



# Drivers Manual



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## Introduction

**This Driver's Manual has been designed to help you drive and operate your vehicle safely.**

**Before you drive the vehicle for the first time, please ensure you have completed the following with your line manager:**

- Had your driving license checked
- Read and signed the declaration on Driver Risk Assessment
- Been given vehicle familiarisation training
- Had the importance of the daily pre-use checks explained to you
- Been explained what to do if you find a defect on your vehicle or if a defect develops during the day
- Been explained that you are responsible for the cleanliness of the vehicle inside and out

**This is all done to ensure that you are as prepared as you can be to take the vehicle out on the road – remember that once you are sitting in the driver's seat, you are legally responsible for the safe operation of the vehicle. This means that you must;**

- Drive with due consideration to other road users and pedestrians
- Drive according to the conditions at the time
- Obey all speed limits and where necessary reducing your speed accordingly
- Ensure that your vehicle is not overloaded and that any load carried is properly secured
- Abide by driver's hours rules (if applicable)
- Report any incident to your Supervisor and Fleet Services

**and, if you are unsure of anything, ask for clarification.**

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## Section 1. Responsibilities – Driver, Departmental, Corporate

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All employers have a duty of care to their employees and customers. For some employees driving is a secondary task to their usual duties, but it is important that they focus equally on the driving aspect when required to drive.

### Drivers

As a driver you must:

- Read the Councils Driving at Work Policy
- Ensure your driving licence is up to date and valid for the category of vehicle you will be driving
- Complete a Driver Risk Assessment Form, which gives you authorisation to drive on behalf of the Council
- Be aware of the legislation relating to your driving activities
- Be mindful of Health and Safety requirements
- Load your vehicle safely and legally
- Ensure that equipment fitted to your vehicle is kept in good working order
- Inform your line manager, as soon as possible, if you are reported for an offence that could result in penalty points or disqualification whilst driving outside of work.
- Report to your line manager if you have any medical conditions or are taking any medication that may affect your ability to drive

Note: you are personally liable for payment of any penalties imposed through contravention of Road Traffic Legislation or Parking fines which may be levied against them.

### Individual Departments

Departments that require their employees to drive on behalf of the Council are responsible for their day to day management. Departments must ensure that all:

- Drivers adhere to Council policy, are fully licenced, competent, and medically fit to drive.
- Carry out risk assessments of their transport operations, ensuring safe working practices are in place. This includes completion of an Annual Drivers Risk Assessment.

### Fleet Services

Responsible for the management and maintenance of the Council's fleet and providing fleet management services to all departments responsible for operating vehicles, plant and / or machinery.

### Corporate (The Council)

Responsible for providing vehicles that are fit for purpose for the function they are being used for, are in good condition, and are safe and legal. Where required Dorset Council will provide the necessary policies, training and ongoing assessment of its employees who drive on Council business.

## **Driver Licenses, Medicals and Medical Impairment**

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To drive on Council business, you must: -

- Hold a valid driving licence for the class of vehicle you are being asked to drive and if you are driving a LGV or PSV, a driver's vocational qualification card (DCPC) and Tachograph card
- Have authorisation to drive
- Have completed an Annual Driving Risk Assessment
- Have completed a Drivers Declaration form (LGV and PSV only)

The Council has a legal requirement to check the licences of those who drive on Council business. Employees will be required to produce their current licence when requested to do so.

Before you can drive on Council business you must complete an Annual Driver Risk Assessment with your line manager where your licence details will be checked. Dorset Council policy is to conduct as a minimum one automated driving licence check a year.

Failure to produce a current valid licence will result in the authority to drive being removed and this could result in disciplinary action.

Drivers are required to sign an annual health declaration form stating that there have been no changes to their health that could affect their ability to drive. Your doctor will be able to advise on this subject.

You must ensure that your eyesight is adequate to drive and ensure it is tested at least every five years, or appropriately for the class of vehicle driven.

You must inform the DVSA and your line manager if you have health issues that could affect your driving ability or legality. Some of the conditions are:

- Epilepsy (seizure or fit).
- Giddiness, fainting, blackouts or stroke.
- Angina, heart conditions or cardiac surgery.
- Brain tumour, brain surgery, severe head injury.
- Diabetes controlled by tablets or insulin.

