



Procedure for Reporting Vehicle Availability and Vehicle Defects and Arranging Breakdown and Recovery Services.

Introduction

The purpose of this procedure is to give guidance on the actions required by operational staff to ensure that vehicles and equipment are always in a state of readiness in keeping with demand and as a professional service.

Objectives

1. To ensure that all appropriate operational staff are aware and kept informed of service vehicle availability at all times.
2. To give guidance to all operational staff regarding reporting and actions to be taken when dealing with vehicle defects, breakdown and recovery.

Procedure

1.0 Reporting Vehicle Availability – Actions by Ambulance Staff

- 1.1 Operational staff must immediately contact either their Resource Centre or Emergency Operations Centre (EOC) when one or more of the following occurs at commencement, part way through or the end of their shift:
 - No serviceable vehicle is available because of defects or unroad worthiness – notify EOC
 - A vehicle is available to use but not equipped – notify EOC
 - A vehicle is / will become single or unmanned – notify Resource Centre
- 1.2 Should operational staff find that their usual vehicle is not available or is defective and an alternative / spare vehicle is used, EOC must be notified promptly and action taken to change the Selcall radio call sign codes on the substitute vehicle. Team Leaders must also be kept aware of the situation.

Date of Issue: October 2007	Review by Date: May 2009
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Index No: OP / 012 / Version 3	Page 1 of 8

- 1.3 Under the Health & Safety at Work Regulations, staff have a responsibility to report vehicle defects to protect themselves, patients and other road users. A defect is defined as the inability to use a vehicle due to failure of mandatory equipment, e.g. lighting, windscreen wipers etc. However, it is at the crew's discretion whether the vehicle can be called upon by EOC if necessary to act as 'First Responders' pending the arrival of a second ambulance / resource (see 1.8 below).
- 1.4 A Vehicle Defect Book must be kept on all vehicles. A Vehicle Defects Book describing the nature of the defect must be completed by operational staff as soon as possible.
- 1.5 Vehicle Defect Books must be completed for ALL vehicle defects, however minor, including trolley stretcher, carry chair and orthopaedic stretcher. DO NOT INCLUDE RTA DAMAGE. This must be reported on Accident form LA420. This includes situations where the **RAC** services are called. If the vehicle is repaired by the **RAC** service the crew should indicate this in the Defect Book and forwarded the page to the appropriate workshop at the next convenient time (see 3.2).
- 1.6 Completed Vehicle Defects Book must be left in the vehicle on the driver's side of the dashboard or in a prominent position on motorcycles REAR COVER UP*. This applies even if a verbal handover takes place. * 'OUT OF COMMISSION'
- 1.7 Operational staff must notify control immediately that their vehicle is available following a vehicle change or once a repair has been effected or as soon as a vehicle becomes fully manned.
- 1.8 In the event of a vehicle breakdown / defect occurring after the crew have received a Category 'A' or emergency call, one or both operational staff, as appropriate, must still attempt to attend the call on foot if the incident is in close proximity to the breakdown / defective vehicle. The ambulance staff should remain with the patient(s) until the arrival of the second ambulance / resource.
- 1.9 A vehicle with minor defects can sometimes be repaired during the shift and by mutual arrangement with control, the vehicle can be driven to a local Workshop where workshop staff will endeavour to repair the fault / defect
- 2.0 Actions by authorised Control and Fleet staff when contacting the RAC for Vehicle Breakdown and Recovery Service.**
- 2.1 In the event of a vehicle breakdown a single number should be used to contact the **RAC** – 0800 1074146. If any difficulties are experienced with this number, please advise Fleet Admin.

Date of Issue: October 2007	Review by Date: May 2009
Authorised By: Chief Executive Officer	To Be Reviewed By: Head of Fleet and ACAO EOC/UOC.
Index No: OP / 012 / Version 3	Page 2 of 8

2.2 The **RAC** may only be called by the following :-

- Fleet Support Staff
- Fleet Workshops
- EOC
- Fleet EOC Co-ordinator
- Patient Transport Services controls.

3.0 When to use the **RAC** and repair classification

3.1 A vehicle breakdown is where the vehicle fails to start or complete its journey due to electrical or mechanical difficulties or as a result of road traffic accident damage.

3.2 The **RAC** service should be contacted to attend all breakdowns / defects with the following exceptions :

- If the vehicle is defective on station during Workshop opening hours the relevant Workshop Manager should be contacted first to effect a repair. The Defect Book must still be completed in these circumstances. Workshops are open Monday to Friday. Addresses, Telephone / Fax numbers and opening hours are detailed in [Appendix 2](#).
- If the Workshop is unable to assist then Control staff must contact the **RAC** as detailed below and inform the relevant Resource Centre.

