**LBTH FLEET DEPARTMENT**

**FLEET SAFETY POLICY & PROCEDURES**

***Fleet policy***

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## Introduction

* 1. This Fleet Safety Policy & Procedures (the Policy) applies to all Council staff employed by London Borough of Tower Hamlets Council (the Council) who drive as part of their work or are involved in managing drivers and operations requiring transport services.
  2. The Policy has been developed to ensure that all aspects of the Council's fleet operations, including the use of vehicles, plant, and equipment, comply with relevant statutory provisions related to health and safety, road transport operations, as well as construction and use regulations.
  3. The Policy also reflects the Council's approach to managing Occupational Road Risk and establishes general objectives for the safe use of vehicles in Council business. It specifically focuses on the safe management of drivers, vehicles, and journeys associated with Council business. The aim is to ensure compliance with the requirements of the Management of Health and Safety at Work Regulations, the Road Traffic Act, the Motor Vehicles Construction & Use Regulations, and other applicable transport-related legislation.
  4. The Policy provides guidance to enable drivers and managers to carry out their work safely and responsibly, while also meeting the requirements of relevant road transport laws.
  5. The Policy outlines the responsibilities of Directors, Heads of Departments, Managers, Supervisors, the Council Fleet Department, Transport Managers, Drivers, and other staff involved in the operation of vehicles, plant, and equipment in the course of their work.
  6. This Policy is considered valid only when accessed through the Council Intranet website. As such, saving copies of this document in alternative locations is not advisable. Should a printed version of this Policy or any of its Appendices be required, it is imperative to verify that the printing is based on the most recent version available on the Intranet.
  7. This Policy & Procedures document updates and replaces the previously published Organisations' Transport Handbook for Line Managers & Supervisors and the Local Code of Safe Working Practice for drivers.

## Policy statement

* 1. The Council acknowledges that vehicles, plant, and equipment are essential components of its business operations. The Council also understands that some employees may use their own vehicles for Council business. Therefore, in line with its legal obligations, the Council will:

1. Provide necessary information, instructions, supervision, and training to ensure the safety of staff and others affected by Council activities.
2. Expect staff to drive in a legal, considerate, and responsible manner.
3. Take reasonable care to provide staff with roadworthy vehicles that are suitable for their intended purpose.
4. Develop and implement appropriate documentation and training to support this Policy.
5. Ensure as far as reasonably practical, that all employee journeys related to Council business are safe and comply with relevant transport legislation.
6. Ensure that any specialist design, modification, or adaptation of vehicles complies with applicable statutory requirements.
7. Periodically review the Policy to ensure its ongoing relevance and effectiveness in providing a framework for legal and compliant fleet operation for all Council employees.
8. Aim to prevent employees using vehicles on Council business, as well as all others affected by the Council’s activities, from suffering detriment, ill health, or injury in the course of their work.
9. Recognise that staff, contractors and agents play a vital part in achieving the above goals and ensuring compliance with relevant legislation.
10. Use data, intelligence, and management information to ensure the service provides value for money and identifies areas for improvement.
11. **Ensuring a Safe Working Environment**

**Health and Safety Act**

* 1. The Health and Safety at Work Act 1974 imposes a duty on employers to ensure the health, safety, and welfare of their employees at work to the extent reasonably practicable. Employees also have a duty under the Act to take reasonable care of their own health and safety, as well as that of others they may encounter while working.
  2. Employees must co-operate with their employer in complying with Health, Safety and Welfare requirements.

**Council Procedures**

* 1. As an employer, the Council undertakes the following checks and procedures to ensure a safe working environment:

**Drivers:**

* 1. All drivers are required to receive a copy of this Policy and must be kept up-to-date with any changes to it while they are involved in driving for Council business.
  2. All Drivers are required to have their national Driving Licence checked on a regular basis by Fleet Department. For clarity, checks are currently conducted electronically every 6 months, with this frequency reduced to every 3 months if a risk factor, such as a high number of points, is identified. Please note, both this frequency and the method of checks may be subject to change.
  3. All Drivers must be assessed on commencement of their employment by trained driving assessors (refer to the 'Safe Driving' section for more details).
  4. All Drivers are required to sign a Driver's Medical Declaration and have their eyesight checked at least once every two years.
  5. All Drivers must maintain records of their working hours using authorised methods, and these records must be periodically checked by their line manager.
  6. All Drivers must conduct pre-use checks on their vehicles using an authorised method to ensure roadworthiness before each use.

**Vehicles:**

* 1. All Vehicles and its equipment are subject to a programme of routine safety inspections.
  2. Any Vehicles reported as defective, where the safety or roadworthiness is affected, must be taken off the road until repaired.

**Journeys:**

* 1. Staff must not be required to undertake journeys or and shifts that extend beyond their statutory driving limits and other relevant safety regulations.
  2. Staff should be provided with guidance on scheduling journeys and managing workloads to mitigate fatigue.

## The Council Transport Structure

**The User Departments / Management**

* 1. The User Departments (the User), also known as budget holders for vehicles and direct employers of drivers. The User is responsible for the day-to-day operation of vehicles and drivers under their control. This includes the legal and safety aspects of their transport operations.

**Drivers**

* 1. A driver is defined as any Council employee who operates a Council vehicle or drives while on duty conducting Council business.

**Fleet Department**

* 1. The Fleet Department is responsible for directing, coordinating, and overseeing the Council's compliance with Transport Law, operator license requirements, the Motor Vehicles Construction & Use Regulations, as well as this Fleet Safety Policy & Procedures.

## Responsibilities of Council Management

**Directors**

* 1. The Directors, including those whose names appear on the Council Operator's Licence ('O' licence), collectively bear responsibility for the organisation. They will be held legally accountable for any violations of transport laws or failure to maintain compliance.
  2. Accordingly, the Directors will:

1. Establish the standards expected of employees.
2. Ensure adherence to those standards.
3. Ensure compliance with 'O' licence obligations and commitments made on their behalf.
4. Assume legal liability for upholding transport laws on behalf of the Council.
5. Hold overall responsibility for implementing, maintaining, monitoring, and reviewing this Policy across the Council to ensure statutory requirements are met.

**Heads of Departments / Senior Management**

* 1. The Heads of User Departments and/or Senior Managers are responsible for specific service units within the Council. They are committed to providing and maintaining, to the extent reasonably practicable, safe operations of vehicles, equipment, and overall employee performance within their areas of responsibility. This will be achieved through comprehensive information, instructions, training, and supervision as necessary to ensure staff safety.
  2. The Heads of User Departments and/or Senior Managers are accountable for minimising vehicle operation costs by effectively managing vehicle usage, driver behaviour, and efficient utilisation of resources.
  3. To ensure the efficient management and cost-effectiveness of drivers and vehicles, it is essential for the Heads of User Departments and/or Senior Managers to conduct regular reviews of fleet requirements and driver performance within their respective areas of responsibility.
  4. Therefore, Heads of the User Departments / Senior Managers will:
     + 1. Ensure effective communication of the Policy to staff within their remit, establish clear lines of accountability, and conduct appropriate checks to ensure compliance.
       2. Actively promote improved fleet practices at the senior management level and encourage line managers to do the same.
       3. Regularly review and monitor fleet risks, implementing improvements as necessary.
       4. Allocate sufficient resources to enable the delivery of the Fleet Policy within their respective service areas.
       5. Ensure that safety performance targets set throughout the organisation are met.
       6. Assume overall responsibility for Vehicle & Driver management and Fleet Compliance matters in operations under their control and in any premises they manage or occupy.

**Line Management / Supervisors**

* 1. Line Managers/Supervisors are responsible for the safe and legal operation of vehicles during their day-to-day activities. They are also responsible for ensuring that Council vehicles are presented well and that drivers exhibit appropriate behaviour towards other road users and pedestrians.
  2. Line Managers/Supervisors have direct management control over drivers operating Council-owned, leased, or hired vehicles as well as drivers using vehicles for Council business.
  3. Line Management and Supervisors significantly influence their staff, either positively or negatively. It is important to recognise that unrealistic schedules, inadequate training, lack of monitoring, and failure to properly maintain vehicles and manage performance all increase the risk of road accidents, while thorough assessments and planning can reduce the risk.
  4. Managers responsible for employees who drive as part of their work must ensure compliance with all aspects of the Fleet Policy within their areas of responsibility.
  5. To fulfil their responsibilities, Line Managers/Supervisors should, to the extent reasonably practicable:

1. Monitor staff adherence to the Fleet Safety Policy & Procedures.
2. Investigate and address any instances of non-compliance.
3. Recruit and provide induction training to drivers in collaboration with the Fleet Department and other support services, covering the Council's Fleet Safety Policy & Procedures, safe vehicle and equipment use, and other relevant requirements.
4. Ensure that adequate risk assessments have been conducted and controls are in place to manage identified risks.
5. Ensure that all relevant employees (including temporary/agency staff) have consented to driving license checks and possess the necessary driving licenses, qualifications, required record-keeping instruments, and adequate qualifications and training before assigning driving activities.
6. Ensure that vehicles, plant, and equipment are operated and checked properly before each use.
7. Ensure that drivers consistently comply with regulations on driving hours, operator license requirements, and the Working Time Directive.
8. Maintain driver hours records for a minimum of 12 months and working time records for a minimum of 24 months, making them available for auditing purposes upon request.
9. Ensure that vehicles under their control undergo service inspection, maintenance, and repairs as required.
10. Ensure that all vehicle incidents/near misses are reported and investigated in accordance with the Council's incident reporting and road traffic accident reporting procedures.
11. Ensure that Council-owned, leased, or hired vehicles are used solely for Council Business purposes.
12. Maintain accurate records of vehicle and driver allocation under their control, including mileage records indicating when vehicles were used, by whom, and for what journeys (keeping records on file for 24 months).
13. Ensure, to the extent reasonably practical, the security of vehicles, vehicle keys, and vehicle equipment when they are not in the driver's possession.
    1. Supervisors and Line Managers must fully understand the contents of this Policy and ensure that each of their drivers is issued with a copy and kept up-to-date with any changes as required.
    2. **Appendix 5** contains a list of checks and their frequencies that will assist Line Managers/Supervisors in ensuring compliance with transport operations under their control.

## Responsibilities of all Drivers/Operators

* 1. This Policy applies to all Council and temporary agency staff who drive Council-owned, leased, or hired vehicles, plant, and equipment, as well as those authorised to use their privately owned or leased vehicles for Council business.
  2. Drivers have the ultimate responsibility for driving safely, legally, operating a safe vehicle, and planning their journeys.
  3. Drivers must always comply with the applicable road traffic regulations, the Highway Code, and any specific site rules, if applicable.
  4. As a minimum, drivers should:
     1. Possess a valid and current Driving Licence and any legally required qualifications for the Class and Type of vehicle they are driving.
     2. Conduct vehicle checks through the authorised method prescribed by the Policy before using a vehicle.
     3. Immediately report any defects using the authorised method prescribed by the Policy.
     4. Adhere to the Highway Code and all regulations pertaining to the use of goods and passenger vehicles, including load security, loading/unloading, and carrying passengers.
     5. Comply with all required regulations concerning Driver's Hours and the maintenance of Driver's Hours work records.
     6. Possess a good understanding of current Driving Legislation and be familiar with relevant Council policies and procedures.
     7. Maintain mindfulness of Health and Safety at all times.
     8. Ensure that vehicles and equipment installed in their vehicle are in good condition, fully functional and free from faults; keep the cab clean and free from clutter.
  5. All drivers can be held legally responsible for their driving actions, which may also implicate the Council as their employer. Drivers who are prosecuted for offenses while driving a Council vehicle or employed as professional drivers by the Council may also face scrutiny by the Traffic Commissioner. Additionally, the Council reserves the right to invoke disciplinary actions against drivers when appropriate, in accordance with its internal policies and procedures.
  6. All employees engaged in occupational driving, whether in a Council-owned, leased, hired vehicle, or in their own/leased vehicle, must be aware and adhere to the relevant responsibilities outlined in this Policy.

