



PROCEDURE (Essex) / Linked SOP (Kent) – Vehicle Maintenance

Number: T 07101

Date Published: 24 August 2017

1.0 Summary of Changes

1.1 This procedure/SOP has updated on its 2 yearly review as follows:

- Minor amendments have been made throughout the document to update terminology etc;
- Within Section 4 the 9 protected characteristics have been updated.

2.0 What this Procedure/SOP is About

2.1 The aim of this procedure/SOP is to outline the systems and processes used by Essex Police and Kent Police to carry out vehicle pre-use checks, maintenance and necessary repairs to the force vehicle fleet, including motorcycles and items of related specialist equipment.

2.2 Commanders and Heads of Departments are responsible for the operational control of vehicles allocated for their use. This responsibility via the chain of command is specifically delegated to the driver who has responsibility for the roadworthiness and safe operation of the vehicle.

2.3 It is the responsibility of Transport Services to ensure that vehicles presented for maintenance and repair receive the correct level of maintenance relevant to the duty of the vehicle and that all work is undertaken to appropriate industry standards.

2.4 Where avoidable repairs and costs have been incurred by an individual's actions, or inactions, then those individuals may be referred to Serious Crash Investigation Unit (Kent) or Driver Standards Department (Essex) and may be subject to force disciplinary procedures.

Compliance with this procedure/SOP and any governing policy is mandatory.

3.0 Detail the Procedure/SOP

3.1 Introduction

3.1.1 All Commands and Departments are responsible for ensuring that all vehicles allocated to them receive a daily and weekly preventative maintenance inspection, ensuring minor defects do not reduce the efficiency of the vehicle, causing it to become unroadworthy or unreliable. This includes vehicle cleanliness externally and internally.

3.1.2 All drivers have a legal responsibility to ensure that any vehicle they are driving is in a legal and safe condition before using it on a public road.

3.1.3 Repairs must only be undertaken at Transport Services by authorised and qualified technicians or by Sub Contractors as directed by the Service Manager.



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3.1.4 Under no circumstances shall a police officer or member of staff approach any external workshop or private enterprise directly to affect any vehicle repair or maintenance without the prior knowledge and authorisation of the Head of Transport.

3.1.5 Officers, who have had specific training, can carry out minor repairs as necessary, i.e. changing certain vehicle light bulbs, provided the correct repair procedures and risk assessments are followed and Transport Services are informed. If there is any uncertainty then contact should be made with Transport Services workshops.

3.2 Vehicle Checks by Users

3.2.1. Pre-Drive Vehicle Checks – (D.E.E.R.S.)

3.2.1.1 Prior to using a vehicle for police purposes (excluding privately owned vehicles) drivers must carry out a visual pre-drive check of the vehicle and its equipment using the agreed check list located within the Vehicle Equipment and Mileage Record Book and the acronym D.E.E.R.S. Supervisors must ensure these checks are carried out.

3.2.1.2 The **only** exception to these checks being carried out 'prior' to use is the requirement to attend an urgent operational commitment before the checks can be completed – in which case the checks **must** be done at the first available opportunity by that same driver.

3.2.1.3 If the vehicle to be checked carries equipment, it is essential that all restraining equipment is checked and the load confirmed as secure, before **any** use of the vehicle.

D - DAMAGE:

Inspect the vehicle for damage against the Vehicle Condition Log located within the Vehicle Equipment and Mileage Record Book (log book) folder. Any damage found which is not already recorded must be reported to the Supervisor.

The Supervisor will instigate an investigation and ensure an electronic Police Vehicle Incident Form (PVI) is completed. Upon completion, the PVI will automatically be sent electronically to the relevant Force Insurance Services department and relevant sections within Transport Services.

The Driver reporting the damage should complete procedures as detailed in 'Fault Reporting' – (see para 3.3) to ensure the vehicle is repaired.

If the supervisor believes the vehicle could be unsafe then the vehicle must not be used and contact should be made with the local Transport Services workshop.



