



London Ambulance Service **NHS**
NHS Trust

Procedure for Road Traffic Collision Reporting, Investigation and Adjudication

DOCUMENT PROFILE and CONTROL.

Purpose of the document: To outline the operational procedures to be followed in the event of a road traffic collision involving a service vehicle including downloading from the incident data recorder where applicable.

Sponsor Department: A&E Operations

Author/Reviewer: Deputy Director of Operations. To be reviewed by March 2015.

Document Status: FINAL

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| Links to Related documents or references providing additional information | | |
|--|--|----------------|
| Ref. No. | Title | Version |
| TP/065 | Conduct on the Road Procedure | |
| HR/015 | Alcohol, Drugs and Solvent Misuse Policy | |
| LA420 | LAS RTC Report Form | |
| LA52 | Accident/Incident Report Form | |
| LA420a | Found on Inspection Report | |
| LA171 | Attendants / Other Staff On The Vehicle Collision Report | |
| LA52 | Accident and Incident Report Form | |
| LA357 | Damage Record Form | |
| LA169 | Vehicle Collision Adjudication | |
| LA366 | Personal Driving Record | |
| LA1 | Emergency Journey Summary | |

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.

1. Introduction

This document specifies the responsibilities and procedures to be followed in the event of a road traffic collision or damage found involving A&E, PTS and Support Services vehicles (hereafter referred to as service vehicles). It includes the initial reporting, investigation and adjudication of the incident. This procedure should be read in conjunction with TP/065 Conduct on the Road.

2. Scope

This procedure:

- 2.1 applies to any road traffic collision involving a service vehicle, whether stationary or not, including minor damage incidents and found on inspection damage; and
- 2.2 applies to all drivers of service vehicles, including riders of service motorcycles and bicycles and fleet support vehicles.
- 2.3 applies to other departments involved in road traffic collision administration including legal services, control services, operational support and operations and support services management (investigating officers)

3. Objectives

1. To provide clear guidance to all drivers of service vehicles of their responsibilities in reporting road traffic collisions.
2. To provide clear guidance to managers and collision Investigators of their responsibilities in investigating and adjudicating road traffic collisions.
3. To outline a managed system for downloading, sending, analysing and backing up any data downloaded from recorders (IDR) in the event of a recorder being activated.

4. Responsibilities

Service Drivers are responsible for complying with the law when reporting any road traffic collision, reporting any IDR activations occurring in the course of duties (LA420) or reporting any damage found when checking over service vehicles (LA420A).

Ambulance Operations Managers (and line managers of other service drivers) are responsible for ensuring that any IDR activations are downloaded and investigated, that any damage found on inspection is investigated and that service drivers are debriefed following a collision investigator's report and that any appropriate corrective actions are taken.

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Collision Investigators are responsible for downloading and securing data from activated IDR units and for reporting the outcome of any investigations to the AOM or appropriate line manager.

5. Definitions

| | |
|-----|---|
| ACS | Ambulance Car Service. Use of private vehicles for PTS business. |
| ADO | Assistant Director of Operations |
| AOM | Ambulance Operations Manager |
| CI | Collision Investigator |
| DSO | Duty Station Manager |
| EOC | Emergency Operations Centre |
| IDR | Incident Data Recorder, a 'black box' which records vehicle telemetry and stores it in the event of a collision |
| RTC | Road Traffic Collision |
| PTS | Patient Transport Service |
| TOC | Transport Operations Centre (PTS) |
| UOC | Urgent Operations Centre |

6. Reporting an RTC (see Appendix 1)

- 6.1 All RTCs that occur whilst a service vehicle has a designated call sign, must be reported immediately to the relevant control (EOC, UOC or TOC) or to the relevant line manager whilst not engaged in frontline operations. PTS TOC will inform the control service AOM and make arrangements for alternative transport of passengers and/or reallocate calls as required.
- 6.2 On receipt of information relating to an RTC involving a service vehicle the relevant Area Controller should establish the seriousness of the incident and escalate to the OCM if deemed necessary. The vehicle will need to be shown unavailable at this point. The priority at this stage should be to identify if there are any injuries (Service staff or third parties) and their seriousness, and ascertain what additional resources (ambulance, police fire etc) are needed.
- 6.3 In the event of minor damage to vehicles or property only, a DSO (or other suitable manager) should be tasked to scene. In the event of a more serious RTC where there has been injury, allegations of dangerous driving or serious damage to vehicle or property, the OCM should escalate to the Control Services AOM. The nearest available Collision Investigator should be notified and dispatched if appropriate. A senior collision investigator should be messaged using group SMS. The duty AOM, on-call PTS Manager (if applicable), fleet services, on-call press officer, and ADO should also be contacted.
- 6.4 The Control Services AOM also has a responsibility for ensuring that the basic information relating to the collision is recorded in the Occurrence Book and for forwarding information to the collision

investigator upon request, including date, time and location of RTC; names and stations of all service staff involved; the extent of any injuries; hospitals where the injured were conveyed and details of the service vehicle(s) involved.