- Parkinson's disease.
- Chronic neurological conditions.
- Severe psychiatric illness.
- Alcohol or drug dependence.
- On-going difficulty in the use of arms or legs.
- Visual problems that affect either eye.

Note: You must tell DVSA if you've got any problems with your eyesight that affects one or both of your eyes. This doesn't include short or long sighted or being colour blind.

The items listed above are just a guide. If you are unsure about the need to report a condition, ask your doctor or contact DVSA's medical section immediately.

You are required to present yourself in a fit state for work. You must not be excessively tired or suffering adversely from drugs (prescription or otherwise) or under the influence of alcohol.

Dorset Councils carries out periodic random drug testing for vocational drivers.

You are required to notify your supervisor of any condition that may affect your fitness to drive so that, where appropriate, medical advice can be sought.

Remember, how you are feeling can affect your driving.

You must inform your line manager immediately of any change in circumstances relating to your driver's licence, for example endorsements, ill health or change of personal details, such as your name and address changing.

## Vehicle Familiarisation

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The use of a vehicle supplied by an employer to an employee is covered under the Provision and Use of Work Equipment Regulations 1998

The Provision and Use of Work Equipment Regulations, or simply PUWER regulates the standards of safety for equipment used in work environments. Its obligations apply to both employers and employees, as well as those who provide equipment for others to use at work.

Employers must ensure that all persons who use work equipment have received adequate training for the purposes of health and safety, including training in the methods which may be adopted when using work equipment, and risks which such use may entail and the precautions to be taken. (PUWER regulation 9).

Before you drive the vehicle that has been allocated to you, you must ensure that you are familiar with the controls and features of the vehicle. This also includes any ancillary equipment such as a tail-lift, tipping mechanism, bin lift etc if you are going to be operate this.

NB: this is not necessary if you are moving the vehicle from one location to another and that this is not the vehicle you will be expected to drive and operate.

This familiarisation includes reading the manufacturers drivers manual and have your supervisor go through the controls, dashboard warning lights and other features of the vehicle with you.

For more specialist items of equipment, it will be necessary for you to undertake additional formal training which will be documented on completion.

### Warning Lights

If any of the warning lights on the dashboard light up whilst you are driving (amber or red), you must stop as soon as it is safe do so to identify the symbol, such as