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E - ELECTRICS:

Check all statutory lights, emergency equipment and the vehicle incident/journey data recorder to ensure they are working correctly. If any electrics are found to be not working correctly, contact the local Transport Services workshop for repair. Also see paragraph 3.1.5.

E - EQUIPMENT

Users must ensure that all vehicle equipment is checked and, if necessary, replenished at the start of each duty in accordance with the requirements for that vehicle. Up to date details of required boot equipment for vehicles can be found on the Transport Services website.

During the use of the vehicle, if any equipment has been used and left on site, details should be noted in the vehicle equipment and mileage record book for collection by subsequent users of the vehicle.

R - RUBBER

Wiper blades should be checked. If defects are found, contact the local Transport Services Workshop.

Tyres should be visually checked for tread depth, damage to side walls and wheel rims. Tyre pressures must be checked as part of the weekly check process.

If there is a defect in the tyre or wheel, the wheel should be removed and the spare fitted. All users should ensure they are familiar with T 07105 Procedure/SOP – Wheel and Tyres Management.

S - SERVICE

Vehicle Service intervals will be as designated by the manufacturers' recommended mileage or 12 months (for the majority of vehicles) whichever is sooner.

Service intervals for motorcycles are developed in conjunction with the manufacturers' recommended mileage or 6 months whichever is sooner.

Trailer Service intervals will be every 12 months as above.

In all cases, the mileage indicator for the next service due date is shown in the vehicle by a "service sticker" and it is the driver's responsibility to check the vehicle is within mileage while undertaking the vehicle checks.

If the service is overdue, the vehicle must not be used, but must be referred to the Workshop Controller immediately.



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If a vehicle is presented to a workshop for a fault repair and it is found to be overdue for service, the vehicle will be retained by the workshop until the service has taken place.

Pre-booked services will always take precedence over un-booked services.

Once the pre-use checks have been completed the Vehicle Equipment and Mileage Record Book must be completed and signed.

KENT	ESSEX
Transport Services will notify the Business Centre Facilities Team (Divisional vehicles only) or nominated contact in the case of all other vehicles of the 'booked' service date.	<p>It is the primary responsibility of the vehicle user to check that the servicing of the vehicle is up to date.</p> <p>The date or mileage when the vehicle requires its next service will be displayed on a 'service sticker' on the inside of the vehicle windscreen.</p> <p>If the vehicle is within two weeks or 1,000 miles prior to service date/mileage as indicated by the service sticker then a service appointment must be made with the local Transport Services Workshop and a note made in the remarks column of the Vehicle Equipment and Mileage Record book.</p>

3.2.2 Weekly Vehicle Checks - P.O.W.D.E.E.R.S.

3.2.2.1 Weekly vehicle checks are mandatory for all vehicles used for police purposes (excluding privately owned vehicles where checks are the owner's responsibility, although the same principles are recommended).

3.2.2.2 This includes necessary additional maintenance checks to the pre-use 'DEERS' procedure, but more importantly includes the requirement to record the mileage of each vehicle onto the Transport Services extranet site. Once the weekly checks have been completed, the Vehicle Equipment and Mileage Record Book must be completed and signed **and the mileage report completed via the Transport Services website.**



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3.2.2.3 The on-line mileage entry, together with the completion of the Vehicle Equipment and Mileage Record Book, evidences that required weekly checks have been completed. On-line reporting is also used to drive service, maintenance and replacement programmes to ensure the cost efficient operation of the fleet. It is vital that accurate mileages are reported to enable efficient service prediction.

P – PRIDE

Take pride in the vehicle; clean vehicle interior and exterior, with particular regard to high conspicuity markings, to ensure compliance with safe driving policy requirements.

O – OIL

Ensure that the oil levels are correct. If the levels are low, oil can be topped up from local stocks. If there is any doubt, contact your local Transport Services workshop for guidance.

W – WATER

Check coolant levels and other water levels i.e. screen wash. NOTE: coolant levels must be checked when the engine is cold.

Check washer levels. If levels are low, replenish coolant and washer reservoirs with water from local supplies.

