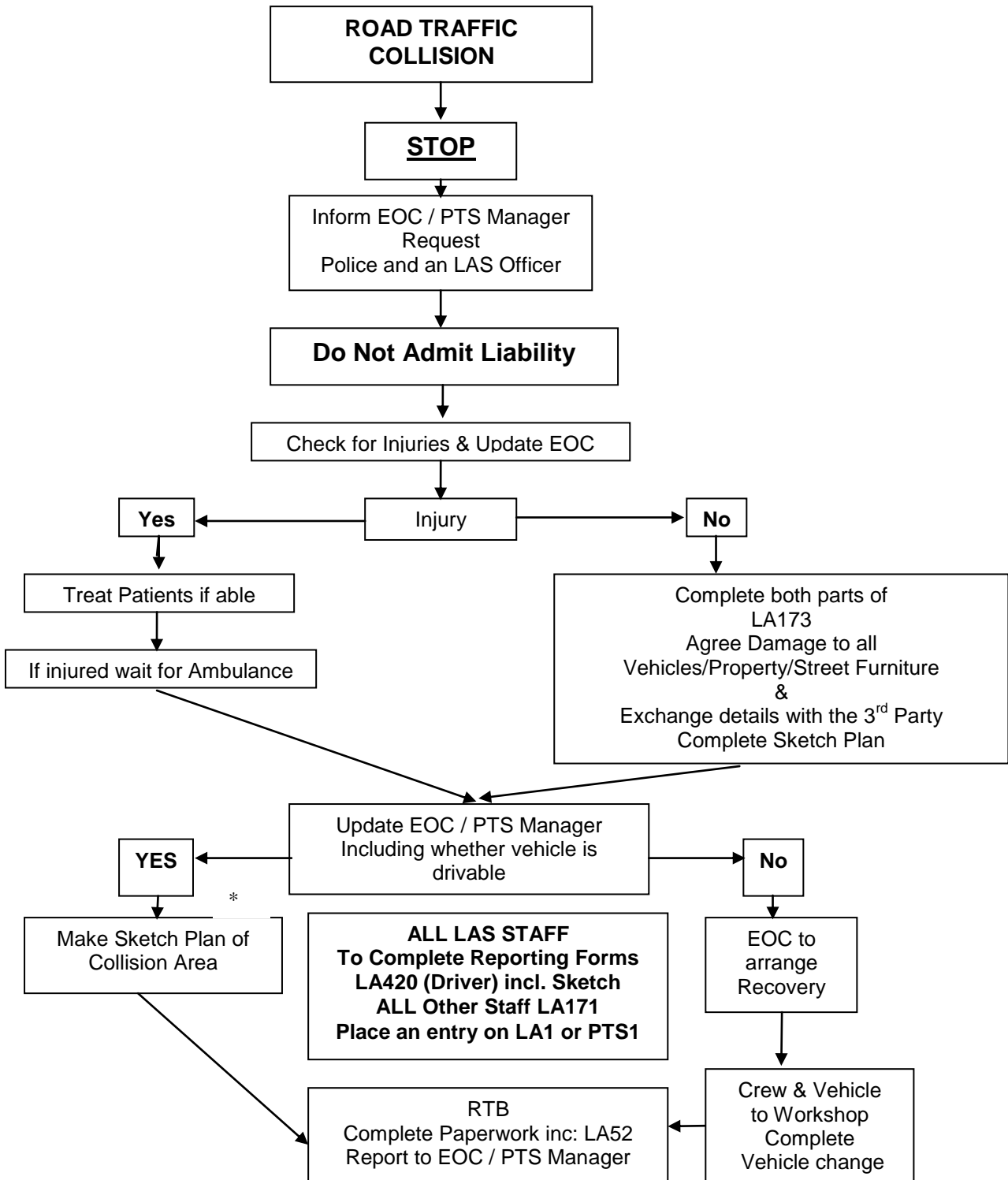
53. Monitoring of Service Road Traffic Collisions

- 53.1 Guidance notes for managers on how to deal with and record Road Traffic Collisions can be found in the LAS Motor Risk Management Guidance Notes for Managers – TP/023 B.
- 53.2 Service wide monitoring of AMBCOLs and driving incidents will be carried out by Legal Services. The Director of Operations will be provided with an overview of the incidence and causation of service vehicle collisions. Detailed statistical analysis will : -
- enable the identification of training needs for consideration by the Department of Education & Development;
 - provide information of the operational performance and suitability of vehicles used by members of staff to be considered by the Vehicle & Equipment Working Party.

