



HUMBERSIDE FIRE AND RESCUE SERVICE

Service Delivery Support

Provision and Use of Service Vehicles

Owner	Director of Service Delivery Support
Responsible Person	Head Fleet & Equipment
Date Written	November 2016
Date of Last Review	March 2021
Date of next review	April 2024

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1. INTRODUCTION

It is essential that Humberside Fire & Rescue Service (HFRS) uses and maintains its inventory of appliances and vehicles to the highest possible standard. To that end it is incumbent on the Service to inform and ensure that personnel who drive and maintain vehicles are fully aware of procedures and their responsibilities.

HFRS acknowledges and accepts its responsibility to manage and reduce the level of risk encountered by those personnel authorised to drive appliances and vehicles as part of their duties for the organisation. This policy applies to fixed term and permanent staff, seconded staff, temporary and agency staff, consultants, all the above-named parties shall be referred to as staff hereinafter for the purposes of this policy.

2. EQUALITY AND INCLUSION STATEMENT

HFRS has a legal responsibility under the Equality Act 2010, and a commitment, to ensure it does not discriminate either directly or indirectly in any of its functions and services nor in its treatment of staff, in relation to race, sex, disability, sexual orientation, age, pregnancy and maternity, religion and belief, gender reassignment or marriage and civil partnership. It also has a duty to make reasonable adjustments for disabled applicants, employees and service users.

3. AIMS AND OBJECTIVES

To ensure that the Services appliances and vehicles are driven, maintained and administered in accordance with current road traffic legislation and manufacturers guidance.

To provide authorised personnel with guidance and references for the safe and correct use of appliances and vehicles whilst undertaking their duties and, to ensure a high degree of proficiency when driving and in the maintenance and administration of them.

4. PURCHASE AND REPLACEMENT OF OFFICIAL VEHICLES

Official vehicles must be of a type and standard most suited to the needs of the work that has to be undertaken most frequently. The model chosen should be one suited to the mileage, number of persons and type of equipment to be carried.

Acquisition of all new vehicles will be made by the Fleet and Equipment Section, in consultation with Emergency Preparedness section, with the end user requirements taken into consideration.

Request for additional vehicles, over and above current establishment levels, must have an approved decision record or an appropriate business case.

The need for every vehicle should be reviewed prior to replacement. Automatic replacement should be avoided. Consideration must be given to alternative ways of meeting the business need, e.g. public transport or conference calling.

Before a vehicle is to be replaced, a number of factors are to be considered.

- Vehicle mileage

- Vehicle usage type
- Vehicle condition

- Ongoing service and maintenance costs
- New Technologies available

The Fleet and Equipment Section will inform users of when vehicles are to be replaced.

5. HIRE VEHICLES

Occasional travel requirements may be more economically met by utilising spot hire self-drive vehicles. These should only be arranged by contacting the Fleet and Equipment Section to ensure best value for money and that the hire vehicle is covered by the Services Insurance policy.

Any claims arising against HFRS for the costs of damage and/or repairs to hired vehicles should be referred immediately to Emergency Services Fleet Management (ESFM).

As most hires should be of short duration it is not usual for there to be any servicing requirements. However, if there are the suppliers requirements must be complied with.

6. USE OF POOL VEHICLES

Official pool vehicles are provided to meet the essential transport needs of HFRS and are for the general use of staff. Official vehicles must only be used for journeys in the direct furtherance of the business of HFRS. In no circumstances may they be used for private purposes.

Should an official vehicle be used for private mileage this would be deemed as a Benefit in Kind to the individual and that benefit would be liable for tax.

Incidental private use is based on the main reason for the journey. If the vehicle was being used for a business trip and the driver stopped on the way for a private errand, such as to buy lunch, this would be regarded as incidental and not taxable. However, if the driver used it to do their weekly shopping and stopped on the way to meet a customer, the opposite would apply, and it would be the business use that was incidental. Employees are allowed to take vehicles home in order to make an early start on a business trip the next day, these journeys must be authorised.

An official vehicle may not be used for the staff members own convenience.

Individual members of staff are not permitted to use or borrow official vehicles to service the transport needs of a charitable event, however justifiable the cause may appear, where no wider HF&RS involvement exists in terms of resources or support.