- 6.5 The driver must stop and exchange details with any third party. The last section of the LA420 provides this information and should be handed over. Any details from the third party, including contact telephone numbers, must be recorded on the LA420. Failure to provide details to third parties is an offence under road traffic legislation. No employee of the Trust must make any statements, verbal or written, to any person, which could be construed as an admission of liability. No statement or version of events should be given to the police until a collision investigator or a manager is on scene to support the driver.
- 6.6 Should a driver be unable to give any of the required information to a third party then police must be informed of the collision at the first opportunity or as soon as practicable and in any event within twenty-four hours. This could arise in the event of serious injury or where the owner of any animal or property is not present but does not include scenarios where service drivers did not wish to give information, for example in the case of a dispute or argument over the facts.
- 6.7 The LA420 (LAS RTC Report Form) must be fully completed immediately on scene unless injury or danger prevents this. Blank copies of this form should be kept on the vehicle at all times. Forms must be completed in black ink. Positions of vehicles before and after the collision and their directions of travel must be recorded on a sketch of the scene. Statements must be factual, concise, clear and written in a courteous style. Any verbal admissions by other parties should be noted in the statement in block capitals and in 'inverted commas'.
- 6.8 If the service vehicle is dual crewed then the attendant must complete an LA171 Attendant's Report, giving their report of the collision. This form must also be handed with the LA420 at the end of the shift.
- 6.9 If the driver, a patient, escort, attendant or other road user is injured in the course of an RTC or whilst alighting from or boarding a service vehicle, whether stationary or not, then an LA52 accident and incident report form must also be completed.
- 6.10 The fleet coordinator in VRC must be contacted by the service driver and given basic details of the collision, including any third party details recorded on the LA420 as soon as practicable after the collision. These details will be used to generate a case number as well as to advise both legal services and the insurers that a collision has occurred. ACS must report any collision details to their own insurers and further complete an LA52 accident and incident report form.
- 6.11 The completed LA420 must be submitted with the LA1 and PRFs into the black lock box on station at the end of the shift. PTS should also return the LA420 with their shift paperwork.

7. Collision Investigation

- 7.1 The officer tasked to attend the scene of an RTC may not necessarily be a trained collision investigator. In this situation the officer must make a judgment as to the seriousness of the collision and appendix 3 should be referred to as guidance. Any RTC which has resulted in injury or significant damage to property or vehicles will need to be managed by a trained collision investigator (CI). The officer should contact EOC and arrange for one to attend, if in any doubt. Vehicles should not be moved without the authorisation of the police or CI. If vehicles are likely to cause a serious obstruction before the CI arrives, the officer should use a service issue camera to record the position, mark the position of the vehicle on the road or draw a diagram before moving any LAS vehicle. (See Appendix 3 for CI deployment)
- 7.2 When a CI is called to an RTC they will be responsible for liaising with the police service where required and recording of information to support the investigation, at the scene. This will include measurements, drawings of the scene, photography and witness statements.
- 7.3 The CI will be responsible for the downloading of IDR data, where activation has occurred, irrespective of the seriousness of the collision. The downloading of data must take place at the scene unless there are exceptional circumstances preventing this happening (e.g. defective equipment, severe vehicle damage inhibiting access to the download lead or loss of power supply to the vehicle). The first step in this process is to press the manual activation button in the vehicle cockpit to ensure all data is captured (see Appendix 2 for further detailed procedure notes).
- 7.4 The CI must download from the IDR after any collision resulting in activation that they attend. An initial analysis of the data and the condition of the vehicle can be made at the scene to determine whether the vehicle needs to be decommissioned for recovery and repair before being driven in service again.

8. Damage Found or IDR Activation on Handover or by Fleet Services

- 8.1 At the commencement of a shift or whenever a driver assumes responsibility for a vehicle, he/she is required to inspect the vehicle for damage that has not previously been reported (an LA357 Damage Record Form should be left in the vehicle until repair) and mark details on the relevant vehicle daily inspection report. Any damage found must be reported by means of the LA420a Found on Inspection Form, which should be handed to a member of the service driver's management team before commencing duty. In the event of a manager not being available the damage should be reported to the relevant control.
- 8.2 When an LA420a has been submitted the previous driver of the vehicle or the driver of the vehicle that caused the damage will be required to

complete an LA420. The manager must also document why the LA420 was not completed at the time the damage occurred and consider appropriate action, including disciplinary sanctions.

