SCARBOROUGH BOROUGH COUNCIL
TRANSPORT AND VEHICLE MAINTENANCE SERVICES

VEHICLE MAINTENANCE SERVICE SPECIFICATION
Information, practices and procedures contained within this Service Specification Document exist to provide all staff employed in the provision of Vehicle Maintenance Services, with a comprehensive understanding of their role in the delivery of a best value high standard service.

The information provided should not be seen to cover all obligations which employees of the Council are required to observe. Further Policies and Procedures which apply to all Council employees can be found on the Council’s website Porthole.

This specification should be received as a working document as future changes in the demands placed on the service may result in amendment to this Document.

Workshop Staff are required to read this document and observe procedures therein and acknowledge such by endorsement as having been read and understood.

A copy of this Document shall be displayed in the Workshop Reception at all times.

K Scholey
Transport and Vehicle Maintenance Services Manager.
27/6/13

Acknowledgement List

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## SERVICE MISSION STATEMENTS

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## SERVICE SPECIFICATION

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TRANSPORT AND VEHICLE MAINTENANCE SERVICES
SERVICE CHARTER

Mission Statement

To provide, manage and maintain the fleet of Council vehicles, ensuring operational demands and legislative requirements are met.

Strategic Aims

The aims of the Service are to ensure that all vehicles are:

- Managed and operated in compliance with all governing legislation
- Suitable for their purpose
- Safe to use
- Legal to use

Service Aims

The Service aims to make available vehicles, at the times required by the services, maintained in a cost efficient manner. This will be achieved through the following:

- Maintaining vehicles to appropriate quality standards.
- Encouraging the efficient utilisation of vehicles.
- Maintaining the fleet on a cost effective basis
- Promoting high standards of driving and vehicle care.

Service Objectives

To provide an efficient, effective and competitive Transport and Vehicle Maintenance service, which recognise:

Service Demands

- The need to meet vehicle suitability requirements of Users (Stakeholders) and their Vehicle availability demands.
- The provision of a responsive vehicle breakdown service.
- The provision of a vehicle hire service.

Standards

- Quality, safety and preventative vehicle maintenance standards as determined by the Vehicle and Operator Services Agency (VOSA) and recommended by vehicle manufacturers.
- It’s contribution towards urban air quality in maintaining vehicles on time and in checking exhaust emission values for compliance.
- The need to monitor driver performance in compliance with accident procedures, driver’s hour’s rules and vehicle condition checks.
Mission Statement

This quality statement supports the objectives of the Business Units Service Charter and exists in recognition of the continuous need to improve standards and the quality of both products and services provided by the Transport and Vehicle Maintenance Service.

Strategic Aims

The aims of the Service are to ensure that all unscheduled and scheduled activities are effected and administered in a systematic manner to provide adequate confidence that a product or service satisfies given requirements for quality.

Service Aims

That the procedures and systems employed to deliver quality standards are visible to those Stakeholders using the service to provide them with the assurance that the business unit has established and operates a structured management system which is understood by all.

The following principle elements are considered essential

- Documented, Organisation and Responsibilities
- Written Procedures
- Verification
- Records
- Audit Checks

Service Objectives

- To provide a service that meets or exceeds the specified quality requirements.
- To ensure the effective communication between all staff employed in the Business Unit and Stakeholders.
- To enable standardisation of inspections and assessments.
- To promote continuous improvement.
- To encourage open and regular dialogue between all members of staff.
1. **Foreword**

The Authority holds an Operator Licence and as a consequence have undertaken a legal obligation to ensure that vehicles operated by the Council are roadworthy and that system’s of work are in place to deliver compliance with governing legislation and that records are generated and kept as required by law to evidence that delivery.

Further, Health and Safety at Work legislation and Duty of Care regulations places a responsibility on the Council as an Employer to ensure that all vehicles, plant and equipment are safe to use so as not to put any employee at risk.

Accordingly it is necessary to have an effective and accountable vehicle, plant and equipment maintenance regime in place to manage these responsibilities.

2. **Service Mission Statement**

To provide, manage and maintain the fleet of Council vehicles, ensuring operational demands and legislative requirements are met.