If an individual is seconded into a different Section on a temporary basis, that Section Head may authorise the use of an official vehicle (subject to availability) for the duration of the secondment, however, the vehicle must be left at the nearest Service premises overnight and not left at an individuals' home address.

7. USE OF FLEXIBLE DUTY SYSTEM (FDS) VEHICLES

FDS vehicles are available for managers conditioned to the Flexible Duty System to use whilst on duty. The vehicle is insured and licensed for such use. When not required for operational response these vehicles should be treated as pool vehicles.

A manager is determined to be on duty when rostered as per the current FDS duty sheet issued by Service Support Centre (SSC) and is available to immediately respond to incidents if so requested. This is confirmed by the officer booking mobile with Service Control on each occasion the vehicle is used.

An officer may use a Service vehicle when not rostered for duty, subject to the following:

- Confirming they are on duty and immediately available to respond to incidents by contacting Control.
- Remaining available to respond to incidents, until closing 'Home Address' i.e., cannot close 'Not Available'.
- The availability for response to incidents must be the main consideration of officers in connection with the carrying of passengers and the purpose of the journey.

The observance of (a.) and (b.) above will not only confirm that the officer is 'on duty' but will allow Service Control to efficiently utilise all the available personnel by mobilising the nearest officer to incidents. Failure to comply with the above would:

- Invalidate the vehicle insurance, in that the vehicle would be used without the permission of the Policyholder.
- Remove the exemption from Excise Duty because it would be deemed that the vehicle is not being used for Service use.

When a manger closes 'Home Address' they must ensure that the vehicle is available for Service use if required. When a manager is not rostered for duty for a period in excess of 4 days, they must contact the Fleet and Equipment Section, to arrange the most efficient use of the vehicle. When an officer is on sickness absence the vehicle must not be used, for periods in excess of 4 days, arrangements must be made by the officer to have the vehicle collected by contacting the Fleet and Equipment section

8. USE OF PRIVATE VEHICLES FOR OFFICIAL JOURNEYS

Essential users, specific roles as defined by the Corporate Management Team within HFRS are required to maintain immediate use of transport and as such are designated 'Essential User'. Employees in these roles may maintain the availability of private

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vehicles for official purposes and as such may claim a mileage allowance for their usage (For guidance see [FIN16 Essential Car User Claim Form](#)). Essential users must register their vehicle details with the Finance and Fleet and Equipment sections including copies of valid MOT Certificate, insurance certificate including business usage cover and driving licence details before using a private vehicle for official journeys. Essential users may not use private vehicles for the purpose of responding to emergencies.

Retained Duty System (RDS) personnel responding to a fire call are not essential users and should respond at normal road speed to their home station, obeying all traffic regulations, under no circumstances are they to proceed to any incident or standby in a private vehicle.

Casual users, in certain circumstances employees may utilise their own private vehicle in the furtherance of the Services business and therefore may claim a mileage allowance (For guidance see [FIN15 Casual Car User Claim Form](#)). Such usage may only be permitted where:

- No official Service vehicle is available for use
- Prior approval has been granted.
- The driver and vehicle are covered by an appropriate insurance policy which includes business use.
- The vehicle has been maintained in a roadworthy condition.
- The driver forwards copies of their insurance certificate, MOT certificate and driving licence with the first claim made in each financial year.

For guidance relating to transport for operational deployment and detachment (see service policy for Deployment and Detachment). Utilisation of a private vehicle must only be made on a purely voluntary basis and will not be relied upon or required as mandatory by the Service.

9. LEGAL ASSISTANCE

Facilities are available within the Humberside Fire Authority for legal aid to be provided for the driver of any Service vehicle who may be prosecuted for an alleged offence under the Road Traffic Regulations, when such assistance is not being provided from any other source. Applications for legal assistance should be made by the individual as soon as possible after notification of intended prosecution is received. Personnel are reminded that they must inform the Chief Fire Officer and Chief Executive, in writing, of any subpoenas to appear in court.

10. PARKING FINES AND FIXED PENALTY NOTICES

Fixed penalty notices are usually served on the driver personally or by attachment to the vehicle. The payment of fines for parking, overloading and other fixed penalties are the responsibility of the member of staff driving at the time of the offence.

Refusal to pay a fine may result in Conduct and Performance action.