3.3 In the event of a vehicular breakdown, defect or road traffic accident, crew staff should provide the following information:-

- Fleet number / Registration number
- Exact location of vehicle
- Nature of defect, e.g. battery, windscreen, puncture (quoting tyre size)
- Any other relevant information

3.4 On receipt of the breakdown / defect information control staff will contact the **RAC** using the designated telephone number and pass all information.

3.5 The Daily Breakdown Summary, LA79 ([see Appendix 1](#)) must also be completed including 'cancelled call outs'. The LA79 should be faxed to Fleet Admin by 09.00 the following day.

3.6 All breakdowns must be attended by the **RAC** patrol before a Recovery Vehicle may be sent. The only exceptions to this are if a vehicle has sustained damage in a road traffic accident and cannot be driven or if

Date of Issue: October 2007	Review by Date: May 2009
Authorised By: Chief Executive Officer	To Be Reviewed By: Head of Fleet and ACAO EOC/UOC.
Index No: OP / 012 / Version 3	Page 3 of 8

the vehicle has defective steering, brakes, suspension, emergency lights or audio. A Duty Officer should also be requested to attend in these circumstances.

- 3.7 The **RAC** service will not attend a LAS vehicle at the roadside with no LAS operational staff in attendance. The **RAC** will make repairs at stations but only with staff present to accept handover of completed vehicle.
- 3.8 The **RAC** should not be asked to carry out repairs to specialist ambulance equipment such as, stretcher trolleys, heaters, blue lights and audio warning systems.
- 3.9 The **RAC** are contracted to attend 90% of breakdowns within one hour and 10% within two hours of notification. Unacceptable delays should be reported to Fleet Admin for investigation.

4.0 Recovery locations

- 4.1 The **RAC** will recover from unstaffed LAS stations if access details are provided.
- 4.2 Should a roadside repair not be feasible the **RAC** patrol will request the recovery of the vehicle. The vehicle will be recovered to the base LAS Workshop. Under no circumstances may a defective vehicle be recovered back to a base station (unless it is a station with a Workshop) as delays will be experienced in getting the vehicle repaired and back on the road. Recovery drivers may drive the ambulance crew back to their own station if it's on route to the Workshop. Alternatively, the Duty Station Officer or Team Leader will facilitate the return of the crew to the base station.

5.0 Recovery at weekends / Outside Workshop Hours / Second movement

- 5.1 If a vehicle requires recovery to its base workshop during these times, Resource Centres and EOC must ensure that the **RAC** service have access to the recovery destination to ensure that a fully equipped vehicle is not left at the road side.
- 5.2 Second movement (recovery) of an LAS vehicle may only be authorised by Fleet Support Managers, Fleet Admin and Workshop Managers. An authorisation number together with collection and delivery addresses must be given. All details must be recorded on the Daily Breakdown Summary, as before.

Date of Issue: October 2007	Review by Date: May 2009
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Index No: OP / 012 / Version 3	Page 4 of 8

6.0 Tyre / Glass Replacement

- 6.1 All punctures or windscreen damage should be dealt with by the contracted tyre or glass replacement company. EOC will contact the tyre or glass company. Response times for replacement tyre and / or windscreen is within one hour.
- 6.2 If a vehicle is defective on station during workshop hours the Resource Centre must notify the workshop for assistance or alternatively, the Fleet Co-ordinator in EOC on 020 7463 2747 who is available Monday – Sunday.

7.0 Visiting Ambulance Services

- 7.1 Arrangements have been made to provide an additional service to all visiting ambulances station services. A roadside attendance charge of £84.00 plus the cost of any parts used will be levied; vehicle recovery rates would need to be obtained by Fleet Admin. Permission must be obtained from the visiting ambulance service and the full details of the invoice address and a contact name must be forwarded to Fleet Admin. LAS Workshop staff must not be used.

8.0 Fleet Workshop Technicians on call facility

- 8.1 This facility is available from 08.00 – 17.00hrs on Saturdays and Sundays. Four multi-skilled Workshop Technicians are available throughout the service. During the weekend single vehicle breakdown / defects should be dealt with by the **RAC**.
- 8.2 For multiple defects at one or several locations where the availability of the fleet falls below the operational requirement, operations should re-deploy spare vehicles where possible and liaise with the EOC Co-ordinator to arrange repairs.
- 8.3 All Saturday, Sunday, Bank Holiday and Winter Pressure cover will be publicised by Fleet Admin.