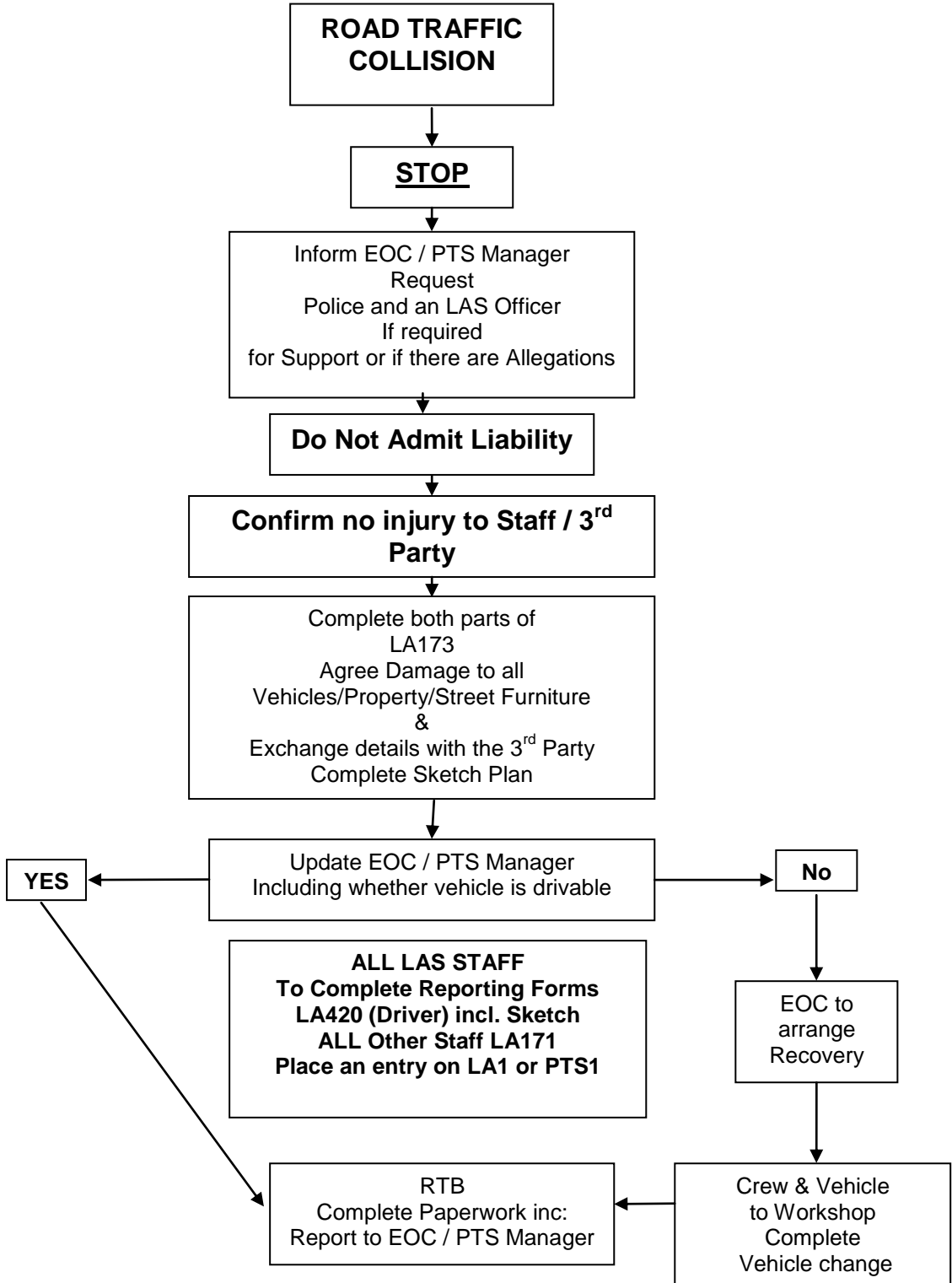
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IMPLEMENTATION PLAN	
Intended Audience	For drivers / riders and cyclists using the 'Service vehicle
Dissemination	Available to all staff on the Pulse
Communications	To be announced in the RIB and a link provided to the document. The Chief Executive Officer will highlight the importance of undertaking driver licence checks at the staff / manager conference meetings held at Millwall.
Monitoring	It is the responsibility of all line managers to ensure that the requirements in this procedure are complied with. Compliance with the procedure will be reported to the Area Governance Groups by Station Management Teams. The effectiveness of the procedure including the driving licence checking and progressing the actions to reduce the motor risks on the Trust's Risk Register will be monitored by the Motor Risk Group.