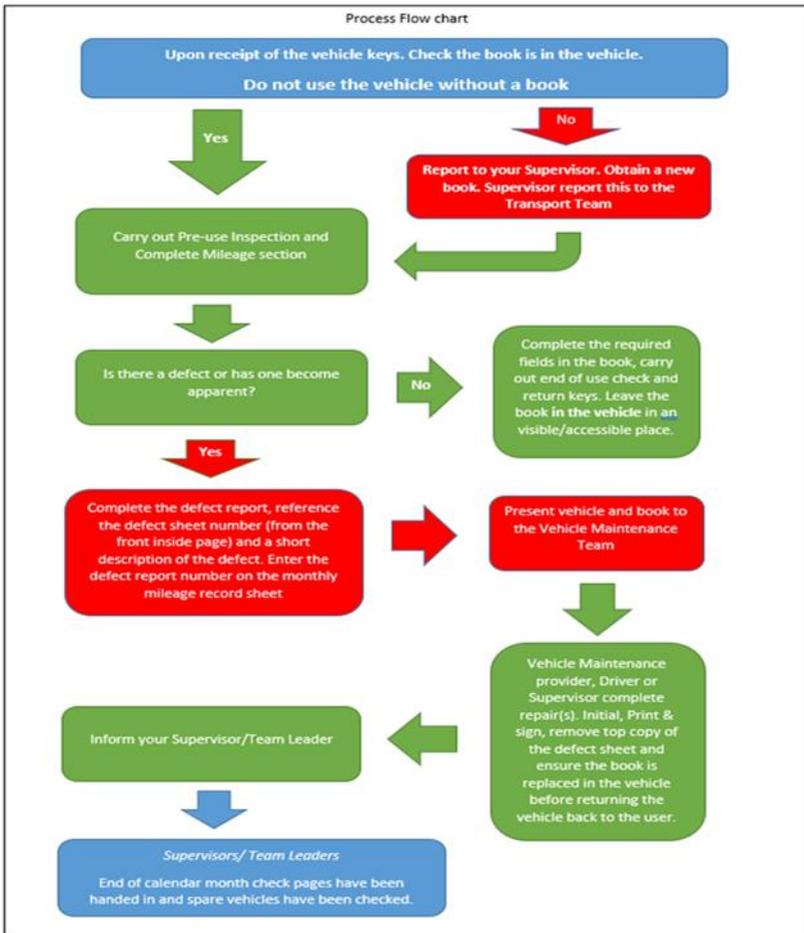


You should contact Fleet Services on 01305 228104 for advice as to whether it is safe to continue driving the vehicle.

**Note: if you are unsure of the safe operation of the vehicle please ask**

## Vehicle Pre-Use Checks

You are legally responsible for the vehicle you are driving and therefore you are required to carry out a pre use check before driving a vehicle to ensure it's legal and safe to operate. This should take between 10-15 min





 Book number **02**

**Vehicle Defect Report** Defect sheet No. **0052**

Driver's name  Date

Registration No  Mileage

Details of defect		Action carried out to rectify defect	Job number	Initial
Item reference number				
Item reference number				
Item reference number				
Item reference number				
Item reference number				
Item reference number				

Driver name \_\_\_\_\_ Signed \_\_\_\_\_ Name\* \_\_\_\_\_ Signed \_\_\_\_\_

Date \_\_\_\_\_ Date \_\_\_\_\_

\* All defects rectified



Further guidance can be found by watching the following Power Point presentation

Please speak to your line manager if you have not already seen this.

## Health & Safety and Wellbeing

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Dorset Council has well established Health and Safety Policies and Procedures. These policies and procedures apply equally to operating vehicles as they do for any other work-related activity.

Dorset Council has a Driving at Work Policy which clearly sets out the expectations placed on the Council, as well as the responsibilities that rest with managers and individual drivers.

In all health and safety matters we have a collective responsibility for our own safety and that of others, including co-workers and the public. As with all machinery, vehicles should only be used by a competent person and in line with the operating instructions for the vehicle and the type of operation in which it is involved.

### Seatbelts

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It is a legal requirement that you and any passenger(s) you carry must wear a seat belt in cars, vans and goods vehicles if one is fitted.

If you are seen driving a Council vehicle without wearing a seatbelt this will lead to disciplinary action being taken against you.

Head restraints must be properly adjusted; where possible the top should be no lower than the top of your head. The seatback should be adjusted so that the head restraint is just behind your head.

### Mobile Phones

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#### Mobile Phones

It is Dorset Council policy that you do not use any handheld mobile devices when driving on Council business

While driving, you will be breaking the law if you pick up or use any type of phone or mobile device that is, or must be, held to operate. You must not use a phone or mobile device: -

- While driving
- When you are stopped at traffic lights
- When you are queuing in traffic

- To receive calls, pictures, text messages or to access the internet

If you are caught using a hand-held mobile phone or similar device while driving, you'll get an automatic fixed penalty notice – currently six penalty points and a £200 fine (2021). If you are driving a goods or passenger carrying vehicle the fine could be up to £2500.

If your case goes to court, you may face disqualification and a larger fine. As it is Council policy not to use a mobile phone when driving, you could also face disciplinary action.

For the safety of yourself and other road users, use voicemail or divert calls so that messages can be left for you while your phone is switched off.

Find a safe place to stop and to park, turn off the engine and remove the keys from the ignition BEFORE you make a call or receive messages.

**In an emergency you can only use your phone in a vehicle if you need to call 999 or 112 and it's unsafe or impractical to stop and you are safely parked.**

## **Driver Behaviour – Conditions, Speeding, Load Security, Passengers**

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You must remember that when you are at work you are a representative of Dorset Council. How you behave is a reflection on the council itself.

The same applies when you are driving the vehicle that Dorset Council has allocated to you.