**Strategic Aims**

The aims of the Service are to ensure that all vehicles, plant and equipment are:

- Maintained in compliance with manufacturers recommendations all governing legislation
- Safe to use
- Legal to use

**Service Aims**

The Service aims to make available vehicles, at the times required by the services, maintained in a cost efficient manner. This will be achieved through the following: -

- Maintaining vehicles to appropriate quality standards.
- Maintaining the fleet on a cost effective basis

**Service Objectives**

To provide an efficient, effective and competitive Vehicle Maintenance service, which recognise: -

**Service Demands**

- The need to meet vehicle operational requirements of Users (Stakeholders) and their Vehicle availability demands.
- The provision of a responsive vehicle breakdown service.

**Standards**

- Quality, safety and preventative vehicle maintenance standards as determined by the Vehicle and Operator Services Agency (VOSA) and recommended by vehicle manufacturers.
• The contribution towards urban air quality in maintaining vehicles on time and in checking exhaust emission values for compliance.

3. **Best Value Service Objectives**

**Key Points:**

• Management of overheads
• Supply chain management
• Increase in productivity
• Business growth
• Work practices
• Improvement in customer service
• Performance management

**Explanatory notes:**

The initiatives under the key points below are not listed in order of importance and some of those initiatives may apply to more than one key point.

In order to ensure the unit operates and remains competitive, systematic comparisons need to be made both locally and nationally to challenge the performance of the service.

**Reduction in overheads**

• Manage all resources effectively.
• Focus on timekeeping
• Observe Council Sickness scheme in order to reduce sickness levels.
• Review use/performance/costs of plant, tools and equipment found in the service.
• Maximise use of facilities to provide a production line approach to works, coordinating production to meet workload demands, ensuring wherever possible the:
  a) availability of the vehicle using a booking/progress system
  b) work station is suitable and safe for the purpose for the task undertaken
  c) fitter allocated to the task is competent
  d) appropriate equipment is available to allow the fitter to complete the task and is maintained as required and is safe to use
  e) replacement parts are available

• Maximise use of resource. Opportunity may allow for an increase in external works, allowing for a reduction in the recovery of overheads charged through the hourly labour rate to internal customers.

**Supply chain management**

• Monitor performance and quality of parts supplied.
• Reduce stock held through smarter procurement of consumables. Introduce a just in time delivery of consumable items.
• Increase volume of impress stock.
Increase in productivity

- Manage and motivate staff to perform, monitor quality and performance.
- Conduct a skill's audit/training needs analysis of workforce and in keeping with the Council's corporate objectives, implement a staff training and development plan.
- Introduce productivity targets, real on the job times based upon ICME, manufacturers, and historical time performance.
- Adopt production line approach to improve coordination of work to ensure that vehicle (work), parts, workstation and suitably qualified staff are synchronised.
- Reduce fitter administration times/improve communication and security of records through introduction/use of palm held technology i.e. safety inspections etc.

Business growth

- Maximise use of facilities/resource.
- If opportunity/facilities allow, increase warranty and accident damage works.
- Consider external partnership growth, providing business/service core objectives are satisfied.
- Consider staff training needs to reduce reliance on specialist support.

Modernisation of work practices

- Provide through vehicle technology or otherwise an optimum vehicle maintenance regime.
- Provide feedback/information of assistance in vehicle specification/parts procurement.
- Allow staff to contribute to development of the business unit by introducing Team Meetings to discuss Health and Safety, working practice, technical and any issues of concern, which are of importance to staff in the service delivery.
- Conduct regular Risk Assessments.
- Introduce/maximise use of a defect deferral system.

Work to Improve Customer Service

- Communicate effectively at all times/maintain customer focus/understand needs
- Manage in a transparent manner
- Improve coordination of vehicles for routine maintenance.
- Reduce vehicle downtime/increasing availability.
- Customer surveys.
- Driver surveys.

4. Staff Structure

The Transport and Vehicle Maintenance Services Staffing structure is shown below. The Workshop structure is highlighted; same reflects the different roles and responsibilities.
4.1 Roles and Responsibilities

Information below describes, for the purpose of this specification the main roles and responsibilities of those employed in the Council’s Vehicle Maintenance Workshops. Further and more comprehensive details are found within the individual Job Descriptions and Personal Specifications.