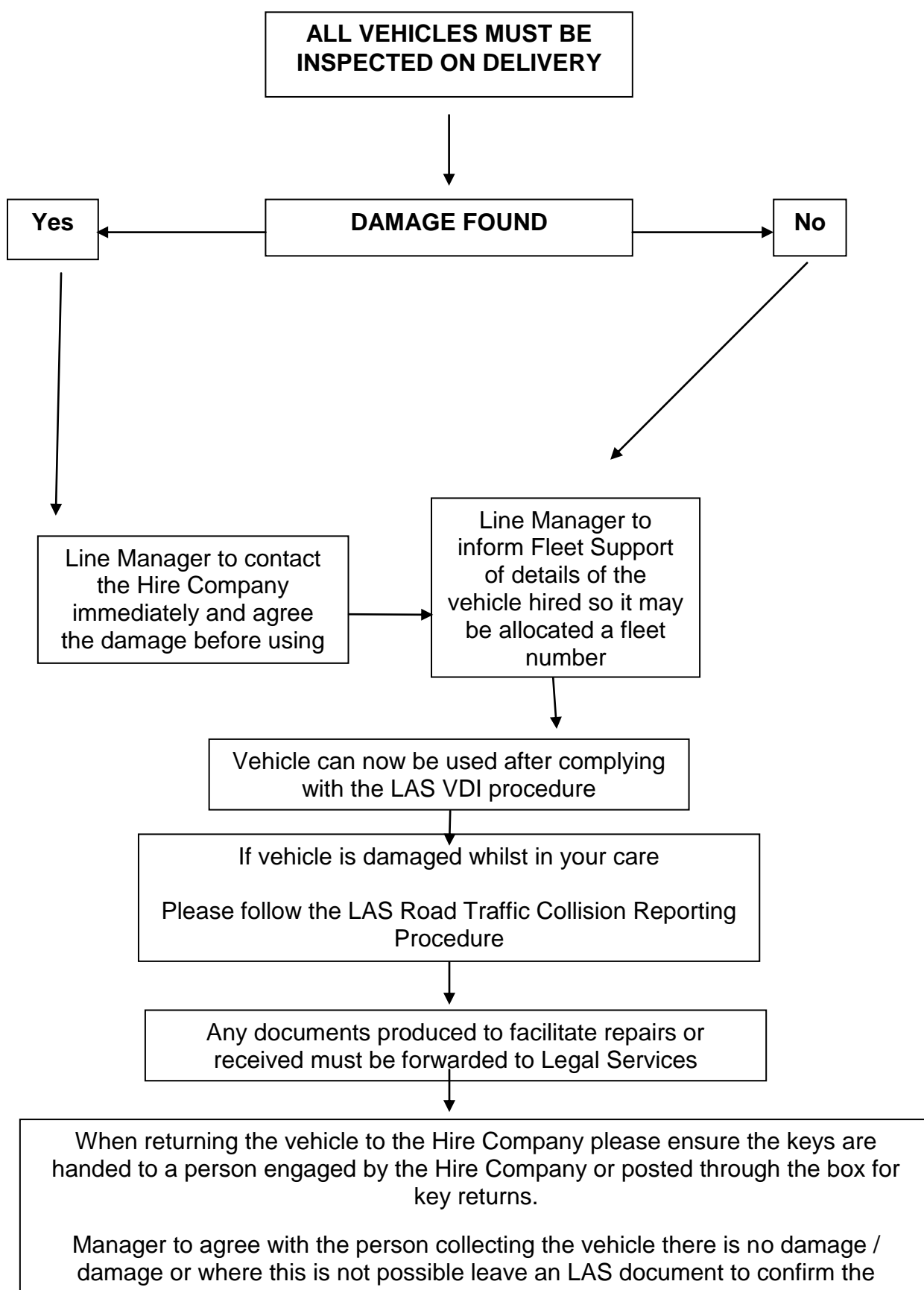
Personal / 3rd Party Injury and/or Serious Damage to Vehicle or Property (AMBCOL)