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Where a driver considers that the offence was committed in extenuating circumstances which may warrant an appeal being made to the issuing authority, or the fine being paid from official funds, they must immediately pass the penalty notice to the Fleet and Equipment section together with a full report explaining the incident.

11. DRIVING OFFENCES

Any member of the Service who as a result of any road traffic offence receives any penalty awards, driving bans or convictions will inform the Chief Fire Officer immediately in writing. This requirement shall apply whether the offence was committed when the member was on or off duty.

Any notice of impending prosecution relating to speeding offences, for a Service vehicle, that is received directly by the Fleet and Equipment section. The Section will interrogate the Telematics software in order to determine the driver responsible and follow through with any appropriate action.

12. VEHICLE DOCUMENTS

Should a member of the Fire Service be requested by the Police or other authorised person/s to produce any documentation relevant to a Service vehicle, they should inform the Fleet and Equipment Section who will make the necessary arrangements.

13. ACCIDENTS

The driver of a motor vehicle involved in an accident causing damage or injury to any persons, vehicle, roadside furniture, or injury to animals, namely cattle, horse, ass, mule, pig, sheep, dog, or goat, must stop and if asked to do so, give their name, the name and address of the owner of the vehicle and also the registration marks of the vehicle and particulars of their insurance (QBE) to any persons having reasonable grounds to request them. If for any reason these particulars are not given at the time of the accident, then the accident must be reported to the Police as soon as reasonably practical and in any case within twenty-four hours of its occurrence. The report must be made by the driver of the vehicle in person at a Police Station or to a Constable.

NOTE: *No liability for the accident should be admitted.*

Irrespective of the exchanging of details at an accident, if anyone is injured, the accident must be reported to the Police as soon as possible and in any case within twenty-four hours. The Police may require sight of the vehicle's documents within five days. These are available from the Fleet and Equipment Section.

When the accident occurs, the person in charge of the appliance or vehicle is to make every effort to obtain the names and addresses of witnesses. Neglect of this action will tend to place the Service at a disadvantage in dealing with claims.

Accidents whilst Responding to a Call

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It is required by the Road Traffic Act 1988 that the exchange of information following any accident is given by the driver of the vehicle. The information to be given to other drivers involved and/or the Police his/her name and address, the Service's name and address, the vehicle registration mark and insurance details.

The officer in charge of the Service vehicle will immediately inform Service Control of the accident and request that a further Service vehicle be despatched to the original incident. The Service personnel involved, if able, will render assistance to others who may require it, request any assistance, note the position of the vehicles involved and note any road markings.

After completing an assessment of the situation, assisting the driver to give the necessary information and ensuring the appliance is roadworthy, the Officer in Charge may decide to proceed to the original incident and inform Service Control, who will decide if that attendance is required or otherwise.

Where persons are injured due to an accident involving a Service vehicle every attention must be given immediately to those persons and in the absence of the Police the Officer in Charge of the Service vehicle must arrange for the attendance of an ambulance, if necessary.

Accident Reporting Procedure

Following an accident, the Accident Report form should be completed on the Tranman Web portal, as well as completing the relevant section on the Rivo health and safety reporting system as soon as the vehicle/appliance returns to station by the driver of the vehicle involved. Any relevant statements from witnesses, sent to their Station Manager/Section Head within 24 hours of the incident.

If there are any defects/damage to the Service vehicle, again this is to be reported on the Tranman system as normal.

Damage to Property caused by a Fire Service Vehicle (excluding Motor Vehicles)

Where damage is sustained to property, whether it is the property of the Service or of third parties, the same procedure as laid out in paragraph above (Accident Reporting Procedure) is to be followed. In the case of road furniture being involved, i.e. traffic bollards, barriers, etc.; the Police must also be informed as soon as possible and in any case within 24 hours.

Statements

Liability must not be admitted, nor any question of blame discussed by any member of the Service at the time of accident.

Drivers should note that whilst they are not obliged to make any statement to a Police Officer, it may be in their interest to do so. If such a statement is to be volunteered another member of staff should be present during the interview and a copy of the statement attached to the accident report and forwarded to their line manager.

Personnel are reminded that they are not bound to answer any question which may tend to incriminate them and that any statement given to the Police may be taken down and used in evidence in the event of prosecution.