Team Leader

To lead, organise and motivate staff to meet and deliver required objectives and to maintain a supportive management culture throughout the Vehicle Maintenance service. Ensure that all cost, quality and performance targets are achieved. Implement controls to monitor efficiency and performance to ensure that the level of work undertaken in-house contracted out or effected under warranty is to a high standard which satisfies best practice, Vosa requirements, manufacturer’s recommendations and all other legal requirements and regulations applicable.

Organise and deploy staff and all other resources so as to ensure that all work undertaken by the Workshops is executed in accordance with appropriate programmes and that staff are organised to receive and execute unscheduled work in an expedient manner, monitoring progress of all works and maintaining appropriate records as required.

Provide a safe working environment for all Employees, Visitors, Contractors and Sub-Contractors, ensuring that the Council’s Health and Safety Policy and Procedures are observed. And that any works undertaken are covered by Method Statements and Risk Assessments, including works carried out by Contractors/Sub Contractors whose statements and assessments require approval before work is allowed to commence. Issue Permits to Work as is required.
Assistant Team Leader

Is required to assist in supervising Vehicle Fitters employed in the Council’s Vehicle Workshop’s, and control the quality and productivity of all work carried out on Council, Partner or Stakeholder vehicles, items of Plant, Equipment and Agricultural or Horticultural machines as required and assist in, providing the efficient and effective use of all resource, compliance with the requirements of applicable governing legislation and in meeting any other contractual obligations.

Ensure Staff under your control complies with Health, Welfare and Safety Regulations. Ensure, that the Workshop and any other work location is a safe working environment for you and your staff, that all equipment used, is safe to use, examined and appropriately certified.

Lead and motivate staff to deliver high standards of work.

Physically and visually monitor work issued to check quality standards and ensure compliance with regulatory standards.

Monitor job target times for work issued; ensure that the times set are met and that all parts fitted were required.

Skilled Vehicle Fitter

Produce high standards of work under the supervision of the Workshop Team Leader; in the maintenance, service and repair of vehicle, plant, equipment, agricultural or horticultural machines, all in support of the Council’s Transport and Vehicle Maintenance Service.

Carry out all tasks in compliance with relevant Health and Safety and Road Safety Procedures ensuring that:

- Your workplace, including site/field work and roadside are safe for you to carry out the work required and that you have taken the necessary precautions to ensure your safety and that of others affected by your actions.

- The workplace is kept neat and tidy.

- That all tools including specialist tools and equipment are returned to their rightful places.

- Any Tools or Equipment used, regardless of ownership, are safe and fit for the purpose used and are appropriately checked, calibrated and certified as is required by best practice and governing legislation.
5. **The Vehicle Maintenance Service**

5.1 Vehicle Workshops staff is responsible for undertaking the following works on vehicles, plant and equipment, to standards which satisfy all governing legislation and manufacturers recommendations:

a). Carry out statutory scheduled safety inspections and routine servicing of vehicles and trailers, the same scope and frequency as the Council’s regime and to industry standards as required by VOSA and all other regulatory bodies; the regime will also follow the vehicle manufacturer recommendations.

b). Carry out fair wear and tear repairs on vehicle engineers following a vehicles scheduled safety inspections.

c). Carry out un-fair wear and tear repairs found by vehicle engineers following a vehicles scheduled safety inspections.

d). Carry out unscheduled fair wear and tear repairs noted by drivers and reported by defect.

e). Carry out unscheduled un-fair wear and tear repairs noted by drivers and reported by defect.

f) Repairs to vehicles as a result of accident damage.

h). Co-ordinate vehicle recovery following accident damage.

i). Co-ordinate of a vehicle repair following an accident damage where the nature and extent of that require requires the attention of a specialist repairer.

k). Modifications to vehicles and or the fitment of accessories, both in preparation for a vehicle entering services and as is requested thereafter.

l). Decommission of vehicles prior to disposal.

m) Roadside assistance in the event of a breakdown.

n) Post accident safety/quality of repair works vehicle inspections.

o). General and specialist welding and fabrications works.

p) Engineering works associated with Mowers eg Cylinder grinding etc.

q). Any other vehicle works routine or otherwise within the capabilities of the vehicle workshop staff.

r). Provide a vehicle collection and delivery service; movements with and without trade plates on both roadworthy and un-roadworthy vehicles, either self propelled or by a recovery vehicle.