**Minor Damage Only
No Injury to Staff or 3rd Party**



VEHICLES HIRED IN BY THE SERVICE



ROAD TRAFFIC COLLISION REPORTING FORMS

Form	Completed By:	Sent to:
LA 420 Road Traffic Collision Report Form	User	Legal Services HQ
LA420a Found on Inspection	User	Line Manager
LA421 Managers Report	Manager Attending	Legal Services
LA 173 Exchange of Information	User	Part One: Legal Services HQ Part Two: Given to Third Party where possible
LA 171 Attendants Report	Attendant	Legal Services HQ & other staff
LA 169 Collision Adjudication Form returned	RTC Adjudicator on Complex	Line Manager; signed by the User and to Legal Services HQ
LA 357 A-H Vehicle Damage Record	User	Kept on Vehicle
LA366 Personal Driving Record	Line Manager	Kept in personal file
LA 52 Incident Reporting Procedure		Send White copy to - Safety & Risk, HQ. Gold copy to Sector HR.

MOTORWAY INCIDENTS

In broad principle, motorways are constructed to a standard pattern with two carriageways divided by a central reservation, each carriageway having two, three or four traffic lanes according to requirements. The carriageways of motorways leading away from London are defined as the 'A' carriageways, those leading towards London are defined as the 'B' carriageways. On the M25 clockwise traffic is referred to as 'A' and anticlockwise as 'B'. When referring to the carriageway of a motorway the following terminology will be used:

'Lane 1'. 'Lane 2'. 'Lane 3' and 'Lane 4'. The terms 'slow' and 'fast' lane will not be used.

There are certain features common to all motorways, a brief description of which is given below:

Access Points

Only at a limited number of places is it possible to join a motorway from the general road network. Such places are referred to as access points and they have the effect of dividing each carriageway into separate sections. All access points are named or described by location and this information is used by control as a mobilising aid.

Emergency Telephones

Emergency telephones are provided at specified intervals (usually 1 mile - 1.6km. In urban areas at ½ mile) along each carriageway. These bear a number which identifies the exact location of the box and the carriageway upon which the telephone is sited.

Telephones within these boxes are connected direct to a police control room and have been installed as an aid to motorists who require assistance. They are also used for reporting accidents and other incidents which may occur.

When a call is accepted by the police the identification of the telephone call box from which the call is being made is always required. The emergency services are thus able to identify more specifically the actual location of an incident on the motorway.

Access to motorways from the general road network at motorway service areas may be available but these access points are usually protected by some form of barrier to prevent their use by the general public. For emergency service vehicles special provisions apply which will enable the barrier to be opened when necessary. Additionally at many service areas there is a road bridge which enables a vehicle to change carriageway.

Emergency Hazard / Warning System

These are lights and signs usually mounted on gantries above the carriageway, or on the central reservation and activated by the police to warn Users not to exceed a stated speed because of a hazard ahead. This may be an accident, road works, or poor visibility, fog etc. Ambulances proceeding to an incident may ignore these warnings provided it is obviously safe to do so. However, Users, particularly when bad weather conditions are apparent or possible, must use discretion in slowing to the recommended speed.

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Attendances

The initial attendance to an accident on a motorway will be one ambulance, which will be sent to the nearest access point for entry to the affected carriageway and thence to the accident location. Occasionally a call to an incident may quote the wrong carriageway: traffic on the affected carriageway blocking up behind the incident will impede the progress of the ambulance: or as a result of an accident. Wreckage and casualties may be strewn across both carriageways. When difficulties of this nature are apparent (by a radio message from the attending ambulance or from the initial information received) a second ambulance is to be despatched to approach the scene using the other carriageway in that section. An early check should be made that all casualties have been found. This is essential at night when a person or vehicle might have been thrown down an embankment or persons trapped in wreckage.

Removal of Casualties

The exit point from any section of the motorway is determined by the carriageway traffic flow.