Under no circumstances is a member of the Service to be interviewed about an accident by a representative of any Company except by permission of the Chief Fire Officer and Chief Executive. Should a representative visit a Service premises with regard to an accident, no statement as to the cause of the accident is to be expressed or given, but every facility is to be afforded to the representatives concerned to take particulars of any damage.

Accident Investigation

Once the Rivo accident report is completed (as in the paragraph, Accident Reporting Procedure, above) the system administrator will designate the appropriate section head. The section head will then carry out an investigation and update the Rivo investigation.

Letters or Notices Regarding Accidents

All letters received concerning accidents involving Service vehicles must be forwarded to the Fleet and Equipment Section via the Station Manager/Section Head. Any questionnaires should be completed in pencil before forwarding to Service Headquarters.

Notices of Intended Prosecution received by personnel following an accident or any other driving offence committed in a Fire Service vehicle should be forwarded to the Chief Fire Officer and Chief Executive via the Emergency Response Group Manager as soon as possible.

Records

Engine powered equipment is issued with Engine Powered Log Sheets. Whenever an item of engine powered equipment is used it is the responsibility of the driver or operator to make and sign an appropriate entry in the Log Sheet to indicate the following:

- Date of use.
- The purpose for which the engine powered equipment was used for.
- The amount of fuel or oil issued.
- Running time.
- Signature and service number of the operator.
- Initials of manager.
- Any defects will be entered in the appropriate section and a Tranman defect raised for the equipment.

14. SPECIAL APPLIANCES

Vehicles not fitted with a tracking unit and cab sensor, will still be required to complete the log book with journey details and the blue maintenance book with the relevant driver checks.

15. INVENTORIES

Inventories are issued for all appliances and must be kept up to date in respect of all fixed and non-fixed items of equipment. An appliance transferred to another station will be transferred with its own inventory sheets.

16. FUEL LUBRICANTS AND FLUIDS

The Fleet and Equipment Section will arrange for supplies of diesel fuel to those stations with bulk fuel storage facilities. Users of Service vehicles should always endeavour to re-fuel at a service location with a fuel pump. Where this is not practicable, the All-Star card, which is issued to every vehicle, may be used at a commercial premise to purchase fuel. The use of AdBlue in Fire Service vehicles is becoming more prevalent. A vehicle requiring the use of AdBlue will not operate without it. AdBlue can be obtained via Stores, or by purchasing using the vehicles Allstar card at Fuel Stations selling it.

Whilst carrying out an appliance daily check, it is noted that a lubricant or fluid level (brake, steering, windscreen wash etc.) is low, the immediate line manager must be informed who will contact ESFM to arrange for relevant lubricants and fluids to be topped up.

For small fleet, there is a facility at all the Halfords stores within the Service area where, screen wash, anti-freeze, bulbs, wipers and wing mirror glass can be purchased on account to a maximum of £50. The driver will need to present a valid ID card and vehicle details, mileage/registration market.

17. VEHICLE BREAKDOWN

In the event of an emergency response vehicle (including FDS vehicles) becoming defective, either because of an accident or due to breakdown, the person responsible for the vehicle will inform Service Control immediately, informing of the situation, then, the driver is to contact the duty mechanic by mobile phone. The vehicle is not to be driven again until the attending mechanic assesses the roadworthiness of the vehicle. If the vehicle is not roadworthy, the mechanic will arrange recovery of the vehicle. ESFM will arrange for replacement vehicle to be utilised and transport, if necessary, to the replacement vehicle. Non-operational vehicle users should follow the guidance below. The person responsible for the vehicle should then contact ESFM (or Service Control outside of office hours) and provide the following information:

- Any contact point (i.e., telephone number).
- Registration number.

- Make, model and colour.
- Type of transmission - manual/automatic.
- Defect symptoms and suspected fault.
- Exact location.
- Destination.
- Number of passengers.

18. VEHICLE ROUTINES

The following **daily** routine must be carried out on all vehicles attached to a station at each change of watch and on all vehicles attached to other sections upon commencement of use. The interior and exterior of every vehicle is to be kept clean and tidy at all times, in the interest of operational efficiency, health and safety of personnel and to maintain the public image of the Service.

Check fuel level and replenish if necessary. Those appliances with AdBlue tanks should check:

- Level and arrange top up as necessary.
- Ensure engine oil, engine coolant and windscreen wash are at the correct levels.
- Check all lights function correctly.
- Check that all warning devices operate correctly.
- Check that the tyres have adequate tread, are at the correct pressure and a visual check that the wheel nuts are tight.
- Inspect bodywork for damage.
- Check that any equipment is stored safely and securely.
- Carry out any specific checks which are pertinent to that vehicle.

