

**FREIGHT TRANSPORT ASSOCIATION OPERATOR LICENCE COMPLIANCE AUDIT
Aberdeen City Council - Aberdeen - May 2018**

Audit Ref.	Action Item – Issued	Priority Rating	Target Date	Comment
4.1	The Council may wish to consider inviting selected Supervisory management of the Departments to attend the monthly Fleet Department Meeting. This would assist in raising awareness of the importance of compliance issues amongst a wider audience and also assist the Council in demonstrating that it has a professionally trained operational structure that is effectively and continuously in control of all its LGV driving operations.	3C	31/08/2018	Monthly meetings with all Services are and have been ongoing over the last 2 years and any Compliance issues raised are discussed and resolved. The content of this report will be shared. Completed May 2016
4.2	Maintenance contracts – each agreement should include a Schedule detailing the vehicles and trailers covered by the agreement. A copy of each Agreement should be submitted to the Office of the Traffic Commissioner and any subsequent changes advised in writing, so that it is clear at any given time that inspection arrangements are in force for all vehicles specified on the Operator's Licence.	2A	30/06/2018	Maintenance contracts / agreements are in place for the 3 main providers of external maintenance for LGV vehicles, copies were sent to the Traffic Commissioner as and when required. Completed August 2016
4.3	The Council should satisfy itself that the Tacho-Data system is providing accurate WTD reports, by Driver, of average and maximum weekly hours worked during relevant reference periods, to ensure that effective analysis and reporting of working time is facilitated.	1A	30/06/2018	External supplier Tacho-data is now providing the reports in the format expected by DVSA and these reports are being sent to the relevant services for review. The reference period is 17 weeks for all staff. Completed June 2018
4.3	Data analysis of the analogue tachograph charts - it was not clear how the process works in respect of the analogue tachograph charts and it is recommended that Council transport management review this with Tacho-Data to ensure that a robust process is in place to ensure that driving data recorded via this mechanism is being collated and reported.	2A	31/08/2018	There are only 6 vehicles left in the Fleet with Analogue Tacho units, a more robust system is being put into place with Tacho-Data until such time these vehicles are replaced. In progress
4.3	Infringements - it is extremely important that the Council can demonstrate that management are continually reviewing the outcomes from Driver's Hours analysis (which they are), but additionally taking effective management action when infringements are identified. Within this it is recommended to establish a reporting mechanism to identify specific outstanding infringements, together with the current percentage of infringements issued to Departments, but not 'closed out', so that it can be sure that all infringements have been processed accordingly.	2A	31/08/2018	A system is implemented but as yet the process is not fully completed due to a shortage of staff in Compliance, this is being addressed with one position filled and the Compliance Managers role filled and in position early August 2018. In progress
4.3	Council Transport Management should ensure compliance to Drivers' Hours Regulations is maintained through a combination of continuing driver training (at least an annual refresher, for all Drivers) and if necessary, focus on disciplinary procedures. Evidence of such training should continue to be retained by the Council.	2A	30/06/2018	This will be addressed in conjunction with Drivers CPC Training. Completed June 2018

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4.3	It is recommended that management initiates a simple monthly random audit system of overspeeding events identified via the Tacho-Data system, so that Company management can demonstrate they are aware of, and take action, relating to this important compliance issue. Any specific infringements should be the subject of Driver counselling and Drivers should be made aware that identified repeat infringements could be the subject of disciplinary action.	2A	30/06/2018	There has been a system in place to carryout routine audits on Services, part of the audit is to see what action has been taken by the Service in the event of any infringements that have been highlighted. Completed April 2016
4.4	Pre-planning of key maintenance tasks – the current utilisation of three separate systems to undertake key elements of maintenance planning involves considerable complexity and duplicated effort in controlling what should be a relatively straightforward task. The Council are recommended to explore options to either ensure the future reliability of the Tranman system, or replace it with a robust alternative, to include the essential pre-planning of MOT's referred to in the following section. DVSA expect holders of Operator's Licences to be in control of their essential maintenance planning and that they can demonstrate a robust method of achieving this at all times.	1C	30/09/2018	The Fleet Management system has been under review for more than 2 years through the Fleet Improvement Programme, PWC Business case, Fleet Business Case and currently under Service Redesign. In progress
4.4	Inspection frequencies must be adhered to at all times. DVSA is now putting emphasis on ensuring that inspections are undertaken at the required frequency. Good practice requires that inspections are undertaken by the due date and it is an absolute requirement that they are undertaken within the relevant ISO week (Monday to Sunday).	1A	30/06/2018	The report highlighted 3 vehicles were overdue their safety check date, these dates were misinterpreted by the FTA Consultant on the Fleet Management system, the dates were the date work started when the vehicles were actually in the workshop waiting to be started. The ISO week will be adhered to. No action required complete.
4.4	A best practice recommendation would be for the Council to take a copy of each vehicle O Licence disc to retain within the vehicle file.	3C	31/08/2018	This process will be put in place. To progress
4.4	It is recommended that continuing refresher training is provided to Drivers to ensure that they are fully aware of their responsibilities relating to conscientious and accurate Daily Checks and Defect Reporting.	2C	30/09/2018	These subjects are covered in the periodic drivers CPC training, Fleet are to look at setting up online training for these subjects where there will be a test element involved.. To Progress
4.4	Fleet management may wish to satisfy themselves that a robust process is in place to ensure that rectification of defects cannot be overlooked, between the Departmental reporting systems and the Fleet workshop.	2C	31/08/2018	Vehicles presented for safety inspections that have defects that should have been picked up at the drivers first use check are highlighted and an investigation is initiated to the service and appropriate action taken where necessary. Completed June 2016