## Responsibilities of Fleet Department

* 1. Main role of the Fleet Department is safeguarding the Council in its duty to ensure that all vehicles used by the London Borough of Tower Hamlets for its functions, as well as drivers employed to operate these vehicles, comply with the Road Traffic Act, Driver Licensing Regulations and Construction and Use Regulations.
  2. The Fleet Department manages the Council's Operator's Licence(s) and is responsible for ensuring the Council's compliance with all relevant legislations.
  3. To fulfil these responsibilities, the Fleet Department will:

1. Supply, manage, and maintain vehicles on behalf of all User Departments within the Council's Directorates, at an agreed inclusive annual cost per vehicle. The inclusive cost includes the vehicle cost, maintenance costs, insurance costs, road fund license costs, and management costs. For clarity, some costs, such as insurance, may be charged annually per User Department.
2. Provide technical and professional guidance to responsible managers regarding compliance and assurance records and maintain such records as necessary.
3. Provide advice, support and direction to responsible managers on vehicle supply to ensure compliance with relevant Council policies and commitments.
4. Provide advice, support and direction to responsible managers on driver management matters.
5. Manage the Council's fleet management system to ensure accurate and up-to-date information for Council vehicles and drivers.
6. Procure and manage all transport supplier contracts, including fuel management systems and fuel supply.
7. Arrange inspections and audits when necessary, and report findings to the relevant Heads of User Departments.
8. Set objectives for continuous improvement in work-related road safety performance.
9. Manage, audit, and review compliance systems to ensure effectiveness, reporting any areas of concern to User Departments/Directors.
10. Ensure that vehicles, plant, and equipment are issued to the User in roadworthy condition, with all relevant documentation in order.
11. Work collaboratively with User Departments on vehicle, plant, and equipment procurement and specifications (specialised requirements should be referred to the Council's Fleet Department for advice and guidance regarding asset maintenance).
12. Address any shortcomings, such as prohibitions or annual test failures, and implement measures to prevent reoccurrences.
13. Organise the disposal of end-of-life vehicles, plant, and equipment when necessary.
14. Manage the financial aspects of fleet management, ensuring accurate recharging to the relevant User Departments.
15. Manage all vehicle service and repair-related technical matters through either an internal workshop or subcontractors.
16. Stay updated on relevant changes in standards and legislation.
17. Maintain the Council’s Operator’s Licence.
18. Inspect and update the Council's Motor Insurance Database to ensure that all Council-operated road vehicles are covered by the Council's motor insurance policy, and administer accurate records for reported accidents.
19. Contribute to relevant training and disciplinary processes as required.
    1. The Fleet Department is responsible for reviewing and revising the Council's Fleet Safety Policy & Procedures as required.
    2. Contact details for the Fleet Department are as follows:
20. [fleet@towerhamlets.gov.uk](mailto:fleet@towerhamlets.gov.uk) – for compliance, policy, and motor insurance-related matters.
21. [workshop@towerhamlets.gov.uk](mailto:workshop@towerhamlets.gov.uk) – for technical and vehicle maintenance-related matters. The Tower Hamlets Workshop can also be contacted at 0207 364 1069 during office hours.
22. **Environmental Considerations**
    1. The Council is committed to reducing its CO² emissions; therefore, it is essential to minimise fuel consumption and emissions by keeping the Council's fleet size to a minimum and promoting responsible driving and operations.
    2. The Council will utilise modern technology and explore alternative, more environmentally friendly fuels whenever possible.
    3. The Council, through its User Departments, will conduct regular assessments of vehicle utilisation and journey efficiency, focusing on the following objectives:
    4. Maximising the utilisation of the fleet under their management.
    5. Reducing non-essential travel and promoting the use of environmentally sustainable transportation options, such as public transport.
    6. Enhancing the efficiency of routes, rounds, and journeys by exploring opportunities for resource-sharing with other services where possible.
    7. Incorporating all transportation-related expenses in budget planning and maintaining vigilant oversight of expenditure.
    8. Evaluating driver performance and offering training on driving practices that lower emissions.
    9. Drivers must refrain from unnecessary engine idling to minimise our carbon footprint, reduce pollution, and prevent engine damage in some cases.
    10. Drivers should drive in a considerate manner, avoiding harsh acceleration and braking as much as possible. This approach significantly reduces fuel consumption, vehicle wear and tear, and the risk of accidents.
    11. A significant portion of the Council's fleet will be outfitted with telematics systems to monitor vehicle performance and driver behaviour. Areas of concern identified through this system will be addressed appropriately.
    12. The Fleet Department will facilitate the installation of the telematics system for drivers and managers, ensuring they receive the required training. Additionally, it will offer support to User Departments for the cost-effective use of vehicles and take a pivotal role in advancing the Council's initiative to lower CO² emissions.
23. **Operator’s Licence (‘O’ Licence)**
    1. In the UK, road transport operations are regulated by the Operator Licensing system, which applies to goods vehicles exceeding 3.5t GVW and passenger vehicles carrying 9 or more passengers. Therefore, to comply with legislation and provide essential services, the Council is required to hold an 'O' Licence.
    2. The Fleet Department will have a designated number of certified Transport Managers who will ensure that the Council fulfils the obligations of the 'O' Licence and oversee its compliance.
    3. At least one Director will be named on the 'O' licence as the main person responsible for adhering to transport laws.
    4. Failure to meet licence obligations, such as managing infringements of drivers' hours, instances of overloading, traffic offences, or vehicle prohibitions, can result in the Council losing permission to operate all or part of its fleet. Additionally, it may face invalidation of insurances or civil claims for damages. Traffic Commissioners may also take actions against individual drivers and operators. Hence, it is crucial for managers and drivers to be familiar with and adhere to the Fleet Safety Policy & Procedures and relevant transport legislations.
    5. It is worth noting that certain Council fleet items are not required to be specified within the 'O' Licence, allowing some services to operate without a licence or under specific exemptions. However, the Traffic Commissioner, the government body responsible for granting, reviewing, and renewing licences, considers the performance of the entire Council fleet. Therefore, to maintain the integrity of the licence, all Council vehicle users are required to operate in accordance with this Policy & Procedures.
    6. Council Operator’s licence number is OK 0205186.
24. **Driver Licences & Licence Checks**
    1. Drivers must possess a valid and appropriate driving licence for the vehicle or vehicle/trailer combination they operate.
    2. The class of driving licence required depends on various factors, including:
    3. international entitlement
    4. type and size of vehicle
    5. maximum passenger capacity
    6. maximum weight capacity
    7. type of work or journey
    8. date of passing the driving test for specific vehicle types
    9. Before being authorised to drive any Council-owned, leased, or hired vehicle, drivers must submit their current driving licence to the Fleet Department for verification. Line managers must wait for confirmation from the Fleet Department regarding the permitted vehicle types for the driver.
    10. All drivers are required to grant permission to the Fleet Department to regularly check their licences through an authorised third-party provider.
    11. The Council ensures compliance with the GDPR (General Data Protection Regulation) when processing driver licence information.
    12. Permission to drive Council vehicles rests solely with the Council Fleet Department. Any inquiries regarding current driving licence qualifications, age limits, or restriction codes on the licence should be directed to the Fleet Department.
    13. It is Council policy for drivers to carry their driving licence with them when performing driving duties.
    14. Drivers must immediately inform their manager of any changes that affect their licence, such as points or disqualifications. Line managers/supervisors should then promptly relay this information to the Fleet Department.
    15. Drivers are also required by law to inform the DVLA (Driver and Vehicle Licensing Agency) of any conditions that may affect their ability to drive safely.
    16. If there are any safety concerns, the line manager/supervisor should immediately suspend the driver from driving duties and seek advice from the Fleet Department.
    17. Drivers must renew their photo card licence and required entitlements before the expiry dates printed on the card.
    18. According to the law, drivers can continue driving with an expired licence while the DVLA processes the renewal application. The Council may permit continued driving if the conditions outlined in Section 88 of The Road Traffic Act 1988 are met. Authorisation must be obtained from the Fleet Department, and as a minimum, the following evidence will be required:
    19. Proof that the DVLA received the driver's licence renewal application before the expiry date.
    20. A written, stamped, signed, and dated doctor's letter confirming the driver's medical fitness to drive.
    21. Council-owned, leased, or hired vehicles may not be used by learner drivers.
    22. Generally, foreign driving licences are not permitted for driving LBTH vehicles and must be exchanged for a GB licence. However, there may be possible exemptions, so it is advised to seek guidelines from the Fleet Department, which will assess entitlement based on the current Driver and Vehicle Licensing Agency (DVLA) guidelines before allowing the driver to operate a vehicle on behalf of the Council.
    23. If a driver is unable to meet the driver licencing requirements for operating company vehicles, their permission to drive a company vehicle will be immediately revoked, and an investigation will be conducted.
25. **Driver CPC (DCPC)**

* 1. The Driver Certificate of Professional Competence (DCPC) Regulations apply to LGV drivers operating goods vehicles in categories C1, C1+E, C, and C+E, as well as PCV drivers operating passenger vehicles in categories D1, D1+E, D, and D+E. Therefore, to operate a lorry (above 3.5t gross vehicle weight) or a bus/coach (with 9 or more seats), drivers must possess a Driver Certificate of Professional Competence (DCPC) Qualification Card.
  2. All drivers falling under these regulations must complete the required periodic training. This involves attending at least 35 hours of approved training within every five-year period of their driving careers.
  3. Drivers are legally obligated to carry their Driver Qualification Card at all times while on duty.
  4. If a driver fails to meet the requirements of the DCPC regulations, they will not be allowed to operate specific vehicles for qualified Council business.
  5. It is the duty of all drivers to ensure their driving qualifications remain valid. They are required to inform their line manager of their training status annually, at minimum, and collaborate on action plans to prevent qualification expiry. Status of periodic training hours can only be checked by the individual driver at the government website:<https://www.gov.uk/check-your-driver-cpc-periodic-training-hours>.
  6. The provision of training will be determined individually by each relevant User Department. Drivers are advised to seek direction from their line manager or supervisor for guidance in this regard.
  7. For assistance in organising necessary training, user departments can seek support and advice from the Fleet Department, which will provide assistance as required.
  8. User departments utilising vehicles covered by the DCPC regulations must register their drivers with the Fleet Department as "DCPC drivers" to ensure compliance with the regulations can be monitored.
  9. Foreign DCPC cards are not permitted for use and must be exchanged for GB DCPC qualification cards to drive LBTH vehicles.