The above routine is to be carried out by Retained Duty Stations (RDS), during development sessions.

19. PUNCTURES AND REPAIR OF TYRES

If, on inspection, abnormal or excessive wear to a tyre is found, in the case of an appliance, Service Control are to be contacted and informed that the appliance is “Off the run”. The nearest approved tyre repair company is then to be contacted and a repair/replacement will be fitted.

If a puncture occurs whilst a vehicle is on the road, appliances are to contact Service control immediately and state the appliance is off the run, the nearest approved tyre repair company are to be contacted who will arrange for a mobile repair.

For a light vehicle, the driver is to change the wheel with the spare, if the driver does not feel confident in carrying out this task, then either Service Control or the Fleet and Equipment section (during normal office hours) are to be contacted and given location details, they will then contact the duty mechanic, who will arrange for a mobile fitter to attend. If the driver fits the spare wheel themselves, they are to take the punctured/damaged tyre to the local approved tyre repair company for repair/replacement.

Details of approved tyre repair companies can be found by calling the Fleet and Equipment Section during normal office hours, or Service Control out of hours.

20. RESERVE APPLIANCES

HFRS maintain a fleet of six pumping appliances to be utilised operationally when front-line appliance are required for service or, suffer mechanical defects. These appliances are all located at ESFM, they also maintain one fully kitted reserve appliance. This vehicle will be operated by ESFM to enable annual testing of operational equipment.

21. PLANNED MAINTENANCE

ESFM will contact stations to inform them that a certain appliance requires a service. ESFM will deliver a spare appliance to that station, prior to the date of service. The crews on station will then swap their appliance with the spare. Crews must inform control of the changeover so that they can amend the Radio Identification Code (RIC) code of the reserve appliance radio to enable status messaging and make the necessary adjustments to the Vision mobilising system. The appliance that requires maintenance, **must** be made available for ESFM to collect on the day stated on initial contact.

On completion of the maintenance, ESFM will contact the station to inform them of the day their appliance will be returned. Once returned, crews are responsible for swapping the spare appliance with their own, again Service Control are to be notified.

Crews on station are to ensure that all the relevant standard tests are carried out during appliance swaps. Any faults or defects are to be reported immediately using the Tranman system.

22. UNPLANNED MAINTENANCE

When an appliance breaks down, or stations identify an appliance defect which affects their ability to respond to emergency calls, the station will inform Service Control of the non-availability then contact ESFM. A Mechanic will either attend, require the vehicle to attend ESFM, or advise the station that repairs cannot be immediately carried out.

Where the appliance breakdown or defect occurs whilst the appliance is off station and the appliance is unable to proceed, a mechanic will attend. Should repair not be possible, the mechanic will organise recovery of the vehicle and crew. In any circumstance where the mechanic states repairs cannot be completed immediately, the station will require the use of a reserve appliance. The procedures detailed in Planned Maintenance (above) should then be followed.

23. FULLY KITTED RESERVE

Pumping appliances carry a number of common items of equipment which are defined as requiring an annual standard test. These tests are undertaken by ESFM. For efficiency, these tests are scheduled in such a way that all the equipment on a particular appliance is tested at the same time. To facilitate this, ESFM maintain a reserve appliance which is stowed with all generic items of equipment. This maintenance includes ensuring all equipment carried is permanently within standard test.

When the equipment on a front line pumping appliance is required for annual test, ESFM staff will deliver the kitted reserve to the relevant station. They will move specific items of equipment from the appliance to be tested to the kitted reserve, e.g. BA sets and spare BA cylinders, hydraulic cutting equipment, etc., and then take the front-line appliance to ESFM for the testing to be carried out.

Where this involves a Retained Duty System (RDS) station, the change-over will probably take place when there are no RDS personnel on station. In these circumstances, ESFM will ensure the relevant Watch Manager has been informed. When this appliance is put on the run, station personnel will be required to carry out acceptance tests on the equipment it carries and complete a single entry in the appliance standard test folder.