9.0 Fleet EOC Co-ordinator

- 9.1 The Fleet Co-ordinator is on duty in EOC Monday – Sunday between the hours of 08.00 and 17.00 to co-ordinate the availability vehicles. All breakdowns / defects must be reported to the Co-ordinator who will action the most suitable method of repair in conjunction with the Resource Centre.
- 9.2 The telephone number for the Fleet Co-ordinator is:

020 – 7463 – 2747.

Date of Issue: October 2007	Review by Date: May 2009
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Index No: OP / 012 / Version 3	Page 5 of 8

Reference: [Health & Safety at Work Regulations](#)
[Provision and use of work equipment](#)
[Fleet Bulletin - Defects Book replaces LA400](#)

Signature:



Peter Bradley CBE
Chief Executive Officer

Date of Issue: October 2007	Review by Date: May 2009
Authorised By: Chief Executive Officer	To Be Reviewed By: Head of Fleet and ACAO EOC/UOC.
Index No: OP / 012 / Version 3	Page 6 of 8

Appendix 1

FLEET ADMINISTRATION DAILY BREAKDOWN SUMMARY

Authorisation Number _____ Date _____ LA79(Rev March 2006)

Time Reported	Fleet No.	Defect	Location	POB	Any Comments	Initials
				Yes No		
				Yes No		
				Yes No		
				Yes No		
				Yes No		
				Yes No		
				Yes No		
				Yes No		
				Yes No		
				Yes No		

This form, completed with details of all previous day's breakdowns, must be faxed to Fleet Admin at Greenwich on 020 8856 5006 by 09.00hrs daily. Cancelled call outs must be recorded.

Date of Issue: October 2007	Review by Date: May 2009
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Index No: OP / 012 / Version 3	Page 7 of 8

Appendix 2

Workshop Addresses, Opening hours Telephone and Fax numbers:-

Barnehurst Workshop 164, Erith Road Bexleyheath, Kent, DA7 6BZ. 08.00 – 17.00 hours Tel: 01322 526608. Fax: 01322 552836	Fulham Workshop Seagrave Road, London SW6 1RX 07.00 – 17.00 hours Tel: 020 7386 5350 Fax: 020 7381 8292	Waterloo Workshop 220 Waterloo Road, London SE1 8SD 08.00 – 17.00 hours. Tel: 020 7928 1592 Fax: 020 7587 1134
Bromley Workshop Crown Lane, Bromley, Kent. BR2 9PW. 08.00 – 17.00 hours Tel: 020 8225 4671 Fax: 020 8460 6214	Hillingdon Workshop Royal Lane Hillingdon. UB8 3QX 08.00 – 17.00 hours Tel: 01895 238384 Fax: 01895 272328	West Ham Workshop Howards Road, Plaistow, London E13 8AZ 07.00 – 17.00 hours Tel: 020 8552 9058 Fax: 020 8470 6290
Camden Workshop Cressy Road, London, NW3 2NA 07.30 – 18.30 hours Tel: 020 7267 1845 Fax: 020 7482 2370	New Malden Workshop Leigh Close, New Malden Surrey. KT3 3NN 08.00 – 17.00 hours Tel: 020 8949 3811 Fax: 020 8949 8173	Whipps Cross Workshop James Lane, Waltham Forest. E11 1NU 08.00 – 17.00 hours Tel: 020 8539 8465 Fax: 020 8988 0681
Chase Farm Workshop The Ridgeway Enfield. EN2 8JR 08.00 – 17.00 hours Tel: 020 8366 0214 Fax: 020 8367 0902	Park Royal Workshop McNicol Drive Park Royal NW10 7AP 08.00 – 17.00 hours Tel: 020 8965 1754 Fax: 020 8963 0897	▪
Croydon Workshop 168 Primrose Lane Croydon CRO 8YY 07.30 – 17.00 hours Tel: 020 8656 7070 Fax: 020 8654 7085	Romford Workshop Oldchurch Road Romford. RM7 OAD 08.00 – 17.00 hours Tel: 01708 760946 Fax: 01708 729121	▪

Saturdays:

Four geographically spread mobile workshops will operate each Saturday from 08.00 – 17.00hrs.

Extra cover will be arranged over any Bank Holiday period. All Saturday, Sunday, Bank Holiday and Winter Pressure cover will be publicised by Fleet Admin

Date of Issue: October 2007	Review by Date: May 2009
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Index No: OP / 012 / Version 3	Page 8 of 8