

**Zurich Motor Fleet Risk Review 2013/14 – Action Plan**

**Recommendations**

The recommendations set out below are taken from the 2014 Zurich Municipal report from the Motor Fleet Risk Review. The priorities identified are those assigned by the Zurich Risk Consultant (P1 highest to P3 lowest).

<b>Findings/Recommended Actions</b>	<b>Priority</b>	<b>Management Response/Proposed Action</b>	<b>Responsible Officer(s)</b>	<b>Date Completed / or Date for Completion</b>
1. Establish a Road Risk Management Group (RRMG) tasked with overseeing improvement in fleet safety.	P2	Management Board agreed to the establishment of a RRMG, which will be chaired by the Director of Environment, Housing and Neighbourhoods. The RRG will include representatives from Transport Services, Fleet Users and Insurance. The group will act as a focal point for sharing best practice and monitoring performance etc to manage road risk and coordinate information and awareness campaigns.  The existing accident damage dataset will be used to provide reports to the RRG and drivers' managers on the nature and cost of damage along with information from the insurance claims management system.	Director of EHN	November 2014
2. Management training to raise awareness of key risk responsibilities.	P1	A training programme will be developed for managers and drivers to raise awareness of key responsibilities and strengthen the understanding of safe driving practices.	Fleet Transport Manager/Zurich Municipal	March 2015
3. Improve driver engagement.	P2	Initiatives such as periodic newsletters and briefing sessions for drivers to topical areas and driver related issues will be introduced. Drivers will be encouraged to make suggestions and provide feedback on driving issues.	Fleet Transport Manager/Health, Safety and Wellbeing Manager	This needs to be developed once we have started carrying out investigations and monitoring damage. Information gained can then be passed on.
4. Introduce revised procedures for accident reporting to improve timeliness of reports	P1	The motor accident report form will be reviewed and the areas identified in the Zurich report will be considered. Drivers will be required to report all accidents promptly to their managers, in	Fleet Transport Manager/Principal Insurance Officer	January 2015

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		<p>accordance with Safety Procedural Document 13 - Accident, incident and near miss reporting.</p> <p>The Insurance Team will monitor the timeliness of the receipt of accident reports from departments and escalate any issues noted.</p>	Principal Insurance Officer	
5. Provide additional guidance to improve the quality of accident reports.	P1	<p>An investigation section will be included in the motor accident report form which will be completed by drivers' managers. Recommendations arising from the investigation will be clearly identified.</p> <p>'Bump' cards will be introduced. Drivers will be required to complete these at the time of an accident. The RRG will consider the benefit of providing disposable cameras in all vehicles which are not fitted with CCTV.</p> <p>The process for motor accident reporting will be investigated to incorporate the functionality into the H&amp;S reporting module of the new HR system to ensure consistency of reporting and enable the Health and Safety Team to monitor the completed accident reports from departments whilst allowing the Insurance team to manage any related claims arising.</p>	Fleet Transport Manager/Health, Safety and Wellbeing Manager /Principal Insurance Officer	November 2014
6. Improve accident investigation through training	P2	Along with the introduction of a formal investigation report referred to above, procedures will be introduced to ensure consistent follow up and investigation of all incidents to identify immediate and underlying causes. Managers will be trained in motor accident investigation techniques. Zurich support will be used to deliver investigation workshops for managers.	Fleet Transport Manager/Principal Insurance Officer	November 2014
7. Consider the use of an incident points scheme to help build driver risk profiles, build an inclusive incentive scheme and inform the suggested Permit to Drive Scheme.	P3	There are insufficient resources to implement this approach. However the Driver handbook will be reviewed and refreshed. All drivers will be required to sign to acknowledge they have received and	Fleet Transport Manager	April 2015

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		understood the requirements set out in the handbook.		
8. Review the data reporting formats with user departments to include relevant trend analysis	P2	The current accident dataset will be reviewed. Reports will be reviewed and refreshed with the RRG.	Fleet Transport Manager	December 2014
9. Set Key performance Indicators based on leading and lagging indicators to measure fleet safety performance	P2	The RRG will review and identify KPIs for reporting and monitoring purposes using information from the accidents reporting, insurance claims and vehicle tracking systems.	Fleet Transport Manager	December 2014
10. Introduce a Driver Permit Scheme to ensure there is a consistent approach to driving standards. This should include: <ul style="list-style-type: none"> <li>• completion of a Driver Registration Form requiring the submission of relevant details and a declaration that any change of circumstances will be notified to line management immediately;</li> <li>• initial and annual re check of driving license considering validity, entitlement and endorsement history and a cross check of drivers address with HR for accuracy;</li> <li>• Introduction of a standardised driver induction programme to be delivered to all drivers.</li> </ul>	P1	<p>Driving licenses checks are now managed by Transport services and a record maintained. Consideration will be given to using an on line checking service.</p> <p>The driver's handbook will be reviewed and reissued to all drivers, who will be required to sign to acknowledged that they have received to handbook and will comply with its requirements.</p> <p>A registration form will be introduced as part of the recruitment and induction of drivers.</p> <p>A standard driver's induction programme will be developed and delivered to all drivers to cover generic matters, supplemented by service/vehicle specific issues covered by relevant service managers.</p>	<p>Fleet Transport Manager</p> <p>Fleet Transport Manager /Department Managers</p> <p>Fleet Transport manager in consultation with Service Managers</p>	April 2015
11. Ensure drivers eyesight meets minimum standards	P2	HGV drivers are required to have eye test every five years. Consideration will be given to introducing this requirement for all fleet drivers.	Fleet Transport Manager	April 2015
12. Improve driver health and safety awareness.	P2	This will be addressed through the training and awareness raising programmes identified at 2 and 3 above.		
13. Better understand driver competence through electronic assessment and profiling tools.	P3	The benefits will be considered by the RRMG. However elements of this are covered by the	Fleet Transport Manager	April 2015

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		mandatory CPC training for relevant drivers. Bite sized courses will be introduced for drivers who are not covered by the CPC requirements.		