In the eyes of many Dorset residents, they have paid for the vehicle in which you are travelling. Therefore, they expect to see it kept clean, free from damage and driven in a responsible way.

Driving too fast for road traffic conditions and misjudging speed and distance are the two most common causes of collision.

You must not drive faster than the speed limit for the type of road and your type of vehicle. **The speed limit is the absolute maximum it's not a target - it doesn't mean it's safe to drive at this speed in all conditions.**

Vehicles have different speed limits on different types of roads. It is the drivers' responsibility to ensure they know the speed limit for the type of vehicle they are driving.

As a responsible employer Dorset Council will not tolerate the use of inappropriate speed or generally exceeding speed limits.

You should always reduce your speed when:

- The road layout or condition presents hazards such as bends
- Sharing the road with pedestrians and cyclists; particularly children, and motorcyclists
- Weather conditions make it safer to do so
- Driving at night as it is harder to see other road users.

	 Built-up Areas	 Single Carriageway	 Dual Carriageway	 Motorway
				
 Cars and Motorcycles (including car derived vans up to 2 tonnes maximum laden weight)				
 Cars Towing (including car derived vans and motorcycles)				
 Good Vehicles (not exceeding 7.5 tonnes maximum laden weight)				
 Goods Vehicles (exceeding 7.5 tonnes maximum laden weight)				

Dorset Council operates Pick-Up trucks such as Ford Rangers and Mitsubishi L200s. Please note, depending on the vehicles unladen weight these can fall into one of two categories.

Pick-ups with an unladen weight of less than 2040kg are classed as Dual-Purpose Vehicles and can travel at the same speed as cars, unless towing a trailer. These vehicles must have a second row of seats and side windows.

Pick-ups that exceed 2040kg an unladen due to fixed equipment fitted are considered Goods Vehicles (not exceeding 7.5 tonnes) which means that the when driving on a single or dual carriageway, the speed the vehicle can travel at is 10mph below the advertised limit.

If you drive a pick-up, you need to check the in cab “Speed Awareness” sticker to determine the speed limits of the vehicle.

Vehicles operated by Dorset Council are fitted with tracking systems that monitor driver behaviour such as speed, acceleration, braking and idling.

Some vehicles are fitted with a system where a fob is presented to activate the system.

Under the 1974 Health and Safety at Work Act, you are breaking the law if you deliberately tamper with or disable any safety equipment fitted to a vehicle or equipment.

If you disable any safety equipment fitted to the vehicle you are using, these actions will subject to investigation which could result in disciplinary action being taken against you.

### Load Security

Any equipment or load that is carried on or in your vehicle must be properly secured. This includes any items that you put in the cab of your vehicle. Bags, lunch boxes, hard hats should be securely stored and not left lying on the passenger seats. If left unsecured, these objects could become projectiles and cause an injury should you have to take evasive action whilst driving.

### Safe Loading

You must: -

- Know the weight limits for your vehicle
- Ensure that you do not load the vehicle in excess of these limits

You are liable to prosecution if you drive an overloaded vehicle. Legislation imposes fines of up to £5,000 for each offence. That means each overloaded axle plus any overloading on total weight.

Detected offences usually result in prosecution. Driving a vehicle which is either overloaded or has an insecure load can result in both court and/or disciplinary action.

All loads must be properly secured with a system of restraint appropriate to the load.

### Passengers

You must carry not carry any passengers in your vehicle who are not Dorset Council employees.

## Reversing

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Reverse only when there is no alternative and for as short a distance as possible.

Drivers should make sure that the area behind and around the vehicle is clear; even if that means getting out of the cab to check

Ensure that, where possible, a responsible and trained member of the crew acts as a reversing assistant.

When used, the reversing assistant should be in a safe position and visible to you before reversing begins.

If you lose sight of the reversing assistant, bring the vehicle to a halt until he/she is back into view.

Reversing should always be carried out as slowly as possible with the vehicle under full control, making full use of mirrors, aids and effective all-round observations before and during the manoeuvre.

No loading or unloading should be carried out whilst the vehicle is reversing.