1. **Driver Hours** 
   1. Drivers of vehicles over 3.5 tones GVW (Gross Vehicle Weight) or having 9 seats or more are subject to either:
   2. EU Drivers’ Hours Regulations + Road Transport Directive
   3. Domestic (GB) Drivers’ Hours Regulations + Working Time Regulations
   4. The Fleet Department will inform the User Department about the applicable regulation for a specific operation.
   5. In situations where a driver is required to perform duties that fall under different regulations (mixed driving), the driver must ensure that they have a record of the last 28 days with them. This will necessitate manual entry on the digital tachograph.
   6. Drivers should not accept duties that exceed their legally required rest, driving, or break periods, nor should they undertake journeys without taking the required statutory breaks.
   7. Here are the main requirements of these regulations concerning Drivers' Hours:

**EU Drivers Hours**

* 1. Drivers engaged in operations falling within the scope of EU driving hours must use digital tachograph cards to accurately record their working hours.
  2. Bellow is a summary of these hours:

|  |  |  |
| --- | --- | --- |
| Daily driving | 9 hours — may be extended to 10 hours twice a week | This is the maximum driving time between a daily and weekly rest period.  Increases to 10 hours do not require compensation. |
| Weekly driving | 56 hours maximum |  |
| Fortnightly driving | 90 hours | A fortnight is any rolling two-week period commencing midnight Sunday/Monday. |
| Breaks from driving | Total of 45 minutes at or  before the end of 4.5 hours continuous or cumulative driving | 45 minutes may be split into two breaks, the first of at least 15 minutes long, the second at least 30 minutes long. When taking a break, a driver is not permitted to do other work. |
| Daily rest | 11 hours in the 24-hour  period commencing at the end of the last daily or weekly rest. May be reduced to a minimum of 9 hours three times between weekly rests | Reductions to 9 hours do not require compensation |
| Split daily rest | 1. or 15 hours | This is limited by daily rest requirements. |
| Working day | 1. or 15 hours | This is limited by daily rest requirements. |
| Weekly rest | 45 hours reducible to a  minimum of 24 hours. In any two-week period, a driver must take at least two weekly rests, one of which must be at least 45 hours long. | To be taken no later than six 24-hour periods after you started work following last weekly rest. |

**Domestic Drivers Hours**

* 1. Staff members who drive a vehicle for more than 4 hours a day (or may be potentially required to drive) and are not covered by EU rules are likely to be subject to domestic rules.
  2. Drivers who operate vehicles under domestic rules must record their hours in a "Record book for drivers in road transport" issued by the Council.
  3. By prior agreement with the Fleet Department, digital tachograph cards can also be used to record driving hours under domestic driving rules.
  4. Below is a summary of domestic driving hours.

|  |  |  |
| --- | --- | --- |
| Daily driving | 10 hours in rolling 24 hours | Winter maintenance counts towards duty rather than driving time |
| Daily duty | 11 hours in rolling 24 hours | Does not apply on non-driving days |

**Driver Breaks & Rest**

* 1. Drivers operating under EU rules are required to take a minimum break of ¾ hour after 4½ hours of driving.
  2. Drivers operating under GB Domestic driving hour regulations must take their statutory breaks. This includes a minimum break of ½ hour after 6 hours of work, and if working more than 9 hours, the total break should be ¾ hour.
  3. The brake cannot be taken at the end of shift.
  4. Drivers operating under statutory driving regulations must adhere to the statutory rest periods as outlined in either EU rules or GB Domestic driving rules, depending on which applies. In both cases, these rest periods must comply with the Working Time Directive and government recommendations on rest breaks at work.
  5. Line Managers/Supervisors should contact Fleet Department for further guidance if required.

1. **Digital Tachograph cards and Logbooks**

**Digital Tachograph (Drivers Card)**

* 1. Some Council drivers operating vehicles under driving licence categories C1, D1, C1+E, D1+E, C, D, C+E, and D+E fall within the scope of EU hours and must use a digital tachograph unit to record their activity.
  2. The requirement to use a digital tachograph unit will be determined by the Transport Manager in the Fleet Department.
  3. In case of a lost, damaged, or stolen card, the driver must report it to the DVLA immediately. While awaiting a replacement card, the driver will be allowed to drive a Council vehicle equipped with a digital tachograph unit for a maximum of 15 days. However, a vehicle printout must be completed at the beginning and end of each shift, and these printouts should be kept for 28 days. After 28 days, the printouts must be provided to the Line Manager for accurate record keeping and auditing purposes.
  4. If a driver forgets to bring their tachograph card to work, they will not be permitted to drive any Council vehicle equipped with a tachograph unit until they have retrieved their tachograph card.
  5. All drivers using a digital card must download the data from their card using a reader on a weekly basis at their workplace, especially before any periods of leave.
  6. It is the driver's responsibility to obtain a driver tachograph card and ensure its safekeeping and timely renewal. The reimbursement cost will be determined individually by each applicable User Department, and drivers should consult their Line Manager/Supervisor for more information.
  7. Drivers who possess a digital tachograph card should carry it with them when performing driving duties.

**Record Book for Drivers in Road Transport (Logbook)**

* 1. All drivers operating vehicles under driving licence categories C1, D1, C1+E, D1+E, C, D, C+E, and D+E, who follow the 'Domestic' hours rule, must record their driving hours by maintaining weekly manual records in the Record book for drivers in road transport, unless other statutory record-keeping methods are authorised, such as the use of a vehicle digital tachograph.
  2. The requirement to use the Record book will be determined by the Transport Manager in the Fleet Department.
  3. Each driver will receive the logbook from their line manager, and the logbooks must be obtained from the Fleet Department (Cost Code will be required).
  4. The official logbook provided by the Council must be used, unless authorised by the Fleet Department.
  5. Drivers should only be issued one logbook at a time, and the User department must monitor the issuance, return, and filing of the logbooks.
  6. Drivers should complete all relevant entries and record details of their daily activities in ink or ballpoint pen, ensuring clear legibility. Care should be taken to create a readable duplicate copy.
  7. Drivers must take responsibility for the logbook, keeping it secure at all times, not leaving it in vehicles after their shifts, and carrying it with them while performing driving duties.
  8. Once the weekly sheet is completed, drivers must return the logbook to their Line Manager/Supervisor within seven days for analysis.
  9. The Line Manager/Supervisor must review and sign the completed sheet, detach the duplicate copy, and return the logbook to the driver before their next shift.
  10. Line Managers/Supervisors must submit all duplicate copies for analysis on a weekly basis using an authorised method and provide feedback to drivers regarding identified infringements. The sheets must then be filed in individual driver files, kept on record for 12 months, and made available for auditing purposes upon request.

1. **Working Time Regulations**
   1. The working time regulations are statutory instruments in UK labour law that implement the EU Working Time Directive 2003. This legislation requires employers to take all reasonable steps to ensure the safety of individuals in the workplace and to protect their health and well-being. Working for extended periods without adequate breaks or rest periods can lead to fatigue, which in turn increases the risk of accidents or injuries.
   2. In addition to adhering to EU and Domestic driving rules, User Departments must also apply the following guidelines when allocating work for their drivers and mobile workers:
2. Maximum average working time of 48 hours per week over a reference period of 17 weeks.
3. Provision of sufficient daily and weekly rest periods.
4. Breaks within 6 hours of working time.
5. Health assessments for night workers.
6. Provision of at least 5.6 weeks of paid leave per year.

1. **Tachograph & Logbook Infringements**
   1. All vocational drivers, regardless of whether they are subject to EU driver's hours rules or operate under 'Domestic' rules, are responsible for maintaining accurate records of their activity.

* 1. Drivers are also responsible for monitoring their own compliance with relevant rules and legislation.
  2. The Line Manager must ensure that records for all eligible drivers are submitted for weekly analysis, following the process set by the Fleet Department.
  3. Any tachograph and/or logbook infringements must be investigated by the driver's Line Manager/Supervisor, and the driver should be debriefed within one week of identification.
  4. Documentation of the actions taken in response to each infringement must be recorded and kept on file for auditing purposes, to be made available upon request.

1. **Safe Driving**
   1. All employees are required to drive in a safe, responsible, and courteous manner in accordance with the requirements of the Highway Code. The Council is committed to providing necessary training for employees to ensure the highest standards of safety and driving skills are maintained.
   2. During their initial employment, employees will be required to undergo a driving assessment and safety induction.
   3. Additional driving assessments and training may be required following an incident or road traffic accident at work, or to address individual driver needs and risks.
   4. All driving assessments must be conducted by trained and qualified assessors, and the assessment results must be shared with the Fleet Department.
   5. User departments with 20 or more drivers must have their own assessors, whose training will be organised by the Council Fleet Department (Cost Code will be required).
   6. For drivers in smaller teams, assessments should be scheduled by contacting the Fleet Department at [fleet@towerhamlets.gov.uk](mailto:fleet@towerhamlets.gov.uk) (Cost Code will be required).
   7. The Authorised Driving Assessor must complete the LBTH Driving Assessment Form (**Appendix 1**) and submit it to the Fleet Department along with the assessment report.
   8. If a driver wishes to operate a larger class of vehicle or trailer than what was covered in their initial Driving Assessment, they must undergo another Driving Assessment for that specific class of vehicle and ensure that the category is granted on their driver's license as well.
   9. All drivers of Council-owned, leased, or hired vehicles are required to sign a "Driver's Medical Declaration" annually and upon commencement of their employment. The form can be found in **Appendix 2**.
   10. Regular eyesight tests are required for all drivers, at least once every two years.
   11. Line Managers/Supervisors are responsible for hiring drivers, organising driving assessments, monitoring Driver's Medical Declaration and eye test returns, and ensuring that records are available for auditing purposes upon request.
   12. Line Managers/Supervisors are also responsible for providing drivers with policy requirements during the induction process, in coordination with the Council Fleet Department.
   13. Drivers must ensure they are aware of the following requirements:
2. Drivers should never drive while unwell or under the influence of medication, unless confirmed safe by a Medical Practitioner or dispensing Pharmacist. Drivers must follow medication guidelines if self-medicating.
3. It is the driver's responsibility to inform the DVLA and their line manager of any medical condition or medication that affects their ability to drive.
4. Drivers should never drive under the influence of alcohol or drugs, in accordance with the Council's Drugs and Alcohol Policy.
5. Drivers should not drive if they are tired and should prioritise their own safety by resting when necessary.
6. Drivers must not exceed their driving hours rules or Working Time Directive legislation and should seek advice from their Supervisor/Line Manager or the Fleet Department if in doubt.
7. Drivers must not exceed the permissible gross vehicle weight, axle weight, and train weights of their vehicles.
8. Drivers must not drive with poor eyesight or blurred vision. They must wear prescribed spectacles or contact lenses while driving, if required.
9. Drivers must not use handheld devices while driving.
10. Drivers should not eat, drink, or read maps or printed directions while driving. They should pull over to a safe location before engaging in such activities.
11. Drivers should not put themselves or others at risk in the event of a breakdown or accident. They should contact their Line Manager/Supervisor and/or the Fleet Department for assistance and report incidents to the Police if necessary.
12. Drivers should not change a punctured wheel on Council-owned, leased, or hired vehicles. Such occurrences should be reported through the usual defecting procedure and referred to the Line Manager/Supervisor.
13. Speed limits must be observed at all times. It is important to note that while the posted speed limit may allow for a certain speed, it does not guarantee safe driving conditions at that speed.
    1. The speed limit for roads with streetlights, whether single or dual carriageways, is generally 30 mph unless otherwise indicated by signs. Drivers must be vigilant and not exceed the speed limit, especially in areas where the limit is 20 mph.
    2. A speed limit of 30 mph applies to all single and dual carriageways with streetlights, unless there are signs showing otherwise. There are roads in the borough where speed limit is 20 mph and drivers must be vigilant not to exceed this limit.
    3. Below are the graph indicating limits for main council vehicles:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Built-up areas** | **Single carriageways** | **Dual carriageways** | **Motorways** |
| **Cars, motorcycles, car-derived vans** | 30 mph | 60 mph | 70 mph | 70 mph |
| **Cars, car-derived vans when towing caravans or trailers** | 30 mph | 50 mph | 60 mph | 60 mph |
| **Buses, coaches and minibuses (under 12m long)** | 30 mph | 50 mph | 60 mph | 70 mph |
| **Lorries and vans (under 7.5 t)** | 30 mph | 50 mph | 60 mph | 70 mph (60 mph if towing a trailer) |
| **Lorries and vans (over 7.5 t)** | 30 mph | 50 mph | 60 mph | 1. mph |

* 1. The majority of Council vehicles will be equipped with speed limiters designed to reduce accidents, which may restrict the vehicles from reaching the maximum speed limit.
  2. Seat belts must be worn at all times when fitted in vehicles, including plant and equipment, unless one of the following exemptions applies:

1. a driver who is reversing
2. a passenger in a trade vehicle who investigates a fault
3. a driver driving a goods vehicle on deliveries or collections that is travelling no more than 50 metres between stops
4. a driver with medical exemption in possession of a ‘Certificate of Exemption from Compulsory Seat Belt Wearing’, verified by the Council Fleet Department.
   1. Only properly designed and fitted seats may be used to transport authorised personnel.
   2. The Council may analyse the available telematics data, including speeding, acceleration, braking, etc. and utilise the data for driver training, incident investigations, and claims defence purposes.
   3. A targeted driver training program can be implemented based on the analysis. The Fleet Department will assist in designing specific training or providing training materials that can be used by Line Managers/Supervisors to improve the safe performance of drivers.

