

Title	BADGER VEHICLE FLEET BREAKDOWN PROCEDURE			Number	V01
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Version Control

(Only last 3 versions, earlier versions can be found in the appropriate Archive directory for the document)

DATE	CHANGE	CHANGED BY
16/09/2022	Reviewed, minor changes including insurance details	AB/MH
22/03/2023	Reviewed, update of vehicle registrations, new vehicles, insurance details	MH
26/01/2024	Reviewed, update of vehicle registrations, removal of 2 Badger vehicle details, minor changes made.	AB

A copy of this document can be found in the glove compartment of each Badger vehicle and in the mobile folders.

Introduction

This policy provides definitive guidance on the procedures to be followed should a vehicle in the fleet suffer any form of breakdown or be involved in a road traffic accident. The policy is divided into sections to deal with these two areas separately.

Where any breakdown, including that as a result of a road traffic accident occurs, the Team Leader on duty is to be notified at the earliest opportunity so that they can apply their discretion in overseeing the situation to result in as minimal disruption to the business as is practicable. The factors to be considered by the Team leader are detailed within each area of policy.

Procedure to be followed - Vehicle Breakdown

In the event of a vehicle breakdown, cover for repair or recovery is provided as listed in **Table 1** below.

Registration	Make	Colour	Current Assignment	Breakdown Contact No.	Fuel PIN
LD23 CBF	Kia Pro Ceed	Blue	ABR 1	0333 202 1827	9073
LD23 BZW	Kia Pro Ceed	Blue	ABR 2	0333 202 1827	3065
LD23 CAV	Kia Pro Ceed	Blue	ABR 3	0333 202 1827	9914

The Clinician Support Technician (CST), having notified the Team Leader on duty of the breakdown, will contact the relevant breakdown provider as listed above.

Windscreen Cover

In the event of a windscreen failure the vehicle is to be recovered to Aston Bourne Road under the terms of the breakdown provider. The Finance Unit will then manage the necessary arrangements for the windscreen to be repaired or replaced.

Where a vehicle becomes unsafe to drive due to severe glass damage (not just windscreen), it will be necessary to have the vehicle recovered to Aston Bourne Road.

Tyre Defects

In the event of a tyre defect call Kia Driver Assistance on 0344-600-0012 for the grey and red Kia. Call 0333 202 1827 for the blue Kia's. There is a tyre repair kit in the boot of all of the vehicles.

Vehicle Lighting System

Where a vehicle suffers a defect to the lighting system the relevant breakdown provider is to be contacted as listed in **Table 1**.

Team Leader Responsibilities - Vehicle Breakdown

On receipt of a breakdown call from the CST, the Team Leader will take the following action.

- Advise the CST of the contact number for the relevant breakdown provider displayed in the vehicle and confirm the driver has reported the breakdown to them and requested an estimated arrival time to the vehicle.
- To take full account of the safety and wellbeing of both the CST and clinician by evaluating the time, location and nature of the reported breakdown.
- Following a breakdown, to ascertain the number of home visits pending in order to arrange for a replacement vehicle to be utilised and re allocation of visits to be undertaken where practicable. Where operationally necessary and practicable, to arrange for the clinician to be collected by another vehicle to continue with any outstanding visits or be returned to Aston Bourne Road.
- Alternatively, depending on the presenting circumstances, to arrange for the clinician to be collected by taxi for transportation back to their original base. (Please refer to procedure V03 - Taxi Bookings).
- To make a full entry on the Team Leaders report.

Procedure to be followed - Road Traffic Accident

Our current insurer is Aviva. Policy Certificate Number 96MF11000518.
Tower-Gate Helpline (Broker): 01603-522-067

In the event of an accident the Team Leader must establish the scale of the damage, the nature of any injuries and whether it is possible for the mobile team to continue with visits.

The law requires that a CST must exchange certain details with the other driver(s) and present the Insurance particulars in the event of any injury to any other parties involved. The BADGER insurance details are stored in the company vehicle folder and should be passed onto the other driver (refer to full guidance contained in **Appendix 1**).

A Badger Accident and Incident Report form (**H&S-F-002** - Accident and Incident Report Form) must be completed at the time of the accident and given to the Team Leader at the earliest opportunity. Copies retained in each vehicle or can be obtained from the Team Leader.