s) Prepare vehicles for annual test and present/accompany for test as is appropriate or deliver/collect those vehicles to and from test as is required.

f). Coordinate warranty and specialist vehicle repairs.

u). Coordinate Vehicle Equipment Safety (LOLER) Inspections as required and at intervals set by law.
v) Coordinate Workshop Equipment Safety (LOLER) Inspections as required and at intervals set by law.

w) Provide administration for all activities connected with Vehicle Maintenance.

x) Complete and submit within 24 hours all job sheets/workshop reports etc connected with all vehicle maintenance.

z) Undertake works with suitably qualified vehicle engineers whom are competent in the maintenance of all vehicle types.

Any other duties as assigned by the Transport and Vehicle Maintenance Services Manager or Workshop Team Leader.

5.2 Scheduled Vehicle Maintenance intervals

The Council’s service frequency and level is determined by, the conditions in which the vehicle operates, the anticipated annual mileage, manufacturer’s recommendations and considers other factors which may impact on the vehicles performance and reliability.

It is the responsibility of Vehicle Workshops to monitor the condition of Vehicles, Plant and Equipment in the Fleet and to report where amendments to the maintenance regime could be made or given consideration to improve quality and performance and reduce costs.

Condition is monitored as part of the maintenance regime and all Workshop staff are required to report any issues of concern they find and make recommendations to provide improvement as is appropriate.

<table>
<thead>
<tr>
<th>SERVICE INTERVAL</th>
<th>DESCRIPTION</th>
<th>INTERVAL/LEVEL</th>
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<tbody>
<tr>
<td>Scooters, Cars, Light commercial</td>
<td>Scooters, Cars, Light commercial vehicles not exceeding 3500kg GVW and Electric vehicles</td>
<td>13 Weeks</td>
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<td>vehicles not exceeding 3500kg GVW</td>
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<td>Goods (Operator Licence)</td>
<td>Goods (Operator Licence) Vehicles and vehicles in excess of 3500kg GVW.</td>
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<td>Vehicles in excess of 3500kg GVW</td>
<td>Annual Service routine A B A C</td>
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<tr>
<td>Annual Service routine A B A C</td>
<td>Body Service monthly on Safety Inspection</td>
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<td>A Service bi-annually</td>
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<td>B Service annually</td>
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<td>C Service annually</td>
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<td>Street Lighting Platforms</td>
<td>Street Lighting Platforms</td>
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<td>Service according to routine at 8 Weeks</td>
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<td>Mini Sweepers</td>
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<td></td>
<td>Appropriate Service at 8 Weeks determined by hours used</td>
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<td>Ride on pedestrian Sweepers</td>
<td>Ride on pedestrian Sweepers</td>
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<tr>
<td></td>
<td>Appropriate Service at 28 Days determined by hours used</td>
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<td>DESCRIPTION</td>
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<td>Trailers Annual Service routine A B</td>
<td>A Service 26 weeks A Service 26 Weeks</td>
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<tr>
<td>Triple Mowers</td>
<td>Appropriate level of Service at 100 Hours determined by total hours used</td>
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<tr>
<td>Massey Ferguson Tractors</td>
<td>Appropriate level of Service at 250 Hours determined by total hours used</td>
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<tr>
<td>John Deere Tractors</td>
<td>Appropriate level of Service at 500 Hours determined by total hours used</td>
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<tr>
<td>Gang Mowers</td>
<td>Annually</td>
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<tr>
<td>All Vehicles</td>
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<tr>
<td>Brake (Hub and Drum/Disc) Inspection/ Service/</td>
<td>Annually</td>
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5.3. Service information

a) 24-7-52 Service

b) Workshop opening hours 7.00am – 8.00pm Monday to Saturday.

c) Out of hours call for assistance service covering evenings, weekends and bank holidays.

d) In the event of a breakdown inside the geographical area of the Borough where attendance is required at the roadside to deal with a mechanical breakdown to a fitter will aim to attend within 1 hour of receiving a call.

e) In the event of a breakdown outside the geographical area of the Borough where attendance is required at the roadside to deal with a mechanical breakdown to a fitter will aim to attend within 2 hours of receiving a call.

f) In the event of a breakdown outside the geographical area of the Borough where attendance is required at the roadside to deal with a mechanical breakdown and where it is anticipated that a fitter is unable to attend within 2 hours of receiving a call, alternative arrangements must be made to ensure attendance as soon as is reasonably practicable.