1. **Vehicle Accidents & Damage**
   1. Drivers must promptly report any accidents or vehicle damage involving a Council-owned, leased, or hired vehicle to their Supervisor/Line Manager and fully cooperate in the investigation process.
   2. All relevant documents, completed forms, and other evidence must be forwarded to the Fleet Department as soon as practically possible.
   3. Any damage should be documented on a vehicle defect report and reported to the Supervisor/Line Manager, the vehicle service provider, and/or the Fleet Department (the Workshop) as soon as possible. If there are concerns regarding the safety or legal use of the vehicle, it must not be driven until authorised.
   4. Drivers must not discuss or provide any details regarding the accident to third parties, except for exchanging necessary information and should call for medical or police assistance if required.
   5. The Fleet Department will provide each User Department with monthly reports (or at another agreed frequency) that detail the work performed and associated costs to be recharged. This is to ensure effective control and facilitate the reduction of damage costs.
   6. Furthermore, driving permissions for council-owned, leased, or hired vehicles are granted to drivers by the Fleet Department. However, these permissions may be withdrawn if an individual's performance raises safety concerns. The Fleet Department will then require the User Department or line management to provide additional assessment and re-training until such permissions can be safely reinstated.
   7. For the reporting and investigation procedure of road traffic accidents, please refer to **Appendix 3**.
2. **Insurance Claims**
   1. All matters regarding vehicle insurance will be directed to the Council's Vehicle Insurer.
   2. The Fleet Department will ensure that the Council's Motor Insurance Database is updated to maintain coverage for all road vehicles operated by the Council under the Council's motor insurance policy.
   3. The Fleet Department will manage the motor insurance database and maintain accurate records for reported accidents.
   4. The User Department is responsible for investigating insurance claims, completing all relevant investigation forms (found in **Appendix 3**), and forwarding them to the Fleet Department without unnecessary delay.
   5. The Fleet Department will issue each User Department a monthly report detailing accident statistics. This aims to establish effective control and assist in managing driver performance.
   6. Additionally, should safety concerns arise due to a driver's performance, the driving permissions for council-owned, leased, or hired vehicles can be rescinded by the Fleet Department until the User Department or line management conduct further assessments and re-training.
   7. The Council's Fleet Department will handle vehicle repair estimates, coordinate actual repairs, and monitor the recovery of costs when applicable.
3. **Smoking, Vaping and Food Consumption**
   1. It is an offence to allow or engage in smoking in workplaces under the Health Act 2006. This includes vehicles, plant, and machinery classified as workplaces.
   2. Additionally, The Council's "Smoke-Free" policy prohibits smoking in all Council premises, and this policy must be followed at all times.
   3. For avoidance of doubt, vaping and smoking of e-cigarettes are also not permitted.
   4. Consumption of food and beverages by any Council driver while in control of a moving vehicle is strictly prohibited. This practice significantly increases the risk of losing control of the vehicle.
4. **Mobile Phones & Handheld devices**
   1. The use of mobile phones, sat navs, tablets, or any device capable of sending or receiving data (online or offline) is illegal and strictly prohibited while driving.
   2. To use a device, the driver must ensure that the vehicle is safely parked in a designated area with the engine turned off. Alternatively, if possible, they should seek assistance from a colleague.
   3. Devices can be used with hands-free access, provided that the devices are not handheld by the driver at any time during usage and the driver remains in full control of the vehicle.
   4. Line Managers/Supervisors are responsible for providing appropriate instructions to all drivers and crew members regarding the safe and proper use of devices during the course of their work.
5. **Alcohol and Drugs**
   1. Drivers/operators of vehicles, plant, and equipment must not drive/operate, attempt to drive/operate, or be in charge of a vehicle or equipment while under the influence of alcohol, drugs, or any substance that may impair their ability to drive or operate safely.
   2. Drivers should be aware that the effects of alcohol/drugs can persist in the system for several hours.
   3. When taking non-prescribed "over the counter" medications, drivers must ensure that recommended dosages are not exceeded and any warnings are heeded.
   4. If drivers are taking prescribed medications, they must consult with a registered medical professional to determine if it is safe for them to drive/operate vehicles or equipment. If drivers are being treated by a doctor and are prescribed drugs or medication that could affect their ability to drive or operate machinery safely, it is their responsibility to inform their Line Manager/Supervisor and provide a medical certificate detailing the nature of the medication.
   5. Drivers must notify their Line Manager/Supervisor if they are taking any medication prior to driving.
   6. No alcoholic beverages are permitted to be carried in Council vehicles and alcohol consumption is prohibited for individuals traveling in Council vehicles.
   7. It is an offence to drive, attempt to drive, or be in charge of a motor vehicle while unfit due to the consumption of alcohol or drugs. The Council does not tolerate employees, contractors, or agents driving vehicles or operating equipment while under the influence of alcohol or illegal drugs. Any employee found driving/operating vehicles or equipment under the influence may face disciplinary action, potential criminal investigation, and legal consequences.
   8. If anyone has concerns, they should communicate with their Line Manager/Supervisor or contact HR for confidential advice.
6. **Vehicle Allocation & Control**
   1. The Council Fleet Department will provide the User with owned and hired assets and ensure that all vehicles entering service comply with operational standards. They will also facilitate the asset management recording process.
   2. The User is responsible for planning the daily use of all vehicles, plant, and equipment under its control.
   3. Vehicles should only be used for authorised Council business approved by the Drivers' Line Manager/Supervisor.
   4. Line Managers/Supervisors must ensure that their staff are appropriately entitled, inducted, and trained to drive the specific vehicles and operate machinery and equipment required for their duties.
   5. Line Managers/Supervisors will also manage vehicle allocation and usage within their respective service areas. They must maintain accurate records of all vehicles and drivers under their control, including mileage records, to easily identify usage details such as who used the vehicle and for what purpose.
   6. Records of vehicle allocation must be kept for 24 months to enable accurate reference for historical inquiries or allegations.
   7. Line Managers/Supervisors must ensure that vehicles are in a roadworthy condition before they are used, and each vehicle must have one current "Driver's Daily Vehicle Check and Defect Report" book available for drivers to use prior to taking the vehicle on the road.
   8. The driver who has been allocated a vehicle is fully responsible for maintaining its roadworthiness at all times.
   9. The driver is responsible for any Road Traffic Offences incurred until the vehicle is returned to the depot and the keys are returned to the Line Manager/Supervisor.
7. **Vehicle Records**
   1. The Fleet Department will ensure that vehicles, plant, and equipment are issued to the User in a roadworthy condition, with all relevant documentation in order.
   2. All Council vehicle documentation, including vehicle certificates, service inspection records, and related statutory documentation, will be retained by the Fleet Department.
   3. Hired vehicle documentation will also be retained by the Fleet Department.
   4. For clarification, documentation for hired specialised plant and equipment (excluding vehicles) may be retained by the relevant service unit that is acquiring the use of the hired item. Any requests for such documents should be made through the respective Supervisor/Line Manager and referred to the Council's Fleet Department as necessary.
8. **Permitted Use of Council Vehicles, Plant & Equipment**
   1. Council vehicles, plant, and equipment should only be used for the purpose of carrying goods and/or passengers on Council business.
   2. Council vehicles, plant, and equipment should not be used for private purposes unless specifically provided for in the employee's contract of employment and registered for taxation purposes.
   3. Only individuals engaged in Council-related business are authorised to be transported in Council vehicles. This includes:
9. Council employees on duty;
10. Individuals working for or on behalf of the Council;
11. Individuals being transported in case of emergencies;
12. Individuals being transported as part of a Council service;
13. Repair/Service Agents.
    1. The driver has a legal responsibility to ensure that Council goods and passengers are carried safely and securely at all times.
    2. Only property, tools, equipment, and materials that are being used on behalf of the Council or belong to the Council are allowed to be carried in a Council vehicle.
    3. Tools and materials should not be transported in the same cabin space as personnel.
    4. In rare circumstances where it is necessary to take Council vehicles outside the UK, written authorisation from a regional director must be obtained. Special arrangements and compliance with regulations are required for the use of vehicles abroad, and prior notification to the Council's Fleet Department is necessary to ensure full compliance.
14. **Safe Loading of Vehicles**
    1. Drivers must ensure that they are aware of the maximum loads that can be carried on the vehicles under their charge and must ensure that these limits are not exceeded.
    2. If a driver has any doubts regarding the safe loading of a vehicle, mobile plant, or equipment and its transportation, they should contact their Line Manager/Supervisor for guidance.
    3. All loads must be distributed evenly and securely on the vehicle/trailer.
    4. An appropriate workplace risk assessment should identify hazards and control measures to reduce the risk of injury during loading or unloading operations. The assessment may determine the need for mechanical handling aids (e.g. vehicle tail lifts, cranes) which require their own assessment and implementation of suitable control measures. If manual handling is the only option, such operations should also be assessed in accordance with the Manual Handling Operations Regulations, following the Council's Health & Safety guidelines.
    5. Line Managers/Supervisors are responsible for identifying and assessing risks associated with specific work streams and ensuring the implementation of control measures. The Council's Health & Safety department can provide assistance in this process, including appropriate training in risk assessment.
    6. Drivers are responsible for the safety and security of all vehicle loads. Therefore, they must ensure that all loads are securely fastened and do not pose a danger to vehicle occupants or third parties.
    7. Drivers must also ensure that their vehicles are not overloaded. Overloading is a serious offense that could result in prosecution for both the driver and the Council. Therefore, repeated incidents of overloading may be subject to the council's disciplinary procedure.
    8. Each incident of non-compliance with vehicle loading limits must be investigated by the driver's Line Manager/Supervisor, and the driver must be debriefed to ensure their understanding of the rules and their responsibilities. Records of actions taken in response to each overloading incident must be maintained and made available for auditing purposes upon request.
15. **Parking of Vehicles**
    1. Vehicles must not be left unattended without removing the ignition key and locking all doors to the vehicle.
    2. All Council vehicles must be parked overnight in appropriate Council premises. Whenever possible, vehicles should be reverse parked in their allocated parking spaces on-site.
    3. No valuable items must be left on display while the vehicle is unattended.
    4. Vehicles may only be parked away from Council premises if authorised by an appropriate Line Manager/Supervisor and the Fleet Department. In such cases, vehicles must be parked legally, and drivers should obtain any required permits.
    5. All 'O' Licence vehicles must only be parked at the Authorised Goods Vehicle Operating Centres listed on the Council's Operating Licence.
    6. When parking a vehicle, idling should be kept to a minimum, and engines should not be left running without justifiable reasons for longer than required.
16. **PCNs and** **Notices of Intended Prosecutions** 
    1. Drivers are expected not to drive or park in a way that violates traffic or parking rules.
    2. Where the Council receives penalty charge notices, parking charge notices, and other fines related to the use, parking, or prohibited entry/maneuver of the Council vehicle, the User department will be responsible for settling this matter in a timely manner, avoiding escalations of costs or further prosecutions.
    3. When fines have been issued due to driver fault, the driver will be liable for payment of the full cost incurred.
    4. Where drivers and/or User Departments consider that they have been issued with unreasonable fines, an appeal can be launched, but it must be supported and owned by the User Department management, ensuring the matter and costs are monitored and under control.
    5. Fleet Department must be kept informed about the progress and may decide to escalate issues to senior management and/or settle on the User's behalf, in which case a fee will be recharged to the relevant service for administration.
    6. When the Council receives Notices of Intended Prosecutions, the User Department will be responsible for providing the required information, such as the name of the driver, so that the nomination can be done to authorities within the specified timeframe.
    7. In some circumstances, special exemptions can be applied for by agreement with the issuing body to avoid receiving penalty charges. This must be applied for by the Line Manager/Supervisor in advance of entering any restrictions, and the User department is responsible for the renewal of such an agreement if granted.