If a recovery service is required, the driver or Team Leader should follow the following procedure:

- Call the relevant breakdown provider on the contact numbers provided for the particular vehicle or alternatively the Police, if required, who will arrange for the recovery and removal of the vehicle involved.
- If the accident is of a serious nature the Medical Director and On Call Manager should be contacted and advised of the situation. Any outstanding visits should be passed to one of the other mobile teams. Where practicable, the damaged vehicle should be recovered to the Aston Bourne Road car park.
- If the accident is not of a serious nature and the vehicle is in a usable condition the driver must stay with the vehicle whilst arrangements are made for its recovery.
- If the car is still legally drivable but requiring repair the CST should return to base, utilise an alternative and available Badger vehicle and continue with visits.
- If the accident is of a minor nature and can still be legally used the CST should advise the Duty Team Leader of the situation and pending agreement continue with visits.
- All accidents are to be recorded on the Team Leaders report.

Team Leader Responsibilities - Road Traffic Accidents

On receiving notification that a Badger vehicle has been involved in an accident the Team Leader will secure the following information.

- Establish the nature and extent of any injuries sustained to the CST and / or the clinician and if necessary, to follow the reporting and escalation guidance provided in the road accident section above.

Ascertain the nature and extent of any damage sustained to the vehicle taking full account of the safety and well-being of the driver and clinician by evaluating the time, location and nature of the reported accident.

- Where recovery of the vehicle is required, to contact the relevant breakdown provider and request an estimated arrival time to the vehicle.
- Confirm that the CST has complied with their legal duty to exchange information with all other interested parties involved in the accident (refer to full guidance contained within **Appendix 1**).
- Following an accident, to ascertain the number of home visits pending in order to arrange for a replacement vehicle to be utilised and reallocation of visits to be undertaken where practicable. Where operationally necessary, to arrange for the clinician to be collected by another vehicle, continue with any outstanding visits or be returned to Aston Bourne Road.
- Alternatively, depending on the presenting circumstances, arrange for the CST to remain with the vehicle and the clinician to be collected by a taxi and transported back to their original base (refer to procedure V03 - Taxi Bookings).
- To make a full entry on the Team Leaders Daily Shift Report.

Appendix 1

Insurance and what to do at the scene of an accident.

As soon as your vehicle is involved in an accident you need to take the following steps to ensure you comply with the law.

If, as a driver, you are involved in a road traffic accident and one or more of the following occurs: -

- A person, other than yourself, is injured.
- Damage is caused to another vehicle or to your vehicle.
- An animal has been killed or injured, except in your own vehicle or trailer. (an animal is defined as 'any horse, cattle, ass, mule, sheep, pig, goat or dog')

You must:

- Stop and remain at the scene for a reasonable period.
- Give your vehicle registration number, your name and address, and that of the vehicle owner, (If different), to anyone with reasonable grounds for asking for those details.

If you do not exchange those details at the scene, you must report the accident at a police station or to a police constable as soon as you can, and in any case within 24 hours.

Where injury is caused to another person, then in addition to the above **you must:**

- Produce your certificate of insurance if anyone at the scene has reasonable grounds to see it. If you do not, you must report the accident at a police station or to a police constable as soon as you can and in any case within 24 hours. You will need to produce your certificate of insurance. If you do not have your certificate of insurance when reporting the accident to the police, you may take it to the police station you nominate when you report the accident. You must do this within seven days of the accident.

Note: Reporting the accident to the police by telephone is not sufficient and you cannot ask someone else to report it for you.

You are obliged to do these things not only when you are directly involved in an accident, but also if your vehicle's 'presence' was a factor.

If you have any doubts, you are advised to complete the above steps as soon as the accident happens regardless of who was at fault.

A failure to comply with these obligations can mean two offences are being committed: failing to stop and failing to report. It is possible to be guilty of either or both. The penalties for each offence include a maximum fine of £5,000 and five to ten penalty points. The court also has the power to disqualify you from driving for either offence and is likely to do so when both offences are committed on the same occasion. Failing to stop or report an accident can carry a maximum of six months imprisonment.

Even if there is no personal injury involved, if someone holds you responsible for the accident, they have the right to request your insurance details. This request can be made later; it does not necessarily have to be at the time of the accident. A failure to provide that information without a reasonable excuse is also an offence.

It will also be a condition of your insurance policy that you report the accident to your insurance company within a reasonable time, even if you do not want to claim yourself. A failure to do so can give your insurance company the right to refuse to cover you in the future.