- 8.3 In the event of a vehicle IDR registering activation (cockpit red light on) at the start of a duty or found during the shift when the vehicle had been left unattended, the crew staff member must contact station management to arrange a download and clear the IDR memory. The vehicle must be examined by fleet services at the first available opportunity to establish any damage not obvious following a walk round.
- 8.4 In the event of fleet services having a vehicle in the workshop showing activation where the vehicle has sustained collision damage the data must be downloaded. If analysis is required a CI should attend. If there is no damage evident the data should still be retained for on-going monitoring and evaluation purposes.

9. Collision Adjudication Procedures

- 9.1 Once the CI has completed the gathering of evidence a preliminary report should be provided verbally to the duty AOM/on call PTS Manager and legal services. Where an incident occurs outside of office hours the verbal report to legal services must be provided at the first opportunity. This should be followed up with a preliminary written report within 7 days. The final written report should be with legal services and the complex AOM/line manager within 14 days.
- 9.2 Where a collision is alleged to be due to a defective service vehicle, it will be the responsibility of the CI to arrange with fleet services or the relevant police service for the vehicle to be inspected by a qualified vehicle examiner. The driver or their union representative may be present at the examination, but the time of the inspection will not be governed by their availability. The driver or their nominated representative will be provided with a copy of the vehicle examiner's report.
- 9.3 The CI's final report will indicate responsibility for the collision and this will be notified using the form LA169 Vehicle Collision Adjudication. A collision will be assessed 'responsible' where some blame is attributed to the member of staff. Where no blame is attributed the collision will be reported as 'not responsible'. The LA169 will also include a recommendation, which may include relieving the member of staff from driving duties pending the outcome of a driving assessment.
- 9.4 All road traffic collisions must be recorded on the driver's LA366 Personal Driving Record (by the relevant management team, or equivalent line manager). This must also be updated upon receipt of the LA169. The object of the investigation is to identify training needs and improve the standard of driving, monitoring and investigation. Where the adjudication is not accepted by the driver an appeal may be lodged within 28 days of receipt of the LA169 in writing stating the

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reason for the appeal, and sent to the line manager. If the outcome of the appeal is unsatisfactory to the driver the matter may be raised to the Assistant Director of Operations, whose decision is final.

9.5 The formal management of driving standards will be triggered in the event of the driver:

- being involved in a serious RTC;
- having had two responsible collisions in any 6 month period;
- having any three collisions in a 12 month period; or
- having any reversing collisions.

The first and only mandatory stage of this formal management is a line manager interview to substantiate the details surrounding the collision(s). This may result in further action being taken which includes, but is not limited to, advice and guidance, referral for assessment and/or retraining, referral to occupational health for formal counseling and/or relieving the individuals from driving duties.

9.6 If there are any further driver-liable RTCs within a 6 month period, consideration will be given to invoking the performance capability policy or disciplinary procedure in consultation with the HR department.

9.7 Other circumstances which could be considered grounds to relieve a service driver from driving duties include (but are not limited to):