Safety Precautions

Due to the fast moving traffic, particularly in the initial stages of an incident the hazards which personnel face whilst at work on a motorway are obvious. The safety of personnel engaged must always be of prime consideration. The general guidance set out below is designed to minimise the dangers:

- (a) When at work at the incident or on any other occasion when on a motorway, all personnel will wear the fluorescent jacket and safety helmet provided.
- (b) Throughout the period an ambulance is attending an incident on a motorway, the blue flashing and hazard warning lights must be continually exhibited to warn motorists of an unusual hazard ahead. In a major incident with many rescue vehicles in attendance the Police Incident Officer may advise that all Emergency Service Vehicle crews (except Control Vehicles) extinguish blue lights to avoid dazzle and confusion. This advice will only be given when the site is safely protected. Ambulance crews will comply with such requests
- (c) Unless the affected carriageway is completely blocked ambulances will always be positioned ahead of the incident in the obstructed lane and so be afforded extra protection by the vehicle (s) involved in the incident.
- (d) Ambulances leaving the scene with casualties will when necessary drive off under police supervision to merge more safely with passing traffic.
- (e) Should a traffic incident have occurred in the opposite carriageway or the crew discover that the location they were given is incorrect **proceed to the next junction or service area if there is a crossing point at that area and advise control of the situation.**

DO NOT STOP IN ANY LANE OR ON THE 'HARD SHOULDER' NO MATTER HOW DESPERATE THE SITUATION APPEARS IN THE OTHER

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CARRIAGEWAY!

- (f) Unless under police supervision ambulances must not attempt to gain access to an opposite carriageway by use of an emergency crossing. The central reservation is narrow and a vehicle attempting to negotiate a crossover must at times project into one or both of the right hand traffic lanes, with a serious risk of injury to Service personnel and the road Users.
- (g) In order to reach an accident through congested traffic, it may be necessary to drive along the 'hard shoulders'. This should be done very slowly and with great care, using audible and visual warnings. Other drivers may have left their vehicles and may be crossing the 'hard shoulder' to reach the grass verge.

Police assistance

Police cars / Highways Agency vehicles continually patrol the motorway and there should be no delay in them reaching an incident. These cars are equipped with warning notices, blue flashing beacons complete with tripods and a number of traffic cones which usually have fluorescent tips. In general the procedure followed by the police is to erect warning signs at a point some distance on the approach side of the incident. This diverts traffic from the affected traffic lanes and provides a 'harbour' for emergency vehicles attending the incident.

Early warning of the hazard ahead is thus conveyed to the motorist and reduces the possibility of injury to personnel working at the incident from approaching vehicles.

In the event of a major or serious incident occurring, contingency plans have been made by the police which allow the diversion of traffic from the affected section of the carriageway and, if necessary, from the opposite carriageway as well.

Even though such a diversion is operating, ambulances will always be allowed normal use when proceeding to an incident.

In the event of a fire at which the Fire Service is in attendance, the responsibility for fire fighting will be with the senior fire officer. The fire ground will be under their control and it will be the responsibility of the police to assist with any reasonable request.

The co-operation of all emergency services will be required to maintain a free passage to and from the scene and to keep traffic moving at a controlled speed. The overall control of the situation is a police responsibility.

Messages

In any 'assistance messages' originating from an incident on a motorway, the exact location to which ambulances are to proceed is to be quoted. A typical RT message would read:

"Reference your 1645 call to the M25 - 100 yards north of telephone box (4 numbers followed by a letter i.e. 5574A) - second ambulance is required"

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Action of supporting Ambulance on Initial Attendance

The ambulance forming part of the initial attendance but covering the opposite carriageway to that upon which the incident has been reported, is to proceed the whole length of the carriageway to the next access point before turning back on to the other carriageway. This procedure is to be strictly adhered to unless the User finds that the incident has in fact spilled over on to the carriageway s/he is covering. In the latter case the situation is to be reported to control by radio.

All ambulances sent to scene which are not immediately required will park under police supervision at a point approximately 100 metres past the incident and on the hard shoulder or at a designated RVP which may be further away.

SUMMARY OF IMPORTANT POINTS TO REMEMBER WHEN ON A MOTORWAY

Safety Precautions

- (i) Always wear the fluorescent jacket and safety helmet provided.
- (ii) Ensure that the vehicle blue flashing and hazard warning lights are exhibited throughout the attendance unless asked by Police Incident Officer to extinguish.
- (iii) Unless the carriageway is completely blocked drive past the incident and park in the obstructed lane.
- (iv) Never stop in the carriageway or on the hard shoulder opposite a traffic incident in the other carriageway.
- (v) Continue to the next junction and approach the incident from behind having obtained agreement from control staff.
- (vi) Emergency Crossings: Where they exist never attempt to use an emergency crossover without police permission and supervision
- (vii) Contact with Control: If in any doubt establish contact with control for guidance and assistance.