## Trailers

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### Use of Trailers

There is a legal requirement to ensure as far as possible, that trailers (and accessories) have been built, maintained, and are loaded and towed, in such a way as to ensure that no possible danger is caused to any person (driver, passenger, other road user or anyone else).

Before using a trailer, a pre use safety check must be carried out. As the driver you have a legal responsibility and duty of care to ensure that the trailer is in a roadworthy condition. Please refer to your vehicle Daily Defect Reporting Book for guidance on what to check.

The rules on what you can tow are different depending on when you passed your driving test. Always check that you have the correct category of licence to tow the trailer you are being asked to tow.

You must be aware of the gross train weight of the vehicle you are being asked to drive, the unladen and gross weights of the trailer before proceeding. This will ensure you're not overloading the vehicle and or trailer.

**If you are unsure on what you can tow speak with your line manager first.**

## **Leaving & Parking a Vehicle**

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Council vehicles must always be parked in accordance with the Highway Code and Traffic Regulations. Drivers who fail to observe these regulations will be responsible for any fines incurred.

When vehicles are parked, either on or off the road, the engine must be turned off, keys removed and secured. If the vehicles engine needs to run without the driver in the cab to operate equipment, you must be in close attendance at all times.

Failing to remove the keys and securing the vehicle when leaving a vehicle unattended could result in the vehicle being stolen, this would be an uninsured loss for the Council, and may result in disciplinary action being taken against the employee.

When exiting from a vehicle look out for other traffic, cyclists and pedestrians. When entering or exiting the vehicle, use only the proper foothold and grab handles provided.

Note: Vehicles over 3500kgs must be parked overnight at an allocated Depot that is listed as an authorised Operating Centre and listed on the Council's 'O' Licence

## **Section 2. Operators Licenced Vehicles**

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To operate certain types of vehicles the Council must hold an Operator's Licence, usually referred to as the 'O' Licence.

Dorset Council has two Operators Licenses, one for Goods Vehicles and one for Public Service Vehicles. Although they are separate licenses, infringements on one licence will impact on the other licence.

Dorset Council's Operator's Licence under which the vehicle(s) you drive was granted to the Council in return for certain undertakings made by the Council to the Traffic Commissioner

As a professional driver you have a statutory duty to ensure that the declarations made by Dorset Council to the Traffic Commissioner in respect of the Operators Licenses issued are fulfilled as follows:

- ensure that compliance with driver's hours rules and use of tachographs.
- ensure that driver's hold the correct entitlement (driving licence and Driver CPC)
- ensure vehicles and trailers are not overloaded
- ensure that drivers comply with speed limits
- have a system where drivers can promptly report any defects or symptoms of defects that could prevent the safe operation of vehicles and/or trailers, and that any defects are recorded in writing

When you started with Dorset Council in the capacity of a professional driver, you would have been asked to sign a Drivers Declaration which mirrors the declaration that Dorset Council has made to the Traffic Commissioner. This declaration will be renewed annually.

### **Drivers Vocational Card (Driver CPC)**

Since September 2009, it has been a requirement of European Legislation that drivers of LGVs and PSVs need to obtain a Drivers Certificate of Professional Competence (Driver CPC). This qualification must be renewed every five years by attending 35 hours periodic training.

Whilst there some exemptions, in order for you to drive a LGV or PSV you must hold this qualification and you will need to provide proof that you have this qualification if you are joining Dorset Council as a driver of one of these types of vehicles.

## **Drivers Hours Rules**

Dorset Council uses both British Domestic and EU Drivers Rules for all drivers of vehicles in excess of 3.5 tons. Generally, British Domestic Hours are used in the Highways Service for most highways' maintenance activities and in Waste Services for door to door recycling and waste collection services. EU Regs for services that are considered to be for Hire and Reward. These include the grab truck on Highways, and Commercial Waste and Garden Waste services in Waste.

Dorset Council's policy is to record all driving activities in vehicles that are over 3.5t by using the Digital Tachograph fitted in the vehicle.

You must insert your Digital Tachograph card into the vehicle unit before you carry out your Pre-Use Inspection and ensure that the unit it is set to record in the "Other Work" mode (known as crossed Hammers).