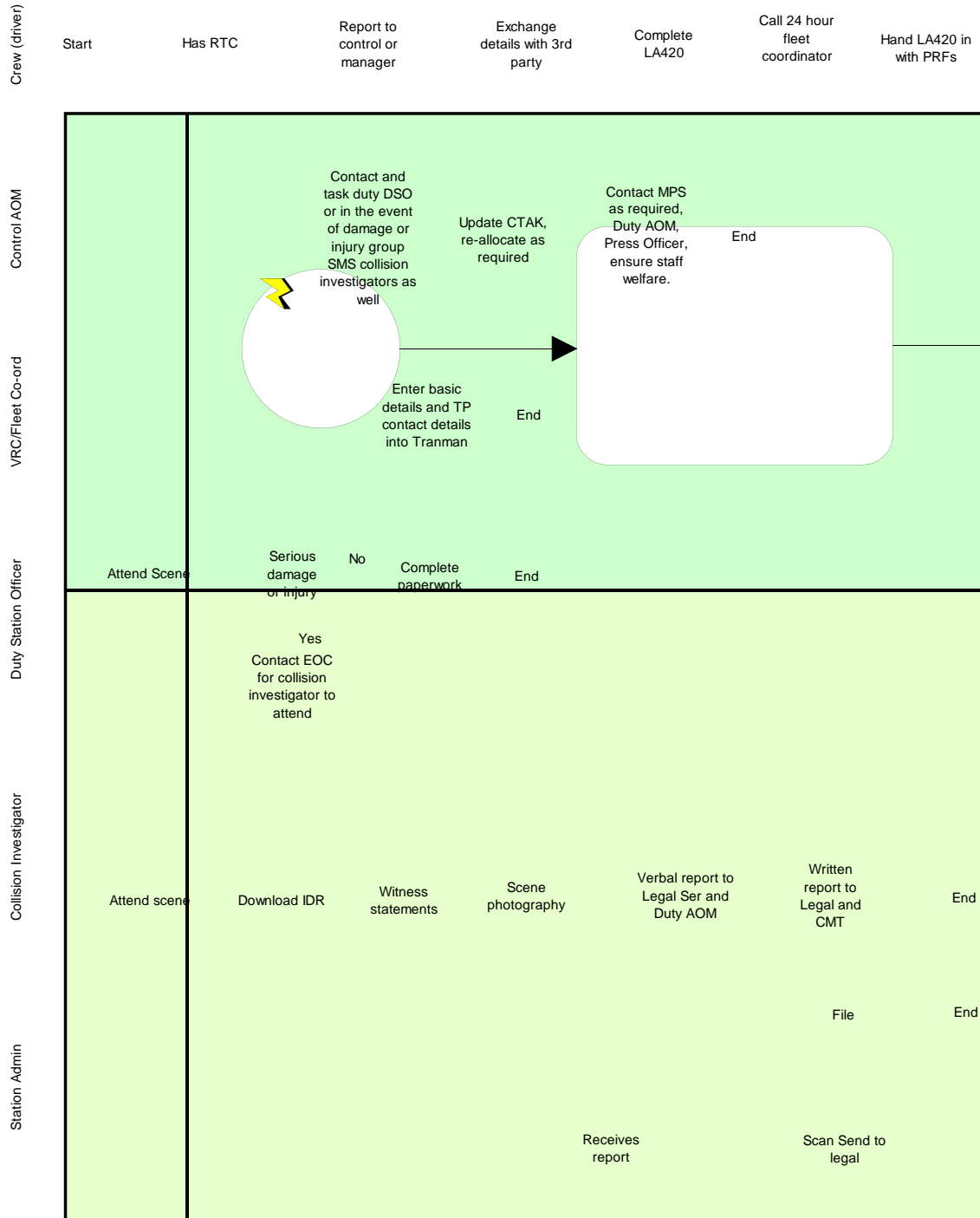
- involvement in a fatal or serious injury collision;
- suspicions of alcohol or substance abuse (see also HR/015 'Alcohol, Drugs and Solvent Misuse Policy'); or
- pending prosecution for a serious motoring offence.

9.8 Relief from driving duties will continue until a preliminary investigation and/or a driving assessment is carried which results in an agreed action plan), or a final adjudication/resolution has been reached.

9.9 A member of staff who has been relieved from driving duties may be directed to undertake an assessment before reinstatement of driving duties. They must be so directed if relieved for more than six months. The member of staff must be assessed by a driving tutor (or other appropriate individual in non-operational directorates) for at least one full shift. A written knowledge test may also be required to be completed.

| IMPLEMENTATION PLAN | |
|----------------------------|--|
| Intended Audience | All drivers, riders and cyclists using service vehicles, their relevant management teams and Control Services Staff. |
| Dissemination | Available to all staff on the Pulse. |
| Communications | Revised Policy and Procedure to be announced in the RIB and a link provided to the document. |
| Training | All operational staff undertake a driving course which covers RTC procedures. |
| Monitoring | <p>It is the responsibility of all line managers to ensure that the requirements of this procedure are complied with.</p> <p>Compliance will be reported to the area governance groups by complex management teams. The effectiveness of the procedure and timeliness of completion of collision reports to Legal Services will also be monitored by the Trust motor risk group.</p> |

APPENDIX 1



APPENDIX 2

UDS INCIDENT DATA RECORDER: DOWNLOAD PROCEDURE QUICK REFERENCE GUIDE

1) **Connect the download cable to the computer**

Connect the IDR to a serial interface of your computer with the special download cable (normally installed in the vehicle). The other end of the read out cable should have already been connected to the read out socket on the IDR.

2) **Run UDS software**

Run the UDS software program.

3) **Communicate with the IDR**

Select 'Edit', then 'Start communication'

When the connection to the IDR is made, the IDR firmware status is read out and displayed. If an error message is shown, check that the download cable is connected to the PC and that the IDR has a power supply. Click trouble shooting for further help resolving communication problems

4) **Setting the computer clock**

Check the system clock time (computer time) and, if necessary, set to the correct time.

