



DOCUMENT CONTROL.

VEHICLE MAINTENANCE POLICY

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Approved by	
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CHANGE HISTORY.

Date	Change	Approved by/Comments

1. INTRODUCTION – POLICY OBJECTIVES

The objective of this procedure is to ensure that all vehicles follow a preventative maintenance program to ensure that at all times vehicles will be safe and reliable. It is important that vehicles have as little down time as possible and the critical failure rate is kept to the very minimum. Experience shows that the high demand placed on our operational vehicles requires a more robust servicing procedure carried out at more regular intervals than the standard manufacturers servicing schedule

2. SCOPE AND DEFINITIONS

This procedure covers the process of managing the effective maintenance of all London Ambulance Service vehicles

3. ACCOUNTABILITIES AND RESPONSIBILITIES

It is the responsibility of the Fleet Services Staff to carry out the activities described within this procedure unless otherwise specified.

4. HEADING – POLICY CONTENT

A vehicle maintenance policy is required to maintain a vehicle in an optimum state of service to operate safely, maintain fuel consumption and provide reliability in service. This aims to minimise in-service vehicle failure and reduce risk to a patient.

There is a common recognition throughout the emergency services that the vehicle manufacturers' standard maintenance regime are less than fit for purpose for the arduous conditions and extremes experienced in the operation of emergency service vehicles. In particular the consumption of brake, clutch and suspension components is far higher than that encountered in more standard operating conditions.

Effective and planned maintenance coupled with an economic replacement life and adherence to a replacement program ensures that the fleet can be adequately maintained to provide sufficient ambulances available to meet the peak operational requirement.

Vehicles

The London Ambulance Service NHS Trust (LAS) currently has a fleet of over 1100 vehicles comprising mainly of Mercedes ambulances. The remainder comprises of fast response units (mainly cars and people carriers), a motorbike fleet, passenger transport fleet and various smaller operational fleets.

Staff

Current staff include a Head of Fleet, Fleet Support Managers, workshop managers, an administrative team and technicians. There are also fleet commercial managers and a projects team.

Workshops

The fleet is serviced by 12 workshops within the confines of the M25. All scheduled and unscheduled maintenance is managed through the Fleet Support Department. Individual vehicle service sheets are produced for all LAS vehicles and serviceable equipment detailing all serviceable items to be checked. These are signed by the technician completing the work.

Servicing and maintenance

Due to the nature of responding to emergencies, the vehicles operate at a level which exceeds the vehicles standard operating limits and as such, the ambulance and FRU (Fast response units) fleets receive a high level of service and replacement parts every 12 weeks to compensate for this.

The LAS uses Tranman which is a complete software solution to fleet management in addition to manual recording and spend on spare parts and workshop services.

The maintenance of ambulance, FRU, IRO and blue light response vehicles includes:

Maintenance area	Responsibility	Duration
Daily vehicle checks	Driver (daily)	15 minutes
Defect reporting system (defect books)	Driver and workshop	As required
Preventative maintenance inspections (<i>To be introduced</i>)	Multi skilled Fleet Technician	Every 6 weeks
Vehicle servicing and preventative maintenance inspections	Multi skilled Fleet Technician	Every 12 weeks
Annual test (MOT) - Road Traffic Act 1988	Ministry examiner	Annually
LOLER – Lifting Operations and Lifting Equipment Regulations 1998	Alpha tail lifts - Tail lift inspection and servicing	6-monthly

For passenger transport, servicing occurs at 6 monthly intervals, for the motorbike fleet, 6 weekly and HART vehicles are the only vehicles currently contracted out due to their size.

For such a large, complex and diverse fleet, a huge amount of scheduling is required. This is overseen by Fleet support managers. Service schedules are produced weekly (one week in advance of due date), the vehicles are then pre-booked for delivery to the relevant workshop via the Vehicle Resource Centre and delivered when required. Workshop managers monitor the delivery of vehicles and inform the VRC when the vehicle has arrived.

Record keeping for this operation is the responsibility of the Workshop Manager and fleet administration who will keep an up to date history file as follows:

<u>The administrative section</u>	<u>The maintenance section</u>
Suppliers invoice or leasing companies contract documents	Inspection reports
Full technical specification	Annual test certificates
DVLA registration document	Technician job sheets detailing work done
Any specialist documents such as type approval certificates	Invoices for servicing and repairs
	Documentation for DVSA roadside checks
	Drivers defect reports
	Records of actions taken to rectify defects

All servicing, MOT's and LOLER testing are entered onto the Tranman system.

There is an escalation process if vehicles are not presented by operational staff on time for vehicle maintenance. The maximum delay in servicing a live vehicle is five working days.