3.3 Fault Reporting

3.3.1 If a vehicle is in need of repair between scheduled services the driver should:

- Inform their supervisor/line manager;
- Report the fault to the local Transport Services workshop and book the vehicle in for repair if necessary;
- Make a record of the fault in the Vehicle Equipment and Mileage Record Book.
- Complete an electronic PVI form where damage has occurred;
- Complete a Vehicle Fault Card (Kent) or form T6 (Essex) and hand to the workshop reception when presenting the vehicle for repair.

3.3.2 If there is any doubt regarding the vehicle's roadworthiness, the vehicle must not be used without the further approval of the local Transport Services workshop.

3.4 Vehicle Modifications

3.4.1 If modifications are operationally necessary this must be referred to the Fleet Section of Transport Services, with a business case, who will undertake modifications if approved by SLT.



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3.5 Sub Contract Work

3.5.1 There are external contractors for repairs required locally or outside Transport Services working hours. They are

- Windscreens and glass – National Windscreens
- Tyres and punctures – Hi Q Tyre Services (both Kent & Essex). See T07105 Procedure/SOP - Management of Wheels and Tyres.

Supplier call out arrangements and contact details are available from all Transport Workshops and on the Transport Extranet site.

3.6 Warranty Work

3.6.1 All repairs required under warranty must be managed by Transport Services. Service Managers may decide to contract this work out locally to effect rapid turnaround.

3.7 Vehicle Accident Damage

3.7.1 Police vehicles involved in an incident (collision), whether damaged or not, must be reported using the appropriate force Police Vehicle Incident form. The form must be completed within 24 hours of the incident to which it relates and when completed the form will automatically be submitted to the appropriate Insurance Services department. Upon receipt, the Insurance Section will ensure the information is entered onto the appropriate database.

3.8 Vehicle Recovery

3.8.1 In the event of a vehicle breakdown/accident, the driver must if possible position the vehicle where it will not cause either obstruction or danger to other road users. The driver, without causing further damage to the vehicle or endangering other road users, may carry out temporary minor repairs (in line with POWDEERS) if this will allow the vehicle safely and legally to continue the journey or be moved to the nearest Police Station/Workshop.

3.8.2 The vehicle should be recovered under either the Essex or Kent Recovery Scheme to the nearest Force workshop. All requests must be made through the relevant Force Control Room and drivers must remain with the vehicle until the Recovery Vehicle arrives. A roadside repair will be attempted wherever possible prior to recovery. In the event of an ARV requiring recovery, officers must ensure that they either remain with the vehicle and attend the workshop to remove the firearms OR call for another suitable vehicle to attend so that firearms can be transported safely.



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For vehicles that need recovery from out of county , users must advise via the Force Control Room who will arrange for suitable recovery.	For vehicles that need recovery from out of county , users must advise via the Force Control Room who will arrange for the AA to deal with it.

3.9 Delivery and Collection of Vehicles

KENT	ESSEX
Delivery and collection of vehicles to and from the workshops is accommodated by the Business Centre Facilities Team. This should be requested via the Business Centre. Priority and activity will be logged on EIC and assigned to the team.	Delivery to workshops is carried out by the local users where necessary, unless the vehicle is un-driveable. In such circumstances, Transport Services can arrange collection from police premises only. Wherever possible, Transport Services will endeavour to return vehicles to stations.

3.10 Pedal Cycles

3.10.1 In all circumstances, bicycles and associated equipment will only be purchased by the Fleet Team at Transport Services Department. This does not cover the provision of appropriate clothing for bicycle users. See:

- Essex – A 0604 Procedure – Cycle Patrol;
- Kent - O45f SOP - Mountain Bike Patrol

3.10.2 Pedal cycles will be serviced and maintained by Transport Services Workshops. All cycles for police purposes will be assigned a fleet number by Transport Services. Bicycles will be serviced every 12 months. Transport Services will keep records of completed inspections, repairs and maintenance.

3.10.3 Police cycle users are required to conduct pre-inspection checks of each cycle before it is taken out on patrol and should highlight the need for repairs where necessary to Transport Services.