Note: Current models of digital tachograph record time in full minutes. If a driver switches activity, the new activity will not record until the start of the next minute. To ensure a full break is recorded best practice advises drivers to allow a minute either side of a break (30-minute break in effect becomes a 32-minute break).

## **Summary of British Domestic Rules**

The Domestic rules apply to driver on journeys within the UK who are exempt or excluded from EU rules. Drivers who are exempt from EU hours but are using a Tachograph as a method of record keeping must set their tachograph unit to "Out of Scope" mode to ensure they do not come under EU regulations.

The main provisions for driving in British Domestic are as follows:

- Daily driving limit - in any working day (24 from start of period of work/driving) the maximum amount of driving is 10 hours.
- Daily Duty Limit - in any working day (24 hrs from the start of a period of work/ driving) the maximum amount of duty is 11 hours. For Council employees; 'duty' means being on duty (whether driving or otherwise).
- Rest - the provision states adequate rest must be taken during the working day. This means drivers must take a break of no less than 30minutes approximately halfway through a standard working day.

- A rest period of 11 hours of continuous rest must be taken within a 24-hour period that starts when the driver begins duty following the last rest period. Continuous rest vs adequate rest in 24hrs eg. gritting??

## **Summary of EU Regulations**

- Driving Limit 4.5 hours - this is the maximum amount the driver can drive (either in one go or in several blocks) without taking a break or starting a rest period.
- 45-minute breaks from driving - a total of 45 minutes must be taken either during or at the end of a 4.5-hour driving period. The driver can take this in one block, or can split it into two parts, but the first part must be at least 15 minutes long, the second at least 30 minutes long. During the break the driver is not allowed to carry out any other work. Once a driver has taken at least 45 minutes of break (or breaks) in total, even if it is earlier than necessary, the slate is wiped clean and the calculation of driving time begins again. It is not possible to “carry over” any time under 4.5 hours.
- 9 hours daily driving (extendable up to 10 hours twice a week) - this limit applies to the time between any two daily rest periods, or a daily and weekly rest period, rather than a calendar day. Every time a driver drives for more than 9 hours in a daily period even if only a few minutes over one of the two permitted extensions (in each week see key below) has been used.
- 56 hours weekly driving - this limit applies to a fixed week that starts at midnight on Sunday/Monday, regardless of the driver’s working week.
- 90 hours fortnightly driving - this limit applies to any two consecutive fixed weeks on a rolling basis. For example, a driver who drives for 40 hours in one week is limited to driving no more than 50 hours in the following week. If he drove 50 hours in the second week, he is then limited to a maximum of 40 hours in week three and so on.
- Daily Rest - 11 hrs, reducible down to a minimum of 9 hrs three times between weekly rests. Note: The maximum of three reductions applies to a working week (between weekly rests), rather than the usual fixed week.

DRIVING means the duration of driving recorded by the tachograph equipment or, when this is impossible, manually by the driver.

WEEK is the fixed period between 00.00 Monday and 24.00 hours Sunday

REST is any uninterrupted period when the driver is free to dispose of his time. In practice, this means that the driver must not undertake any paid employment during

a daily or weekly rest period. Rests are what we normally take after “clocking off” each day or when finishing at the end of our week’s work.

BREAKS are the periods a driver must take at the latest after 4.5 hours accumulated driving and are taken within a shift.

You should download your personal Tachograph Card every 28 days or sooner, using the Tachograph download units located in the Council’s depots. (Council requirements in here? 21 days for cards)

Note, when driving a vehicle subject to EU rules the driver must carry all records tachograph records for the current day and the previous 28 calendar days, and any other legally required manual records for the above period and their driver card.

### **Part time or occasional drivers**

There is no exemption from the rules for any driver who only drives occasionally or for short periods. If a driver drives a vehicle subject to the EU rules at any time in a week, he will be subject to the EU rules for the whole of that week.

The time or distance involved does not matter. This means in practice that a weekly rest must be taken, and daily rests must be taken in respect of driving days (there is no requirement to take daily rest periods in respect of non-driving days).