1. **Vehicle Security**
   1. A driver in charge of a Council vehicle is responsible for the security of the vehicle and its contents whenever the vehicle is left unattended. The following actions must always be taken on such occasions:
2. the parking brake must be fully engaged;
3. the ignition key must be removed from the vehicle if operation of vehicle PTO is not required;
4. all doors and windows must be closed and locked if no employee is in the vehicle cab and it is parked in a public area, regardless of the duration;
5. where fitted, anti-theft devices must be switched on/activated, and under no circumstances should they be tampered with;
6. vehicle keys must be kept secure at all times;
7. valuable items must be stowed out of site
   1. The User is responsible for the security of the vehicles under their control when the vehicles are not in use.
   2. All operational plant, ride-on mowers, diggers, tractors etc., are included within this section.
8. **Vandalism and Theft**
   1. In the event of theft from a vehicle or vandalism to a vehicle, the driver responsible for the vehicle (or their Line Manager/Supervisor in case the driver was not in charge) is to take the following actions;
9. immediately report the loss or damage to the Line Manager/Supervisor if applicable and, if required, to the Police;
10. ensure the vehicle and its contents are secured until the vehicle can be moved;
11. if the Police have been involved, the vehicle should only be moved following instructions from the Police;
12. note the crime reference number and pass it to the Line Manager/Supervisor where applicable;
    1. An incident report (AIR) form must be completed fully and logged into the system before the end of the shift. If the driver does not have system access or when no driver was in charge, it should be completed by the Supervisor/Line Manager.
    2. All damage to the vehicle must be reported via the vehicle check and defect report.
    3. In the event of a vehicle theft, an incident must be reported to the Police by the User management. A completed 'LBTH Motor Claim' form and all relevant documentation must be forwarded to the Fleet Department at the earliest opportunity.
13. **Road Fund Licences**
    1. The Fleet Department will ensure that all road fleet vehicles (Council owned, leased, or hired) have a current road fund licence in force prior to use on public roads.
    2. The cost of licensing is included in the vehicle management fee payable by the User or in the hire cost when applicable.
14. **Vehicle Checks**
    1. To ensure Council vehicles, plant, and equipment are safe to use, it is the responsibility of all drivers to check for any obvious defects or deficiencies in the vehicle, plant, or equipment they drive/operate.
    2. All drivers of Council-owned, leased, or hired vehicles must conduct a daily safety check before using a vehicle and record it in the "Drivers' Daily Vehicle Check and Defect Report" book.
    3. The vehicle's tachograph (if fitted and used) should be set to "other work" during the daily checking process.
    4. Each vehicle should have only one current "Drivers' Daily Vehicle Check and Defect Report" book. If the book is missing, drivers should not operate the vehicle and report it to their Line Manager/Supervisor.
    5. All drivers must monitor the condition of their vehicle during their shift and perform a final check at the end of the shift.
    6. "Drivers' Daily Vehicle Check and Defect Report" books are part of the Council's legal requirements for Operator Licensing. The books must be obtained from the Fleet Department, and it is the responsibility of the Users to fund them and ensure an adequate supply at their premises for their operational vehicles.
    7. Operator Licence systems and documentation are subject to future internal/external compliance audits. Therefore, User Departments are required to have control systems in place, and signed daily defect checklists should be filed accurately.
    8. Drivers must immediately check hired vehicles for damage upon receipt from the supplier if collecting from the supplier site. Any discrepancies in the record of vehicle condition following delivery to a Council depot should be notified to the Line Manager/Supervisor and the Fleet Department. The Fleet Department will notify the respective hire or lease company and arrange an alternative vehicle if a safety-related issue is identified.
    9. Spot 'Gate checks' may be performed by the Fleet Department, authorised service provider, or the User management team to ensure compliance with the vehicle check procedure.
15. **Vehicle Defecting & Repairs**
    1. No vehicle is permitted to be used in an unsafe, un-roadworthy condition, especially following an incident or accident, if damage has been sustained.
    2. If a defect is discovered, the relevant details must be recorded in the designated section of the "Drivers' Daily Vehicle Check and Defect Report" book and reported to the Line Manager/Supervisor.
    3. Only technically qualified personnel from the Fleet Workshop or authorised service provider are authorised to determine the roadworthiness of Council vehicles, plant, or equipment and are responsible for carrying out repairs or instructing a third party to do so.
    4. In some cases, defects may be reported directly by the User to approved service providers. In such cases, a copy of the signed-off defect report and all accompanying paperwork confirming the repair work should be forwarded to the Council Fleet Department as soon as possible or according to the agreed process, if in place.

* 1. Users should not contact service providers directly without prior agreement and instructions from the Council Fleet Department.

1. **Breakdowns**
   1. In the event of a breakdown or puncture, drivers should contact their Line Manager/Supervisor, who will arrange for the Fleet Department or a Council-authorised service provider to attend to the vehicle at the roadside, perform repairs, or arrange for recovery.
   2. The driver should still record the defect in the "Driver's Vehicle Checks and Defect Report" book and must remain with the vehicle until assistance arrives.
   3. The Line Manager/Supervisor should inform the Council Workshop, Fleet Department, or authorised service provider, if applicable.
   4. In the event of a puncture, the driver should provide information about the tire size and its position, which can be found on the tire sidewall.
   5. The Fleet Department can provide details for an emergency tire contractor and recovery contractor, if requested, for situations when the Council Workshop or Fleet Department is closed. If any vehicles are to be used outside of normal working hours, the User must obtain emergency contact details in advance from the Fleet Department.
   6. Outside normal working hours, all vehicles must be recovered to the Tower Hamlets Transport Complex at Blackwall Depot. Please leave a message for the Council Workshop and Fleet Department, informing them of the issue. The vehicle keys must be handed over to the security at Blackwall Depot. Additionally, the "Driver's Vehicle Checks and Defect Report" book should be left on the driver's seat in the recovered vehicle.
   7. Out-of-hours services will incur additional costs that will be recharged to the User Department.
2. **Vehicle Equipment**
   1. Council vehicles may be equipped with various accessories and equipment that are used in the course of the Council's business. This includes recording devices, trackers, scales, and other items, which is not an exhaustive list.
   2. Staff members should refrain from tampering with, adjusting, or attempting to repair any part of the vehicle equipment on their own.
   3. Any equipment that develops faults during the working day should be reported to the Line Manager/Supervisor.
   4. The Council operates a mixed fleet that includes some specialised equipment requiring specific training. The User Department is responsible for ensuring that drivers and crew members have received proper training before operating such equipment. The Fleet Department can be contacted to assist with the training process.
   5. With the increasing use of electric vehicles within the Council, drivers who are assigned to these vehicles must receive familiarisation with the charging equipment before using the vehicle and its charging facilities.
3. **Tyres / Wheel Security**
   1. Wheel and tyre security is a critical aspect of the Council's responsibility for roadworthiness, applicable to 'O' Licence holders, Line Managers, drivers, and vehicle technicians. This policy outlines the operational and mandatory compliance requirements that must be followed for all Council-owned, leased, and hired vehicles.
   2. Drivers are required to check the vehicle's tyres for tread depth, tyre pressures, and general condition whenever they are in charge of a vehicle. Any defects should be reported through the standard vehicle defecting procedure, including noting the tyre size and its position.
   3. The Council's policy is to change all tyres when the tread depth reaches 2mm.
   4. All vehicles weighing above 3.5t GVW should be equipped with wheel nut indicators. The indicators may be in the form of open rings or closed-cap types, depending on whether wheel trims are installed. If wheel trims are fitted to a vehicle as part of Whole Vehicle Type Approval (WVTA), they must not be removed.
   5. Any missing wheel nut indicators must be reported through the standard vehicle defecting procedure.
   6. Only technically qualified personnel from the Fleet Workshop or authorised service providers are permitted to replace wheels and/or tyres on Council vehicles.
   7. Tyre defects can be reported directly to authorised service providers by the User Department following the process described in section 32.
   8. The Fleet Department will provide details of the authorised tyre provider.
   9. If a wheel is removed by a maintenance or tyre service provider for any reason, it is the responsibility of that same service provider, whenever possible, to ensure that all wheel nuts are tightened in strict accordance with the policy. This should be done using a calibrated torque wrench and following the recommended torque settings and sequence.
   10. No vehicle or trailer may be used if any of the specifications mentioned above are absent, if a defect is present, or if a re-torque is outstanding.
4. **Vehicle Cleanliness**
   1. Each User Department is provided vehicles with the expectation that they maintain these in a clean and well-kept condition at all times, ensuring both the interior and exterior are maintained to promote safety, health and a positive image of the Council.
   2. Specifically, the User Department's responsibility extends to all vehicles, plant, and equipment, emphasising the importance of cleanliness for visibility, road safety, and public image. This includes maintaining clear glass, mirrors, and reflective markers to ensure optimal visibility and to present the Council positively to the public.
   3. The User Department is responsible for any costs associated with maintaining the cleanliness of the vehicles and equipment, as well as restoring cleanliness if it falls below an acceptable condition.
   4. Specifically, but not limited to, the User Department must:
5. wash out all mechanical sweepers and drain water from the sweeper system at the end of each shift;
6. drain water from water bowsers and jetting units at the end of every shift, particularly during cold weather to prevent freezing;
7. regularly wash and clear Refuse Collection Vehicles to prevent failures of moving parts (bin lifts, rams, sweep and ejector plates, etc.). Any liquid accumulated during the waste collection process should be drained at an authorised facility on a regular basis;
8. regularly wash and clean passenger vehicles, vans, cars, and lorries, both inside and out (including the glass), to maintain a positive image of the Council;
9. remove any litter from the interior of Council vehicles at the end of each shift and dispose of it in the appropriate receptacle.
   1. Vehicle spot checks may be conducted to ensure compliance with the cleanliness standards for vehicles.
10. **Service, MOT and Safety Inspections**
    1. The Council's Fleet Department will coordinate annual roadworthiness testing and periodic safety inspections in compliance with regulatory requirements.
    2. The Fleet Department will inform User Departments of the scheduled services, MOTs, and periodic safety inspection dates and intervals for all vehicles.
    3. The cost of testing/inspections is included in the vehicle Management fee paid by the User department or in the vehicle hire cost, if applicable.
    4. The Fleet Department will provide comprehensive service schedules for all relevant Council assets, including vehicles, plant, and equipment, to ensure compliance with service and inspection requirements.
    5. Each service may include the necessary safety inspection mandated by relevant statutory provisions, which may be conducted separately from routine servicing.
    6. Hired vehicles will undergo routine safety inspections by the Fleet Workshop at specified intervals, consistent with the rest of the Council fleet.
    7. User Departments will receive advance notification of testing/inspection dates and must make the requested assets available.
    8. Vehicles, plant, and equipment must be presented for servicing or periodic safety inspections on the designated day, empty and clean.
    9. As a guideline, periodic services and safety inspections typically take one working day, while MOT preparation requires four working days. However, the duration may vary if complex repairs are necessary.
    10. The Fleet Department does not provide replacement vehicles, and User Departments must follow the standard hire procedure if a replacement vehicle is required. It should be noted that some specialised vehicles may not be available for sourcing.
    11. User Departments may need to deliver vehicles to MOT stations or approved workshops, unless there is a contract or pre-agreement in place with the Fleet Department for such services.
    12. The vehicle's tachograph unit will be downloaded during the service by the Fleet Workshop personnel, as necessary.
    13. Any known defects requiring attention should be listed in the vehicle's "Drivers' daily vehicle check and defect report" book. The Supervisor/Line Manager should notify the Fleet Workshop or authorised service provider for assessment and rectification during the service.
    14. All safety-related vehicle issues that were not identified by the User but are discovered during the inspection will be addressed by the Fleet Workshop or authorised service provider.
    15. Prior to servicing, inspection, or repair, all personal items must be removed from the vehicle, particularly in vehicles with tilting cabs.
    16. The vehicle must be properly cleaned and presented to facilitate the necessary work, including the vehicle body, which is the responsibility of the User Department.
    17. Maintenance and testing records will be retained by the Fleet Department in accordance with licensing requirements.
11. **Roadside Vehicle Check / DVSA Site Visits**
    1. The DVSA (Driver and Vehicle Standards Agency) is an executive agency of the UK Department of Transport. Only DVSA officers and Police Officers have the legal authority to stop, examine vehicles, and issue prohibitions or on-the-spot fines.
    2. A prohibition is a measure that prevents a vehicle from being used until a specific problem with the vehicle is resolved.
    3. Police and DVSA officers have the power to issue fixed penalties if a driver commits an offense. The penalties may vary depending on the circumstances and severity of the offense.
    4. The DVSA may conduct inspections and audits of drivers and vehicle maintenance at operational sites.
    5. If instructed to stop by a DVSA or Police officer, Council drivers must comply with their instructions. Drivers should immediately report any roadside inspections to their Supervisor/Line Managers.
    6. Supervisor/Line Managers must promptly notify the Council's Fleet Department of any roadside inspections or site visits conducted by the Police, authorised DVSA inspectors, or Customs & Excise, regardless of whether charges have been made against the driver or a prohibition has been issued against the vehicle.
    7. The Fleet Department will provide guidance on the appropriate actions to be taken in each specific case.
12. **Fuel Management**
    1. The Fleet Department will have a contract in place to supply bulk diesel fuel and will have accounts with a number of service stations within the Borough and nationwide.
    2. The Fleet Department will monitor the quantity and availability of fuel through a web-based fuel usage system and will arrange fuel deliveries as needed.
    3. To fuel Council-owned, leased, or hired vehicles, the Fleet Department will provide a fuel access fob for each eligible Council diesel vehicle.
    4. The fuel fob will be attached to the vehicle keys, and the accurate vehicle mileage must be entered when refuelling. The fob can be used at fuel tanks located at selected Council locations.
    5. The use of bulked fuel is the preferred method of refuelling.
    6. The Fleet Department may also issue fuel cards to be used at designated service stations for alternative fuels or when bulk fuel access is not available. A signed receipt will be required for each fuel card issued.
    7. When using fuel cards, drivers should refuel at the cheapest available garage, obtain a receipt, and provide mileage details to the garage kiosk when making payment.
    8. All fuel receipts should be submitted by the driver to their Line Manager/Supervisor on the day of purchase. The details of these receipts should be checked against the monthly statement provided by the Fleet Department. All receipts should be stored and made available for auditing purposes.
    9. All vehicles with petrol engines operate on normal unleaded petrol.
    10. Fuel cards should be kept securely by the Line Manager/Supervisor and issued to drivers or operators only when fuel is required.
    11. Fuel fobs and fuel cards are assigned to specific vehicles or plant items and are not transferrable. They should only be used to refuel the assigned vehicles or plant items.
    12. The User Department will be billed for the fuel used and is responsible for managing and controlling the fuel fobs and fuel cards to prevent theft or misuse.
    13. The Fleet Department will provide each User Department with a monthly statement showing the amount of fuel used by their department to establish effective control over fuel usage.
    14. If fuel is obtained from service stations without using the fuel card, it must be authorised by the User's Manager/Supervisor. The driver can make a personal expense claim explaining the reason, or it can be reimbursed through the petty cash system, providing the vehicle and fuel object code are specified.
    15. The Fleet Department will conduct regular checks on the average fuel consumption of similar vehicles and operations to identify any excessive fuel usage, which could indicate fraudulent use of the fuel card or fob. The findings will be reported to the appropriate management members, who should conduct a thorough evaluation of the fuel usage in their service.
    16. In the event of a stolen, lost, misplaced, or defaced fuel fob or card, the Fleet Department must be notified immediately. The Fleet Management section will make arrangements to suspend the lost card/fob and provide a permanent replacement.
    17. A temporary fuel card will be available at the Tower Hamlets Transport Complex at Blackwall Depot upon written request from the Line Manager/Supervisor. The vehicle can then be filled at the nearest service station to the Depot, and the card must be returned immediately.
    18. Electric vehicles will be charged at designated charging points as directed by the Fleet Department or the location management where the vehicles are parked.
13. **External Vehicle Spot Hire**
    1. All external vehicle hire requests must be submitted by the User using the "Vehicle Hire Form" provided in **Appendix 4**.
    2. The User must specify:
14. Required vehicle details.
15. Reason for hire.
16. Cost Code.
17. Parking location.
18. Dates required and duration.
19. Required permits, tags, equipment etc
    1. Authorisation from the budget holder will be required to process the hire request.
    2. The Fleet Department will make arrangements in accordance with the user's specifications, as appropriate. All such arrangements will be made to comply with the appropriate legislation and Operator Licence requirements.
    3. The Council will follow its procurement process for approved suppliers.
    4. User departments must not hire vehicles themselves unless it involves specialised plant or equipment that does not fall under the road vehicle category.
    5. The User Department is required to notify the Fleet Department when such equipment is in their possession if it qualifies for motor insurance. This is generally indicated by the presence of a registered number plate on the plant/machine.
20. **Driving for work / Grey Fleet**
    1. Employers owe the same duty of care to staff who drive their own vehicles for work. It is an offence under Road Traffic Act to cause or permit a person to drive a vehicle that is in a dangerous condition or without a valid licence or insurance.
    2. Employees who drive their own vehicles for work including but not limited to Essential/Casual car users must be in possession of valid driving licence for the type of vehicle they drive, should adhere to the Policy in relation to safe and legal driving and must conduct regular vehicle checks to ensure their vehicle is roadworthy.
    3. Personal vehicles are only to be used for work under a specific permission from the driver’s Line Manager/Supervisor. In order for this to be granted there must be no viable alternative.
    4. Line Manager/Supervisor of a Council employee who drive their own vehicles for work must ensure that there is valid MOT and motor insurance covering business use at all times, with checks conducted at least annually as a minimum. This must be verified prior to the vehicle's initial use for work purposes and subsequently at least once a year to maintain compliance, taking note of the start and expiration dates.
    5. Line Manager/Supervisor and the Employee should refer to the “Work Related Travel Policy” that can be accessed via the Council’s intranet system for additional details.
21. **Driver Training**
    1. Each User Departments must ensure that all their drivers possess the necessary skills, knowledge, and certifications to operate vehicles safely and efficiently, in compliance with legal and Council requirements.
    2. The primary responsibility for organising of the training, induction and information as well as ensuring drivers complete their training rests with the User Departments.
    3. User Departments must ensure that all their drivers complete the following training, which at a minimum includes:

* Induction on vehicle inspection and defecting procedure
* Induction on driving hours and record keeping for applicable drivers.
* Understanding and compliance with the Fleet Safety Policy & Procedures
* [Driver Safety Awareness (E-learning)](https://learninghub.towerhamlets.gov.uk/course/view.php?id=164) on Intranet Learning Hub
* Fuel management and EV charging, when applicable.
* Training on applicable vehicle equipment, e.g., tail lifts, bin lifts, cranes, mechanical sweeping, tipping operations, reversing aid etc.

This list is not exhaustive; User Departments may require additional training based on the specific roles and tasks of individual drivers.

* 1. The Fleet Department can provide support in arranging training sessions, developing training materials, and crafting informational memos as well as launch training programs for all Council drivers, tailored sessions for specific teams, or targeted training for individual drivers when required.
  2. For specialised vehicles or equipment, User Departments must arrange for drivers to receive specific training, ensuring safe and knowledgeable operation.
  3. It's imperative that drivers maintain relevant legal certifications, such as the DCPC for applicable activities. Fleet Department will monitor the certification status of the applicable drivers and providing assistance to User Departments with reminders and organising of training.
  4. User Departments must maintain detailed records of all training completed by their drivers and share a copy with the Fleet Department for backup and centralised record keeping. These records must be readily available for review by management and auditors to ensure compliance with the policy and instructions.
  5. Failure to complete required training within specified timelines may result in suspension of driving permissions until the necessary training is completed.
  6. Drivers will have the opportunity to provide feedback on training sessions, and their performance will be evaluated periodically by line management and the Fleet Department to identify areas for improvement.
  7. Drivers are required to engage in continuous training, designed to refresh their skills and introduce new regulations or technologies as needed. Additionally, it is each driver’s duty to ensure they attend these training sessions and maintain their qualifications.

1. **Fleet Procurement**
   1. The Council is committed to purchasing the most environmentally friendly vehicles available to carry out its functions. It is also an intention to standardise the fleet, as far as possible, to facilitate fleet service knowledge, sourcing of spare parts and repair diagnostics. These factors will be taken into account when deciding on which asset to procure.
   2. If opportunities arise to pilot alternative technology at reasonable comparable cost these options may be explored. The decisions will be made on a case-by-case basis and results of the trials will support during the selection process.
   3. The User Department should consult with the Fleet Department regarding asset procurement before starting the process.
   4. The User requiring an asset will also be responsible for obtaining all relevant funding and authorisations prior to initiating procurement. I some cases the Fleet Department will act as a User in this respect and will manage the procurement process on User’s behalf.
   5. The Fleet Department will ensure compliance with the Motor Vehicles Construction & Use Regulations
2. **Fleet Disposal**
   1. Where vehicles are deemed to be excess to requirements, the authorised manager of the User Department should contact the Fleet Department and arrange return of the vehicle.
   2. A short period of notice will be required for short term hire vehicles and in most instances where the vehicle is a non-specialist vehicle, it can be returned to the Fleet Department without excessive financial penalty or termination costs.
   3. Specialist vehicles and/or leased vehicles are supplied on fixed timescales and therefore early termination costs will be charged pro-rata to the time remaining on the individual vehicle lease.
   4. For Council owned vehicles the Fleet Department will consider redeployment of the asset within the Council or organise a full economic/out-of-life assessment. During that time and until the asset has been disposed of the cost will remain with the User.
   5. If vehicle damage is found and needs to be repaired prior to return, then the cost of this damage plus normal monthly rental costs will be charged to the user until the vehicle is returned in an acceptable condition.
   6. When a vehicle, item of mobile plant or equipment requires a major investment / repair or it is scheduled for a replacement under the Council’s capital replacement schedule, the Fleet Department will assess its ongoing mechanical viability.
   7. Following the assessment, the vehicle or item or mobile plant/equipment will be retained for a pre-determined period of time or scheduled for disposal.
   8. The relevant User will be notified of the decision.
   9. When decision is made to dispose of an asset, the asset will be scheduled for public auction at the next available date. The auction proceeds will be forwarded to the Council’s Finance section.
   10. The disposal process will be handled by the Council Fleet Department to ensure compliance to all relevant rules and procedures. The Fleet Department will ensure the Fleet Management system, insurance database and Operators Licence systems are updated accordingly.

**FLEET SAFETY POLICY & PROCEDURES**

**APPENDICES**

****Appendix 1 London Borough of Tower Hamlets**

**Driving Assessment Form**

**Candidate details**

Name

*As presented on licence*

Department / Team Date of assessment

Email address

Address on licence

Has the candidate registered on TTC Continuum for Licence Check?