The UDS clock can drift over a period of time. Therefore, it is important that the computer clock is set to the correct time as this provides an automatic correlation between 'UDS Time' and 'True Time'.

5) **Prepare the read out procedure**

a) **Back up copy of data**

Select <Make back up copy> and select the location where the back up copy will be made i.e., floppy disk, memory stick (NB. back up copies can not normally be made direct to CD – contact Siemens VDO for further advice).

b) **Read out comments**

Enter relevant comments in the <Read out comments> field e.g.

- Vehicle Odometer Reading (miles or kilometres)
- Vehicle location at download
- Name of person downloading the data
- Nature of incident
- If the computer clock was set correctly

c) **Display data options**

Activate the check box <Display data>, if you want to observe the stored data directly after it has been read out.

6) **Retrieve and save the data**

Click on <start>. This will activate the read out process.

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At the end of the read out process the data will automatically be saved to the computer hard disk and to the back up location.

Use following naming convention to save data:

(fleet number) – @@@ (your initials) – yymmdd (the date) - @@##
(part postcode)

Example: 7342–TBR–100114–SE16.PRI

7) View the saved data

Check that the data displayed represents the file that has been downloaded by examining the following:

- IDR serial number
- Event area
- Date and time
- Vehicle licence number
- Vehicle type
- Read out comments

Also examine the graphics including speed/time and statuses

8) Clearing the IDR data

When satisfied that all relevant data has been saved, unless otherwise instructed, clear the data from the IDR. If necessary, leave the data view and return to the communication session by clicking on main functions in the taskbar.

Clear standstill and event memory areas by clicking on <Clear UDS>. Then activate the check boxes, Standstill memory and Event memory and then start the clear procedure by clicking <Delete>. Do not delete Statistical Memory (only possible in UDServi and UDScience software)

Note

Before deleting the data, make certain that the memory contents have been copied onto the hard drive and to the back up storage location. **Deletion is final - you cannot reverse this process!**

Click on <quit> to end the download procedure.

9) Archive the PRI File

After the IDR data has been downloaded, please ensure that the PRI files are archived according to LAS policy (to X:\RTC investigators).

APPENDIX 3

GUIDANCE ON COLLISION INVESTIGATOR DEPLOYMENT

| <u>INCIDENT TYPE</u> | <u>ALLEGATIONS</u> | <u>DEPLOYMENT CONSIDERATIONS</u> | <u>RESPONSE</u> |
|------------------------------------|--------------------|---|-----------------|
| MINOR DAMAGE – NO INJURY | NO | LOCAL 92 / 99 – ADVISE | DISCRETION |
| MINOR DAMAGE – NO INJURY | YES | LOCAL 92 / 99 – ATTEND ASSESS FOR COLLISION INVESTIGATOR NEED FROM SCENE | ASAP |
| MINOR DAMAGE – MINOR INJURY | NO | LOCAL 92 / 99 – ATTEND COLLISION INVESTIGATOR – ATTEND | IMMEDIATE |
| SERIOUS DAMAGE – NO INJURY | NO | LOCAL 92 / 99 – ATTEND COLLISION INVESTIGATOR – ATTEND | ASAP |
| SERIOUS DAMAGE – NO INJURY | YES | LOCAL 92 / 99 – ATTEND COLLISION INVESTIGATOR – ATTEND SENIOR COLLISION INVESTIGATOR – INFORM | ASAP |
| SERIOUS DAMAGE – MINOR INJURY | YES / NO | LOCAL 92 / 99 – ATTEND COLLISION INVESTIGATOR – ATTEND SENIOR COLLISION INVESTIGATOR – INFORM | IMMEDIATE |
| SERIOUS DAMAGE – SERIOUS INJURY | YES / NO | LOCAL 92 / 99 – ATTEND COLLISION INVESTIGATOR – ATTEND SENIOR COLLISION INVESTIGATOR – ATTEND OPS AOM – ADVISE COMPLEX AOM - ADVISE | IMMEDIATE |
| FATAL | YES / NO | LOCAL 92 / 99 – ATTEND COLLISION INVESTIGATOR – ATTEND SENIOR COLLISION INVESTIGATOR – ATTEND OPS AOM – ADVISE COMPLEX AOM - ADVISE | IMMEDIATE |

Call out list of current Collision Investigators and Senior Collision Investigators is held centrally within GRS, this list can be access via the Emergency Roll Call function by any GRS authorized user.