If the driver does not drive in a particular week, he is able to drive or do other work at the start of the following week without first taking a weekly rest.

### **Mixed Driving records**

In any fixed weeks (commencing midnight Sunday /Monday) that a driver drives in scope of EU rules, a tachograph record must be produced for every working day in that week. Clearly on EU driving days the driver must use the tachograph equipment in the usual way, Legislation states, for non-driving duties or domestic rules driving, a record must be produced by one of the following methods

- Written on a digital printout
- Made using the manual input facility on a digital tachograph
- For days where a drive has been subject to domestic hours rules and a record is legally required in a domestic book.

### **Emergencies under EU rules**

So long as road safety is not put at risk, and in order to reach a suitable stopping place in an emergency, a driver may breach the regulation to the extent necessary to

ensure the safety of persons, the vehicle or of its load. The driver must indicate the circumstances on a printout at the latest when he reaches the suitable stopping place. Such emergencies must be unforeseen and cannot be worked into a driver's schedule. A driver can't be made to use this provision in order to be made to return to the depot whatever the circumstances.

## Speed Limits

The speed limits for LGVs are;



As detailed on page 12, you must adhere to the speed in force for the particular road being driven at the time. The stopping distance and behaviour of a large vehicle is different from that of a car and small van.

You must remember these factors when you are driving a LGV.

## Cautions/Prohibition Notices

The Road Traffic Act of 1988 allows for two kinds of vehicle roadside checks. Section 67 states that any vehicle can be inspected, while section 68 only applies to goods vehicles.

DVSA Inspectors and/or the Police (uniformed police officer) have the power to stop any vehicle and to issue cautions or a delayed or immediate prohibition notice, depending on the faults your vehicle has, the severity of the defect or for failure to follow the driving hours rules.

If a prohibition notice is issued, the driver may receive disciplinary action if it is felt the driver is to blame.

If you are stopped and no defects or driver infringements are identified, you should be given a PG35EC notice by the inspector. If you are not given this notice, you must ask for it.

## **Other Employment**

### **Driving for Other Employers**

If you drive for more than one employer, you have a legal responsibility to inform each employer of the name and address of the other. If you record your hours in a logbook, you must enter the details of both employers on the front cover.

As a full time employee of Dorset Council, the Council is your principle employer

If you have secondary employment (you have a duty to tell us about this) it can impact upon your main job. In your work for Dorset Council you may normally be subject to UK Domestic legislation however, if you spend any time in a week working on EC regulation then, for that week, you must abide by EC rules on rest, even if you are performing a Council activity subject to UK Domestic hours.

Note, this could prevent you from performing the duties for which you have been employed by Dorset Council.

Drivers who drive under European Drivers Hours regulations, even for part of the week, are subject to the Road Time Directive. This limits them to an average 48-hour week (including work for other employers) and, unlike the Working Time Directive, cannot be opted out of.

## **Section 3. Problems**

### **Accident Reporting Procedure**

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There is no acceptable level of damage to a vehicle and we all have a duty to keep damage to a minimum. Damage to a vehicle could be a sign that someone's judgement or system of work has failed and therefore all damage must be reported to your line manager.

Damage to a vehicle brings unnecessary expense and will impact on your services ability to deliver the service. All unnecessary costs that are deemed to be non-routine will be charged back to your service and disciplinary action may be taken against the employee who caused the damage.

If you discover damage during your pre use check you should report it to your supervisor or line manager before continuing with your duties. If damage is not reported the last person found using the vehicle may be judged to have caused it.

You must record all damage on an accident claim. Forms are available from your line manager and or Fleet Services.

You are required to report ALL accidents as per the procedure detailed within the following section of this document. This includes accidental injury or damage to persons, vehicles, property and articles.

All accidents must be reported immediately. If this is impractical, it should be reported at the earliest opportunity and certainly within 24 hours. If your vehicle has become un-roadworthy, this must be reported at the same time and arrangements can then be made to replace or recover the vehicle.

Reporting accidents is a legal and contractual requirement. Failure to do so in accordance with this procedure may result in disciplinary action. When required at the scene of an accident, or if requested by a police officer or DVSA Inspector, you must give your name and any other relevant information.