5.4. Proactive vehicle maintenance

- Vehicle engine management technology allows for exhaust emissions to be analysed annually upon test. Engine management systems hold the ability to ensure fuel delivery and burn are controlled to strict emission parameters during operation.
• Vehicle Maintenance Services procedures that require systematic valves clearance checks for correct tolerance on non-automatically adjusted engines.

• Tyres are inspected upon each service by Vehicle Maintenance Workshops to establish correct, fitment, twinning, steering geometry and running pressures.

• The Tyre Services Contractor checks on correct fitment, twinning, turning and re-grooving in accord with Policy requirements, advising on compounds and tread patterns to improve tyre life.

• Vehicle Maintenance Workshop checks upon each Vehicle Safety Inspection for fluid leaks (fuel, oil etc).

• Vehicle Maintenance service regime for all fleet vehicles to ensure same are maintained to high standards of roadworthiness. All fleet vehicles follow a strict programme of routine maintenance that follows VOSA requirements and manufacturers recommendations.

5.5. Parts

a) All parts fitted to the Councils fleet during the period of a vehicles warranty must be Original Manufacturers Equipment (OE). Non OE parts will be accepted only if those parts are of the same quality and performance and carry the same warranty as OE components.

b) Any claims arising from the failure of a component or any collateral damage caused by the fitment of non approved parts is the responsibility of vehicle maintenance.

c) Warranty on parts supplied shall be monitored by the Parts Contractor in liaison with the Workshop Team Leader. All workshop staff are required to contribute by advising the Parts Contractor to check the warranty status of any parts requested/replaced.

5.6 Productivity

• **Strategic** objective of achieving vehicle servicing/safety inspections in accordance with the service schedule.

• **Effectiveness** to minimise vehicle downtime.

• **Quality** to maintain the Councils fleet to DETR safety standards, including exhaust emissions.

• **Cost and Efficiency** to establish the annual maintenance costs per vehicle.

• **Fair Access** for customers by user surveys on their satisfaction with the vehicle maintenance provision.

a) All vehicles shall be maintained to manufacturers/ICME Repair and servicing times.
b) The Team Leader and Assistant Team Leaders are required to monitor the performance of staff and set targets against tasks when issuing work. Assistant Team Leaders are required to notify the Team Leader where targets are not achieved. The Team Leader is required to record concern over performance and take action as is appropriate.

5.7. Quality Practices

5.7.1 Quality KPI's

- A first presentation test pass rate of 85% is required for Class IV and VII vehicles.
- A first presentation test pass rate of 88% is required for HGV vehicles.
- Vehicle availability: a rate of 95% is acceptable.
- Heath and Safety Vehicle Workshop Audit by Team Leader assessment, 92%

5.7.2 Vehicle Roadworthiness (Safety) Inspections.

All vehicles operated by the Council and maintained by the Council's Vehicle Workshops are maintained in accord with best practice and the VOSA Guide to Maintaining Roadworthiness.

The Roadworthiness Inspection includes all items covered by the statutory annual test and is undertaken at a frequency which is necessary to provide an effective vehicle maintenance program. The frequency is determined by the conditions in which the vehicle operates, the anticipated annual mileage, manufacturer's recommendations and considers other factors which may increase the risk of vehicles becoming unroadworthy.

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<th>SAFETY INSPECTIONS</th>
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<tr>
<td>Gang Mowers</td>
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The program does allow for flexibility to intensify or otherwise change the frequency of inspections. For example, the frequency can alter as a result of changes in the vehicle's operating environment.

Safety Inspection Reports are essential in allowing the Team Leader to monitor a vehicle's condition and only continuous monitoring of these reports and consideration of findings by the Team Leader can determine if the frequency set is correct to maintain a vehicle's roadworthiness.

The Council’s Vehicle Maintenance regime procedures only allow for Skilled Fitters to conduct vehicle safety inspections and to record the inspection on the appropriate Safety Inspection report.

Skilled Fitters are either deemed competent by experience or have attended vehicle inspection training provided by either VOSA or the Freight Transport Association.