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‘BLUE LIGHT’ LEASE CAR DRIVERS

Process for Dealing with Notice of Intended Prosecutions from Metropolitan Police for Traffic Light and Speed Camera Activations

Following several notices of intended prosecution being issued for traffic light and speed camera activations by service blue light lease cars whilst responding to an incident, a meeting took place with the Metropolitan Police Service (MPS) to seek a way forward.

In April 2008 the new Road Safety Act came into force and prior to its introduction the MPS has brought in a new policy for dealing with unmarked emergency service vehicles.

With immediate effect drivers of unmarked emergency service vehicles (Fire, Police or Ambulance) that activate a speed or traffic light camera will be sent a notice of intended prosecution . It is then for the driver to justify their actions.

It is the driver’s responsibility to ensure that you have a record of the CAD number for each blue light journey, whether it is completed or not. This information will be required by the police at a later date.

Process

The following process has been agreed for dealing with blue light lease car camera activations:

On receipt of the notice of intended prosecution (NIP) the driver **MUST** fill in and return the form to the police together with a covering letter declaring that they were the driver and stating that the vehicle was being driven on official London Ambulance Service business on blue lights.

Once the NIP and covering letter are received by the MPS they will freeze the case awaiting confirmation from The LAS Emergency Preparedness Department.

A copy of the NIP and covering letter should be sent to The Emergency Preparedness Department, Pocock Street, with the CAD number and an explanation of the reason for the journey.

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Once the copy of the NIP and covering letter are received at The Emergency Preparedness Department, the unit coordinator will complete the standard letter to the MPS. This letter will then be authorised by the Head of Emergency Preparedness.

Once authorised by the Head of Emergency Preparedness the documentation will be sent to the MPS to request final cancellation of the NIP.

The MPS will confirm via The Emergency Preparedness Department, the cancellation of the NIP. The driver will then be informed that the NIP has been cancelled.

All documentation will be returned to The Emergency Preparedness Department for archiving and record purposes.

Note : This process has been agreed for dealing with camera activations whilst officially driving using blue lights. It will not be used for routine camera activations as these are the responsibility of the driver.

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FORECOURT PROCEDURE

At the garage (BP and Total service stations only):-

Only fuel (unleaded and lead replacement petrol and diesel) and engine lubricant may be purchased on the fuel card

- Crews must report to EOC / PTS Control before and immediately after refuelling.
- Turn off all mobile phones and radio equipment, but not the MDT, whilst on garage forecourt to minimise fire hazard.
- Park the vehicle next to the fuel pump suitable for your vehicle and select the appropriate nozzle.
- Report to Cashier, identify the vehicle standing at the pump, present the fuel card and ask for confirmation that the fuel card can be used;
- If permission is received, continue with procedure
- If permission is denied, ask for the reason and report to EOC/UOC/PTS Manager, and follow their advice

Always report denied use of the fuel card to the Duty Station Officer/PTS Site Manager at the earliest opportunity.

- Check fuel type again and proceed to refuel.
- After refuelling you must supply to the Cashier the following information which must appear on the sales voucher:-
 - Vehicle registration number
 - Mileage reading
 - Fuel quantity
 - Type of fuel
 - Lubricant and quantity

Note: these items comply with both BP and LAS requirements.

- Check voucher carefully for accuracy and compliance with the above.
- Sign voucher only when satisfied that the information is correct. Any anomalies are to be rectified by the Cashier before signing.
- Retain voucher until return to Station, ensuring that it is safely attached to the LA1/PTS1.
- At the Station comply with local procedures for the handling of completed LA1/PTS1.

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REMEMBER TO TURN MOBILE PHONES AND RADIO EQUIPMENT BACK ON ONCE YOU HAVE LEFT THE CONFINES OF THE FORECOURT

CANCELLING FUEL CARDS – LOST/STOLEN

On Station when loss discovered –

- Report loss/theft immediately to Station Management/Admin A&E or PTS and follow advice given.

Not on Station when loss discovered –

- Report to EOC/UOC/PTS Manager and follow their advice.

In all cases notify the Duty Station Officer/PTS Site Manager at the earliest opportunity. Spare fuel cards are available to cover for loss/theft and damaged fuel cards.

ENGINE LUBRICANT

All staff must advise the Duty Station Officer/PTS Site Manager, or the appropriate workshop, without delay of any excess requirements for engine oil revealed when carrying out VDI checks or checking oil level when purchasing fuel. The normal requirement for engine oil should not exceed one litre.

The specification of top up engine oil for **ALL SERVICE VEHICLES** is:-

BP Visco 3000 or Castrol GTX Magnatec

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