If drivers or crew are involved in an accident they must stop. Never admit liability or apologise, but always be polite.

## **Personal Injury**

Where accidents involve significant personal injury, either to themselves or others, you must call the emergency services for assistance.

The following information should be provided to HQ and, if necessary, the emergency services:

- Number of persons involved
- If anyone is injured or trapped in a vehicle
- As much detail of the location of the accident

Do not use mobile phones close to a vehicle carrying flammable liquids. Stay at the scene of the accident until the emergency services arrive.

## **Accidents to a Third Party Vehicles or Property**

If accidents occur to third a party vehicle or property, you must inspect and note the damage done. The driver must give their name and the Dorset Council contact details. You should take the following actions:

- Date and time of the incident and the accident location, keep a timeline of the events.
- Third party details and the vehicle information, include name, phone number, address, make, model and reg number.
- Mark on the cards provided to show damage, use your mobile to photograph damage and road positions.
- Details of any witnesses, including passengers in your vehicle.
- Give the third party the half of the card with Dorset Council contact details on it.

Contact the Insurance Section immediately on 01305 224137

At the scene, or on return to the depot at the end of the shift, you will be required to complete the council's insurer accident forms provided in the Drivers' Pack or at the depot. Dorset Councils Drivers Code of Practice provides a copy of information cards that can be used following an accident.

For those accidents where there is no third party involved, drivers are to follow the same procedures as with a third-party involvement. This will ensure that the details of the accident are fully recorded on the day of the accident and if a delayed claim is received, the council can defend the claim.

The person or persons involved in the accident must notify their crew charge-hand who will notify their supervisor at the earliest opportunity. In any event the accident must be

reported to the relevant supervisor irrespective of the presence of a charge-hand. The driver will complete the accident forms available from their Supervisor, with whom they can discuss details. Statements must be taken from all witnesses. This report and statements must be completed within 24 hours and given to the Operations Manager and copies to the Office Supervisor.

Following the notification of a 7-day absence the Office Supervisor is to notify the County Health & Safety Team immediately.

First Aiders who treat an accident or injury must complete the accident/incident report form and ensure a copy is given to the office supervisor.

Depending on the nature of the accident the office supervisor must also notify the County Health & Safety Team and the Transport Manager within 48 hrs.

Where fatal injuries are caused, or a person is taken to hospital, the accident must be reported immediately to the supervisor or a member of senior management who will need to collate information about the accident with the County Health & Safety Team.

Following the report of an accident the Operations Manager will require the relevant supervisor to have conducted an investigation into the accident and to provide a report on what occurred, why, and what action has been taken to reduce or in fact prevent a recurrence. This initial report is to be made available within 48hrs.

Following the receipt of the report the Operations Manager will arrange for any relevant interviews/meetings to be held where individuals involved may be required to attend in order to clarify the circumstances of the accident and to determine whether all the necessary remedial actions have been taken.

## **Breakdowns**

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In the event of a breakdown always pay attention to your own safety and that of your passengers. If safe to do so, always stop your vehicle in a position where it will not present a danger to yourself or other road users. If you need to leave the vehicle always, wear Hi-vis and/or reflective clothing.

**During normal working hours** and depending on your service's policy, either contact your line manager or Fleet Services on: -

Fleet Services:           01305 228104

**Outside of normal working hours** and depending on your service's policy, either contact your line manager or call the number displayed in your vehicle

If you have a puncture or tyre problem, contact ATS Euromaster on the number displayed in your vehicle.

You will need to provide the following information: -

- The registration number of your vehicle.
- Your exact location.
- A description of the problem.
- In the case of a puncture, the location on the vehicle and tyre size.

Stay with your vehicle, or in the immediate vicinity, until assistance arrives.

If you break down on a motorway: -

- Try to bring your vehicle to a halt as far to the left as possible on the hard shoulder.
- Always exit through the passenger door and keep as far away from the traffic as possible.

The marker posts will be numbered, and an arrow will point to the nearest telephone. If safe to do so, stand away from the vehicle, but leave the passenger door open so that you may re-enter the vehicle quickly if you feel at risk.