Yes / No

*If no, please speak to the Fleet Office and this can be organised for you*

Acknowledge candidate has received a copy of “Fleet Safety P&P”

Yes / No

*This would have been emailed to you prior to your assessment, if not please speak to the*

*Feet Office*

Digital tachograph  Driver CPC Log Book

Yes / No / N/A

Yes / No / N/A

Yes / No / N/A

*Was “record book for*

*drivers in road transport”*

*issued (Domestic Hours* Conviction details Pending charges

Yes / No

*Please state year, If yes, please provide*

*offence code, points, details*

*notified insurers,*

*time served*

Yes / No

Glasses / Contacts / None

Eyesight Eyesight 20m assessment passed

*Candidate’s eye complies with*

*Legal requirements*

Disabilities that affect driving: *Diabetes,*

*Heart Conditions, DVLA noted,* *Insurers note, medication*

Signature Date

**Cost code**

All driving assessment cost £60 which will be recharged to the relevant team ***after*** the assessment takes place. *Please provide valid cost code*

Cost code

**This part to be completed by assessor only (Assessor to include assessment report)**

*I hereby certify that the above-named person on completing the road test, has passed / failed the council driving assessment.*

**PASSED / FAILED**

Signature Date

****Appendix 2**

**Driver’s Medical Declaration**

***It is an offence for a person to drive on a road any vehicle otherwise than in accordance with a licence authorising him to drive it. It is also an offence for a person to cause or permit another person to drive it.***

This is a declaration that I ,\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*NAME, SURNAME*

I have had no change in my health, which could affect my entitlement to drive, in particular, for ALL licences:

* Epilepsy
* Fits or blackouts
* Repeated attacks of sudden disabling giddiness (*dizziness that prevents you from functioning normally*)
* Diabetes controlled by insulin
* An implanted cardiac pacemaker
* An implanted cardiac defibrillator (ICD)
* Persistent alcohol abuse or dependency
* Persistent drug abuse or dependency
* Parkinson’s disease
* Narcolepsy or sleep apnoea syndrome
* Stroke, with any symptoms lasting longer than one month, recurrent ‘mini strokes’ or TIAs (Transient Ischaemic Attacks)
* Any type of brain surgery, severe head injury involving inpatient treatment, or brain tumour
* Any other chronic (long term) neurological condition
* A serious problem with memory or episodes of confusion
* Severe learning disability
* Serious psychiatric illness or mental ill-health
* Total loss of sight in one eye
* Any condition affecting both eyes, or the remaining eye only (not including short or long sight or colour blindness)
* Any condition affecting your visual field (*the surrounding area you can see when looking directly ahead*)
* Any persistent limb problem for which your driving has to be restricted to certain types of vehicles or those with adapted controls

Also, for vocational licences:

* Angina, other heart conditions or heart operation
* Diabetes controlled by tablets
* Visual problems affecting either eye
* Any form of stroke, including TIAs (Transient Ischaemic Attacks)

If any of the above affects me I will inform my employer as soon as possible. I understand that I must also inform DVLA by writing to the: Drivers Medical Group, DVLA, Swansea SA99 1TU (the appropriate medical questionnaires can be downloaded from www.direct.gov.uk/driverhealth). Failure to do so is a criminal offence punishable by a fine of up to £1,000. I will inform my employer of any road traffic incidents, convictions, endorsements or disqualifications that occur, which could affect my entitlement to drive, as soon as possible.

I have read and fully understand the above and will comply with what is requested of me.

Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

****Appendix 3**

**Vehicle Incident Reporting and**

**Investigation Procedure**

**Accident reporting procedure**

Line manager /Supervisor should investigate all accidents Reported by their drivers or by external sources against vehicles under their control.

A “LBTH Motor Claim Form”, that could be found below**,** must be fully completed as soon as possible andforwarded to the Fleet Department at [fleet@towerhamlets.gov.uk](mailto:fleet@towerhamlets.gov.uk) together with all related evidence including photographs and any other documentation.

The Line Manager and Supervisor must ensure that their drivers are aware of the procedure to be followed in the event of their being involved in a road traffic accident.

In the event of the accident drivers should:

* Stop and investigate if any person involved in the accident or incident is injured and arrange for help
* Remain Calm, do not argue or show aggression
* Call the Police if:
* the accident resulted in injuries to any person or animal or serious damage to vehicle or property
* in driver’s opinion, the other driver was driving recklessly or under the influence of alcohol or drugs
* Third Party will not provide their name, address, vehicle and insurance details.
* Report to the Police asap within 24hrs if Third Party is not available and note the reference number
* Contact their Supervisor/Line Manager and report the accident as soon as practically possible.
* Do not ignore the possibility of the stationary vehicle(s) creating a hazard to other road users. Where necessary, arrange for other drivers to be warned in sufficient time for them to take appropriate action if safe to do so. If the Council vehicle is equipped with hazard warning lights, amber beacons or is carrying traffic cones, these should be used to help warn all approaching traffic.
* Never leave the scene of an accident were someone has been injured, unless instructed to do so by a relevant authority.
* Use Councils ‘Bump Card’ to capture necessary information.
* Obtain all the information required to complete an accident report form, including:
* details of any damage, injuries, witnesses, etc
* the insurance details and names and addresses of all vehicle occupants and vehicle or property
* the names and addresses of any independent witnesses to the accident
* If a camera is available take photographs of the vehicles, area and the damage.
* Where possible draw a sketch of the accident scene noting vehicle and person positions and other significant details (speed limits, signs, etc.)
* Not admit liability or blame, either verbally or in writing, or make any offer of promise of payment.
* Provide own
* name and address.
* the registration number of your vehicle,
* the address of your depot
* insurance details incl. policy number (can be found on the Bump Card);
* Report damage to Council’s vehicle by recording it on a vehicle defect report and report it to their Supervisor/Line Manager as soon as possible. If in doubt about safety or the legal use of a vehicle, the vehicle must not be driven until authorisation is received.

Please note that if a driver refuses to give the statutory information to anyone with reasonable grounds for requiring it at the scene of an accident, the driver is guilty of an offence even if they later report the accident to the Police.

If legal proceedings are taken against the driver of a Council vehicle, the matter must be immediately communicated to drivers’ Supervisor/Line Manager and the Fleet Department.

All communications received from insurance companies, or third parties must be immediately forwarded to the Fleet Department and must not be answered or acknowledged in any way by the driver, Supervisor or Line Manager.

In case of the serious accident resulted in injuries and/or serious damage to either vehicle or property The Health & Safety Manager is also to be advised.

For the avoidance of doubt when deciding who should fill in an accident form, the driver last in charge of the vehicle shall complete the forms in full and provide all information, except in exceptional circumstances, in which case the responsibility transfers to the driver’s supervisor / line manager.

The Council Fleet Department will arrange for vehicle repair estimates, actual repairs and monitor recovery of costs when applicable.

All vehicle insurance matters will be referred to the Council’s Vehicle Insurer by Fleet Department and Councils insurer may be required to speak to either driver or their manager, so full cooperation from the vehicle Users is required.

Drivers must report any accident and vehicle damage to a Council owned, leased or hired vehicle at the first available opportunity to their Supervisor/Line Manager and fully cooperate in the investigation.

A LBTH Motor Claim Form to be completed in full on return to depot.

An incident investigation interview should take place between the driver and their line manager as soon as possible (preferably within 24-48 hours but certainly within a week) and findings to be forwarded to the Fleet Department so it could be stored on the system and results could be incorporated into an incident reporting system.

An incident investigation interview should include the following:

1. Discussion, identification and recording of all facts to understand the full dynamics of the collision scenario and collision mechanism.
2. Identification and listing of all possible contributory causes.
3. Using the list of possible contributory causes to identify the underlying root cause.
4. Ensuring that the driver is fully aware of the true fiscal impact the incident has had on the organisation
5. Figuratively, re-running the collision mechanism and asking the driver to suggest what they might do differently to avoid the incident, or reduce the severity of outcome
6. Recording and forwarding significant findings to the company central incident reporting/investigation system
7. Communicating this to share "lessons learned" without apportioning blame.

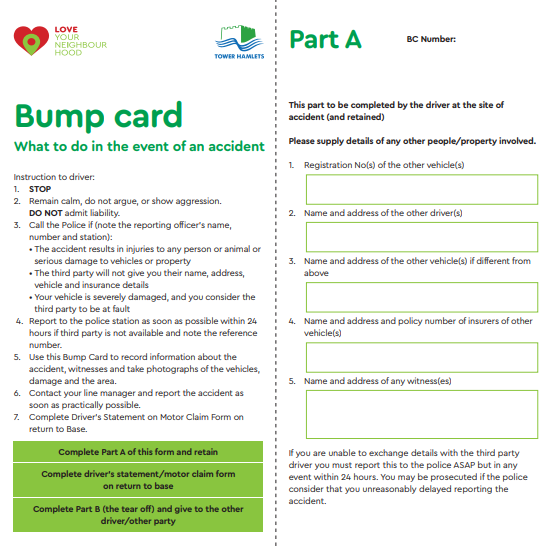
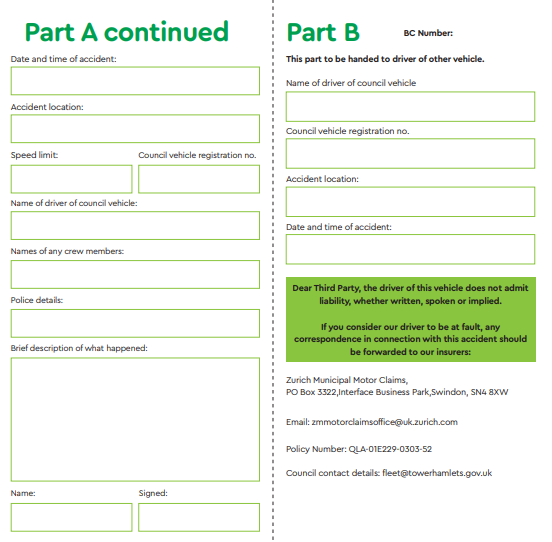
**Bump Card**

All drivers who drive Council owned, leased or hired vehicles should carry a “Bump Card” with them when on road.

The Bump Card has been designed to assist drivers in complying with their legal responsibilities in the event of a road traffic accident. It should help drivers ensure that they don't forget to obtain vital information at the scene, even if they are suffering from shock.

The detachable Part B of the card is pre-filled with Council insurance details and contact information. It should be given to the Third Party involved in the accident to provide them with vital information.

The User Department can request the cards from the Fleet Department at [fleet@towerhamlets.gov.uk](mailto:fleet@towerhamlets.gov.uk) (a cost code is required)

****London Borough of Tower Hamlets**

**Motor Claim Form**

**Insured**

QLA-01E229-0303-52

Zurich Municipal Policy Number TSU Claim No

London Borough of Tower Hamlets

Name Address

2 Silvocea Way

Blackwall

London

E14 0JJ

Contact details

Telephone: 0207 364 1518

Email: fleet@towerhamlets.gov.uk

**Vehicle**

Registration Number Make and Model

**Driver details**

Name Address

Telephone Number

Date of Birth

Occupation Department

Provisional / Full HGV / Motorcycle / Automatic only / International

How many years held \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Driving Licence

Convictions

Yes / No

Conviction details

*Please state year,*

*offence code, points,*

*notified insurers,*

*time served*

Yes / No

Pending charges Pending charge details

Glasses / Contacts / None

Eyesight

*If worn, were you*

*Wearing them at the*

*time of the accident?*

Disabilities that affect driving:

*Diabetes, Heart Conditions, DVLA noted,*

*Insurers note, medication*

Date Time

\_\_\_\_\_\_\_ AM / PM

**Accident details**

Accident Location Lights

Yes / No

*Street name, Were lights*

*Postcode showing*

Speed limit

of road

Rain / Snow / Wind / Frost / Fog / Sunshine

Weather conditions

Speed

Dry / Wet/ Slippery/ Mud on road / Icy

Road conditions *Speed of your vehicle*

*at the moment of*

*impact*

Poor / Good / Excellent

Visibility

State fully what happened

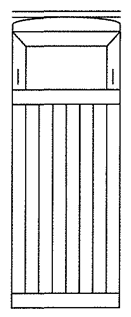
*Please describe the circumstances of the accident in full and draw a sketch, indicate vehicles, direction of travel and road markings*

Description of own

**Own damage**

damage

Please indicate on diagram position of damage on own vehicle



**Third party vehicle / Property damage details**

Name

Address Registration Number

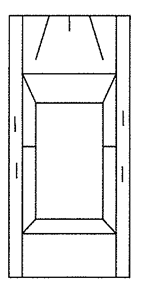
*Including Make/Model*

Apparent damage to

TP vehicle / property

damage

Please indicate on diagram position of damage on third party vehicle



**Injured person details**

State the name and address (whether driver, passenger, pedestrian’s etc); full details of injury, medical attention if required; name of hospital

Please state whether independent or passengers in your vehicle

**Witness**

*Please provide name and contact number*

**Police**

Yes / No

Yes / No

Were police informed Did they attend

Police office details

*Name of officer, reporting*

*station, police reference*

*number*

**Declaration**

*I believe the facts in this statement, signed by me, are true. I have no objections to a copy of the statement being passed to anyone who would have reasonable grounds to require a copy*

Signature Date

Counter Date

signed

*Line manager/Transport*

*manager*

This form should be completed by the driver as soon as the details of an incident / accident are known.