24. VEHICLE BASED TELEMATICS

Telematics are fitted to the majority of the Service's vehicles to ensure HFRS maintains its ability to fully manage and monitor its vehicles utilising data to: promote sound business, maintain health & safety management and ensure that environmental issues are dealt with by reducing the Service's carbon footprint.

Every employee in the Service who is entitled to drive a Service vehicle, has been issued with a Dallas Key. Drivers must present this unique driver ID key to the in-cab sensor every time the vehicle is started. By presenting the driver ID key, the driver is;

- Confirming that all the relevant checks have been completed according to the type of vehicle.
- Ensuring that any faults, defects, damage or other vehicle issues are recorded and reported to the appropriate line manager as soon as reasonably practicable, ideally before use. This will ensure that the current driver will not be held responsible for any outstanding issues.

The driver ID key must only be used by the individual to whom it is issued. The telemetry system will be used to identify the previous driver where a fault, defect, damage or other issue has not been reported. By not reporting it can be taken that the responsibility lies with the previous driver and therefore that individual will be reported to their line manager for further investigations.

The telematics information is available through a secure web based system which allows remote access for authorised users. Information is held securely within the

system and access is controlled by the system administrators as designated by the Director of Service Support.

The telematics system incorporates a functionality suite which may be added to over time but includes:

- Journey Report
- Idling Time / Stop Report / PTO Engagement
- Location Report
- Historical Report
- Speed Report
- Total Mileage
- Driver Identification
- Unauthorised driver alert
- CO2 emission/fuel consumption report
- Live location/speed
- Detection and recording of device activation (blue lights, Siren)
- Out of Area Alert

Telematics enables the Service to identify the location of a vehicle in 'real time'. The system provides driver identification in conjunction with the use of a unique individual driver ID tag. This is presented to a reader inside the vehicle prior to starting. The issuing and use of the ID tag allows the Service to match the driver with the category of the vehicle that they have been authorised to drive. The system can alert system administrators to unauthorised use, to allow feedback to be given to the individual as to why they may be exempt from using the vehicle i.e. restriction on minibus use dependant on authorised vehicle categories.

Reports can be generated incorporating the data gathered by the telematics system. Examples of this are individual vehicle use, driver behaviours and fuel consumptions. These reports will be used to inform current and future models around alternative vehicle use and which then informs the procurement and subsequent vehicle management process.

Staff who have cause to drive Service vehicles and possess a relevant valid driving licence will be issued with a unique individual programmed ID tag; for use prior to driving a Service vehicle. Staff will be required to produce their licence for inspection to allow their details to be uploaded onto the secure telematics system for their unique ID tag to be programmed correctly.

Information required is as follows:

Name

- Service Number/Post held
- Driving Licence Number
- Eligible licence categories (e.g. B,B1)

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Telematics information will comply with the Service's current security arrangements in accordance with the Data Protection Act.

At no time will information relating to an individual be released to an external party without the express permission of that individual unless requested as part of a criminal investigation or by a regulatory body such as DVSA. Telematics information can be used by Driver Training, Fleet & Equipment and the Health & Safety section to support areas of operational response, accident investigation, and conduct and performance investigation, driver training and fleet usage.

Requests for information held within the telematics system should be made formally to the Group Manager, Service Support, in the first instance, who will make the appropriate arrangements (Information regarding driving complaints, are to be directed to the Service Complaints Officer), Should the Group Manager Service Support be unavailable, urgent requests should be made to an on-duty Group Manager. A list of authorised users and access rights will be maintained by the Director of Service Support. When notification is received by the System Administrator that an individual ID tag has been lost or stolen, then that ID tag will be immediately deactivated to prevent unauthorised use. Telematics information will be held for the duration of a vehicles life within the HFRS fleet and at least six months after a vehicle has been disposed of by HFRS.

All staff who may have cause to drive a Service vehicle will be required to be issued with their own unique ID tag. Individuals are responsible for their own ID tag ensuring its safe custody and usage. The ID tag must not be shared with other drivers. Should an individual lose or have their ID tag stolen, then they must immediately report this to their Line Manager and also to the System administrators via the e-mail address below without delay.

**If you require further guidance on this document, please contact
Fleet and Equipment Section**

Version History

Date of Amendment	Responsible Person	Details of Amendment	Consultation Required	Director Approval	Comments
1/4/2021	A Day	Insurance provider details updated	No	L Plunkett	