Vehicle Safety inspections follow either, a two or three stage procedure:

- **Stage I:** The vehicle is inspected by a Competent Person
- **Stage II:** If any faults are found, rectification works are then inspected by another Competent Person.
- **Stage III:** A final Audit check is undertaken by the Vehicle Maintenance Team Leader

Accordingly, the Inspection reports can require the signature of up to three different “competent persons” before the vehicle is declared safe to use. If no faults are found then only Stages I and III are necessary.

**Stage I:** The Safety Inspection Competent Person is required to carry out a comprehensive check of the vehicle's condition and list any faults found on the relevant report that require either

- Urgent attention or
- Less urgent faults that require early attention

On completion the Inspection Fitter is required to endorse the Inspection Report.

**Stage II:** Where any defects are found on the inspection any subsequent repair works are then inspected by another Competent Person. When those repairs are complete this Competent Person is also required to endorse the Inspection Report.

The Inspector checking rectification works is required to endorse the Inspection Report.
Stage III: This final part of the process requires the Team Leader to carry out a compliance check of the vehicle and the report and if both are found satisfactory the report is endorsed to confirm that the vehicle is in a safe and roadworthy condition.

5.7.3 Prohibiting unauthorised vehicle – Warning Notice

The intention of the notice is to prevent unauthorised use of a vehicle when under the control of the Vehicle Workshops.

Do not use notices are displayed in vehicles when they enter the Workshops and when vehicles are parked outside of the Workshops and awaiting repair.

Systematic checks to ensure notices are displayed as required are conducted at regular intervals by the Team Leader.

5.7.4 Defect Deferral System:

Defect deferrals allow for the rectification of non-safety defects to be delayed.

The defect deferral can only be used by Competent Persons to defer repairs on items which do not represent any risk to the safety of the vehicle and its operation, including the Roadworthiness or safe use of the vehicle, vehicle body or any equipment mounted thereon.

This system allows vehicles to continue operating without interruption to the service they deliver; repairs are then coordinated at a later scheduled time.

The Defect Deferral Report is a three part report designed for the purpose of Workshop Administration and to inform the Transport Manager and Vehicle User of the vehicle condition and rectification arrangements.

Items noted for recertification are coded according to the condition of the defective component and will be recalled by the Workshops accordingly, i.e. awaiting parts, serviceable until next planned visit, to return vehicle into service and monitor component development etc.

5.7.5 Workshop Staff feedback

Feed back from Vehicle Workshop staff is essential in achieving and maintaining an effective maintenance regime.

All members of staff are encouraged to contribute to achieve this best value objective and provide information of benefit to:

- Quality
- Productivity
- Performance

All feedback shall be passed upwards through the management chain.

Assistant Team Leaders are required to record Fitter (and their) feedback in their monitoring report (as covered at 6.1).
5.7.6 Toolbox talks

In addition to the day to day management of the Workshops and Workshop Staff the Team Leader is required to set aside 1 hour and meet with the teams at least once a month to discuss feedback and to brief his teams on any changes to be introduced as a consequence of that feedback, manufacturer’s recommendations or changes in legislation which impact on maintenance practices and procedures or other duties to be performed.

The Toolbox talk meetings are to be recorded by the Team Leader and details of attendees and topics covered shall be taken.

5.7.7 Team Meetings

These meetings are held quarterly and Toolbox Talk issues will be covered as an item on the agenda.

6. Performance Monitoring

6.1 Productivity and Quality Practices are to be monitored on an on-going basis to ensure standards are met and provide for continued improvement.

The Assistant Team Leaders are to monitor both the efficiency and standard of work produced by their teams by checking the:

- Quality of work produced and monitor quality of work for first time fix/comeback rate
- Performance in undertaking tasks

These checks are to be recorded by way of report below which shall be submitted to the Team Leader at the end of each shift period.

The report at Appendix I will also cover workshop staff feedback (as mentioned at 5.7.5) any other issues of importance to Quality, Productivity and Performance.

6.2 The Team Leader shall review each Assistant Team Leader’s end of shift report and discuss any matters arising with the Assistant Team Leaders before taking action as is appropriate and keeping his staff aware of any progress with the same. The Team Leader will record any actions on the Appendix I report.