Any associated photos or documents relating to the incident should be emailed to the Fleet Team

[Fleet@towerhamlets.gov.uk](mailto:Fleet@towerhamlets.gov.uk)

****Appendix 4 Vehicle Hire Form**

**User Department Details**

Department / Team

Name of booking Contact number

officer

**Hire details**

Please state vehicle

specifics that you

require

Vehicle hire start date Collection Time

*Vehicle pick up time*

Vehicle hire end date Drop off Time

*Vehicle return time*

Reason for hire

Parking location

*Where will the vehicle be*

*parked for the duration of hire*

**Driver details**

*Please provide details of designated driver for the duration of hire*

Name Telephone Number

Yes / No

Has the driver registered on TTC Continuum for Licence Check?

*If no, please speak to the Fleet Office and this can be organised for you*

Budget holder name Cost code

**Budget Holder Details**

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_

*Not required if emailed from requester email address*

**Please Note:**

Form to be emailed to [fleet@towerhamlets.gov.uk](mailto:fleet@towerhamlets.gov.uk)

Every booking must provide the name of the Budget Holder authorising the booking. All bookings must provide a cost code. If a form is received without a cost code and Budget Holder is not attached, it will be rejected and returned to the sender to complete.

**Cancellations:** If a job is cancelled, you may be liable to pay a cancellation fee. Please contact the office for further information

**Fleet office use only**

|  |  |  |  |
| --- | --- | --- | --- |
| Fuel Card / Fob | Yes / No | Congestion Zone | Yes / No |
| Parking Permit | Yes / No | Insurance | Yes / No |

****Appendix 5**

**KEY CHECKS TO BE MADE BY LINE MANAGERS AND SUPERVISORS IN RESPECT OF DRIVERS, VEHICLES AND JOURNEYS**

**Daily:**

* Check that vehicles have no uncompleted defects prior to issuing them to drivers.
* Ensure that drivers and mobile workers are compliant with relevant rules and regulations governing drivers and working hours.
* Ensure, as far as reasonably possible, that drivers are fit and legal to drive.
* Ensure a “Drivers’ daily vehicle check and defect report” book is available to drivers.
* Keep accurate records of mileage for vehicles and drivers, making it easy to identify when a vehicle was used, by whom, and for what journeys. (Records of vehicle allocation must be kept on file for 24 months).
* Ensure that Council vehicles are only used for authorised Council business and that only authorised persons are allowed to drive or travel in Council vehicles.
* Ensure that drivers and operators are familiar with the allocated vehicles and equipment and have the required licences and qualifications.
* Determine journeys and workloads to optimise usage of vehicles and staff.
* Ensure that drivers are completing and returning their driver daily vehicle check and defect reports, and that any defects, damage, or accidents are recorded correctly and forwarded for rectification. "Nil defect" copies should be removed from the book and filed accurately.
* Ensure that vehicles are unloaded, fuelled-up, cleaned/washed, securely and correctly parked, and that keys are locked away.
* Ensure drivers log into and use telematics systems accurately when installed and required.

**Weekly:**

* For applicable drivers, collect and examine logbook sheets. Pass sheets for verification and file accordingly.
* Check the electronic system for applicable drivers using a digital tachograph to ensure that all drivers have submitted/downloaded their driving hours data.
* Check the electronic system for driver infringements and perform the required debriefs.
* Ensure vehicles are available for programmed service and testing.
* Organise and request vehicle replacement if required.

**When required:**

* Monitor damage recharges, investigate, and address them with the identified drivers.
* Investigate road traffic accidents reported by drivers and address blameworthy accidents with the responsible drivers.
* Ensure that any parking fines/traffic offences are investigated and settled on time.
* Organise required training, assessments, tests, inductions, and obtain declarations.
* Agree with the Fleet Department on the out-of-hours breakdown procedure if vehicles are to be used during non-usual office hours or weekends.

****Appendix 6**

**DRIVERS GUIDE**

This Guide is designed to help you, as a driver, navigate your daily routines with ease and confidence. It summarises the key points you need to be aware of when driving on behalf of Tower Hamlets Council. Below, you will find essential information on the key aspects of a driver's routine, along with guidance on how to locate the necessary information to assist you. This guide serves as a go-to reference to ensure a safe, efficient, and compliant driving experience.

1. **Always ensure:**

* **You are aware of your responsibilities as a driver:** Refer to Sections 3 and 6 of the Policy for extra guidance.
* **You are Eligible to Drive**: Ensure you are fit, legal and authorised. Always check with your manager if unsure.

1. **Start of Day Checks**

* **Vehicle Condition**: Ensure your vehicle is in good condition. Familiarise yourself with the vehicle's controls and equipment. See Sections 31 - 35 of the Policy for a detailed checklist and always ask for help and advice if you feel it's needed. Below is a visual example of the checklist book required in every Tower Hamlets (TH) vehicle:



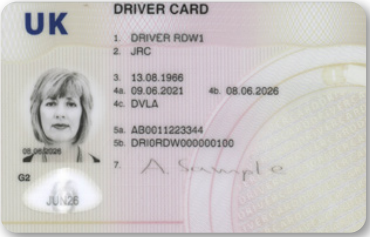
* **Licence and Documents**: Verify that your driving licence and any necessary documents are with you. Remember to be familiar with your breakdown and accident procedures and know who to contact in case of emergencies. Below are the visual examples of what you might need to have:

1. **Driving License.** Refer to Section 10 for further guidance.



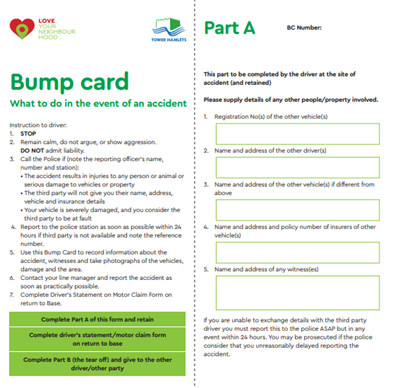
1. **Driver CPC Card (if you have one).** See Section 11 of the Policy.

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1. **Digital Tachograph Card (if you have one).** Section 13. 
2. **Logbook (if required).** Section 13.

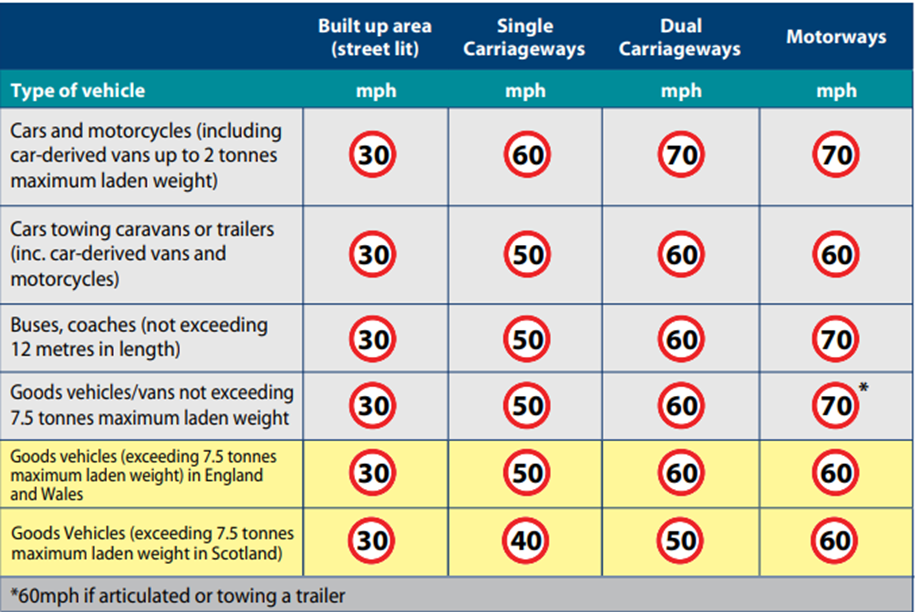
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1. **Bump Card:** To be used in case of accidents. Further guidance in Section 17 and Appendix 3 of the Policy.



1. **During the Day**

* **Safe Driving Practices**: Familiarise yourself with our driving policies in Sections 16, 19, 20 and 25 for a safer journey.
* **Breaks and Rest**: Adhere to the driver hours regulations described in Sections 12 and 14 to avoid fatigue.
* **Speed Limits**: Be vigilant as many roads in the borough have a 20mph speed limit.



* **Handling Emergencies**: For vehicle breakdowns or accidents, consult Sections 33 and 17 respectively for immediate steps.
* **Vehicle Security**: Familiarise yourself with guidelines in Sections 26, 28, and 29 for vehicle security.

1. **End of Day Procedures**

* **Report Defects**: Any vehicle issues should be reported following the instructions in Section 32.
* **Refuel / AFV recharging:** If required, refuel your vehicle or put it on charge if it is an AFV (Alternative Fuel Vehicle). See your manager for specific instructions and refer to Section 39 for further guidance.
* **Report Back**: Ensure you return the keys and all necessary documentation as per the procedure in your department. Download your digital tachograph data at the required intervals if you are using it, or hand your logbook to your line manager for verification. An example of the downloading machine is below; refer to Sections 13 and 15 for further guidance.



1. **Special Considerations**

* **Environmental Care**: Keep environmental considerations in mind, detailed in Section 8.
* **Health & Safety**: Always prioritise safety, including adhering to rules around mobile phone use (Section 20) and the prohibition on alcohol and drugs (Section 21).
* **Spot Checks**: Be aware that you may be subject to routine vehicle inspections by either management or enforcing authorities. Please familiarise yourself with Section 38 of the Policy. Always cooperate, and by following the recommendations of the policy and this guide, you can ensure these checks are issue-free. Regardless of the outcome, ensure you notify your line manager and the Fleet Department following any roadside check by enforcing authorities.

1. **Additional Resources**

* **Parking and Penalties**: For guidance on parking and managing penalties, see Sections 26 and 27.
* **Vehicle Cleanliness**: Keep your vehicle, including cabs, clean and free from litter, referring to Section 36 for expectations.

This guide is part of the Fleet Safety Policy & Procedures. It simplifies but does not replace the detailed information found in the main policy text. If you have any questions or need further clarification, please do not hesitate to contact the Fleet Department.

Fleet Department can be contacted at [fleet@towerhamlets.gov.uk](mailto:fleet@towerhamlets.gov.uk) – for all compliance, policy and motor insurance-related matters, or at [workshop@towerhamlets.gov.uk](mailto:workshop@towerhamlets.gov.uk) – for all technical and vehicle maintenance-related matters. The Tower Hamlets Workshop can also be contacted on 0207 364 1069 during normal office hours.

Stay safe and thank you for your commitment to driving safely and responsibly as part of the London Borough of Tower Hamlets team.