3.10.4 Cycles without a valid inspection are not to be used. Commands are required to ensure pedal cycles are kept clean and if repairs are required these must be reported to Transport Services Department in the usual way.

3.10.5 Pedal cycles from other sources (donated, obtained through proceeds of crime, purchased as plain cycles for covert use) may be used provided that they are certified as fit for purpose by Transport Services. They will be subject to the same yearly inspections and fitted with the same standard accessories as the standard patrol cycle. These bicycles must be notified to Transport Services and a fleet number obtained and will be maintained in the same way as all other fleet bicycles.



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3.10.6 If an officer on cycle patrol is involved in any form of collision this should be recorded using the appropriate reporting process. In all circumstances, an assessment will be made by Transport Services as to whether the cycle should be removed from further use. Any loss, faults or damage should be recorded as shown below:

Kent: Complete a PVIR and the details will be sent to the insurance department.

Essex: Complete a PVI form in the normal way. Such damage must also be reported to local administration assistants in order to arrange appropriate repair by Transport Services.

KENT	ESSEX
<p>Cycles are serviced and repaired within the workshop.</p> <p>Procedure is as with all vehicles and the bicycle will be called in for service every 12 months.</p> <p>Police cycle users are required to conduct pre-inspection checks of each cycle before it is taken out on patrol and should highlight the need for more frequent servicing where necessary. (See M110 Mountain bike patrol policy for further information).</p>	<p>Each command will nominate a SPOC to oversee the cycle fleet and associated issues. The SPOC will maintain a record of all local pedal cycles.</p> <p>Commands, via the SPOC, are responsible for arranging for the bicycles to be inspected via Transport Services at least once every year. This examination will assess all components of the cycle and certify it 'fit for patrol purpose'.</p>

4.0 Equality Impact Assessment

4.1 An equality impact assessment has been completed for this procedure/SOP. As a result of this assessment it shows this procedure/SOP would have no potential or actual differential impact on grounds of age, sex, disability, race, religion or belief, marriage and civil partnership, sexual orientation, gender reassignment and pregnancy and maternity.

5.0 Risk Assessment

5.1 Legislation relating to the use of vehicles such as the Road Traffic Act, Construction and Use Regulations and Drivers Hours Regulations apply to all drivers of any vehicle. Some exemptions exist in respect of police use and, where relevant, these are detailed in the appropriate area of policy. (Essex see D 2000 Policy - Safe Driving, Kent see Use of vehicles policy).



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5.2 Drivers and supervisors should also be aware that vehicles and associated equipment are regarded as 'work equipment' under the Provision and Use of Work Equipment Regulations 1998 (PUWER).

6.0 Consultation

6.1 The following were invited to provide feedback in the consultation phase during the formulation of this document:

- Unison
- Federation
- Business Services
- Driver Training Department
- OPC Roads Policing Sergeant
- Health & Safety

7.0 Monitoring and Review

7.1 This procedure/SOP will be reviewed by, or on behalf of, the Head of Transport Services every two years to ensure that it remains accurate and fit for purpose.

8.0 Governing force policy.

Related force policies or related procedures (Essex) / linked standard operating procedures (Kent)

- T 0710 Policy – Vehicle Fleet Management
- T 07102 Procedure/SOP – Fuel Management
- T 07103 Procedure/SOP – Vehicle Equipment and Mileage Records
- T07104 Procedure/SOP – Provision and Use of Vehicles and Equipment
- T 07105 Procedure/SOP – Wheel and Tyre Management
- T 07107 Procedure/SOP – Hire and Pool Vehicles

Essex Policies and Procedures

- A 0604 Procedure – Cycle Patrol
- G 1600 Policy – Travel and Associated Transport and its associated procedures
- D 2000 Policy – Safe Driving and its associated procedures

Kent Policies and SOPs

- O45 Policy – Safe Driving and its associated procedures
- T 07106 SOP – Vehicle Lease Schemes



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9.0 Other source documents, e.g. Legislation, APP, Force forms, partnership agreements (if applicable)

9.1 There are no related documents.