The Team Leader shall conduct random performance checks of his Assistants at a frequency necessary to ensure satisfactory standards are being achieved.

The Team Leader shall also arrange for ad hoc/unannounced vehicle MOT’s of vehicles to be undertaken by independent external contractors following the completion of a vehicle’s scheduled maintenance works and prior to releasing the vehicle back into service.

Records of both the random performance checks and independent MOT’s shall be kept by the Team Leader together with any actions taken as a consequence of any performance concerns.
6.3 Key Performance indicators

The following Key Performance Indicator’s are monitored to ensure Vehicle Maintenance Workshops can demonstrate the extent to which expectations are met.

Key Performance Indicators may be enhanced in conjunction with Users and changing demands.

- MOT tests class IV & VII percent passed first time
- MOT tests HGV percent passed first time
- Workplace audit - percent compliance

7. Health and Safety

An Employees health, safety and welfare at work is protected by law. Your Employer has a duty to protect you and keep you informed about health and safety. Employees have a responsibility to look after both, themselves and others. If you have a problem at work report you concerns to your Assistant and or Team Leader.

Extracts below are taken from Council Policies which can be found on the Council Intranet (Porthole). This Guidance is to be read in conjunction with the relevant Policy.

The Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and other associated legislation impose on us all duties of both a general and specific nature aimed at ensuring and improving, so far as is reasonably practicable, health and safety at work.

All Employees are responsible for carrying out their duties in accordance with the Health & Safety at Work Act, 1974, the Management of Health & Safety at Work Regulations, 1999 and other relevant legislation. In this connection employees are reminded of their duties to take care for their own safety and that of others and to co-operate with the Council so as to enable it to carry out its own responsibilities successfully.

The following requirements are required of all employees:

7.1 Undertake assigned tasks and duties in a safe manner in accordance with instructions, training, methods and procedures and comply with safety rules, regulations and codes of practice.

7.1.1 If aware of any unsafe practice or condition, or if in any doubt about the safety of any situation, to consult their supervisor.

7.1.2 Use the correct tools, equipment and materials for the work and not use any that are in an unsafe condition.

7.1.3 Not intentionally or recklessly interfere with or misuse anything provided in the interests of safety, health or welfare, or do anything likely to endanger themselves or others.

7.1.4 Personal protective equipment must be worn where determined by risk assessment. Any defects, loss or damage must be reported to supervision and replaced prior to work recommencing.
7.1.5 Take reasonable care for the welfare, health and safety of themselves and of other persons who may be affected by their acts or omissions.

7.1.6 Co-operate with the Council or any other person so far as is necessary to enable any statutory duty or requirement to be performed or complied with.

7.1.7 To report all accidents, including “near misses”, dangerous occurrences and violence at work to their supervisors/line manager following the appropriate reporting procedure.

7.2 Accident, Violent Incident, Dangerous Occurrence or Near Miss Reporting Guidance

In order to ensure the Council provide a safe place of work all Vehicle Maintenance Workshop staff must ensure that all major and minor incidents, accidents, near misses or dangerous occurrences are reported to the Assistant and or Team Leader

7.3. Vehicle Workshop Health and Safety Audit

In addition to the Assistant Team Leaders day to day role in ensuring compliance with Health and Safety in the workplace the Team Leader is required to conduct an unannounced and comprehensive audit of the Vehicle Workshops on a monthly basis. This report as at Appendix II is used as a Key Performance Indicator to monitor Workshop performance.

7.4. Risk Assessments (RA’s)

All RA’s in place to cover works currently conducted. A summary of these RA’s are displayed in the Workshops and a more detailed individual assessment is kept by the Team Leader for access by all Employees; these RA’s must be strictly observed at all times.

However occasion may arise when undertaking new works that the assessments in place do not cover those works, in this instance report to and take advice from the Assistant Team Leader and or the Team Leader. Do not undertake any work where un-assessed risks are identified and report these and any hazards/dangers together with any recommendations you feel should be considered.

Take precautions as is necessary to make safe any hazards/dangers you encounter at work so as to protect yourself and your colleague’s safety.

The Team Leader is required, as part of the monthly Health and Safety Audit, to identify any areas of risk which are not assessed. He is also required to review the RA’s in place on a regular basis and shall check at least two a month to ensure continued compliance.