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4.4	Fleet management are recommended to initiate sample comparison of completed Inspection reports with 'Daily Vehicle Check and Drivers Defect Report – Large Goods Vehicles' reports for the days leading up to the actual vehicle inspection in order to highlight any driver inconsistencies in reporting of defects. It should be made clear to Drivers (in writing) the importance of accurately undertaking the daily check process and that repeated instances of failure to identify defects may lead to disciplinary action.	3C	31/08/2018	This will be discussed and implemented by all Services and Fleet. The drivers defect report is currently being reviewed and when finished samples of how to complete will be issued to all services and drivers. To Progress
4.7	DVSA expect LGV drivers to have refresher training on Drivers' Hours and Records and Drivers Daily Walk Around Checks annually (whether through DCPC training or not). The Council should ensure that this training is delivered annually and that evidence is retained.	2C	30/09/2018	These subjects are covered in the periodic drivers CPC training, Fleet are to look at setting up online training for these subjects where there will be a test element involved. To Progress
4.7	It is recommended that LGV Drivers are given readily accessible guidance specifically relating to the duties and responsibilities of LGV drivers (including Drivers Hours, WTD compliance and Drivers Daily Walk Around Checks). This could be provided by issue of a recognised Drivers Handbook such as produced by the FTA. Evidence of such issue should be retained by the Council.	3A	31/09/2018	Fleet to look at cost to purchase booklet information or also set up online training for drivers. To Progress
4.7	It is recommended that the scope of 'Gatehouse Checks' be expanded to ensure that all random spot check carried out by Supervisors ensures that LGV Drivers are carrying their DQC cards, and that such checks are noted.	2C	31/08/2018	This is already a part of the Gatehouse check list. Completed June 2016
4.8	The Council should consider as a 'best practice' undertaking simple eyesight checks of Drivers (check ability to read a standard Number Plate at 20.5 metres) at recommended 6 monthly intervals, and retaining records of such checks.	3C	31/08/2018	This will be discussed and considered by all Services and Fleet. To Progress
4.8	The Council should provide continued regular training to its Drivers so they understand the importance of safe and compliant carrying of load practices.	2C	31/09/2018	Fleet to look at cost to purchase booklet information or also set up online training for drivers. To Progress
4.8	Transport management are reminded that the Office of the Traffic Commissioner must be advised in writing within 28 days of any enforcement action upon the Council or its Drivers. Any offence involving a Council commercial vehicle must be advised in writing to the TC.	2C	31/08/2018	This is the current practice and process, Fleet were advised to set up a shared drive / folder to save all letters to the Traffic Commissioner. Completed June 2018
4.8	The Council should ensure that 'No Smoking' signs are fitted in all vehicles and that staff do not smoke in the vehicles.	1A	30/06/2018	Signs for no smoking as required under Scottish Legislation are applied to all vehicles and missing signs are being replaced when a vehicle comes into the workshop. The Environmental Health Officer has been advised on this observation. Completed June 2018

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4.8	It is recommended as best practice that 'Use Seatbelts' signs are fitted in all vehicles.	3C	31/08/2018	This is a recommendation but not mandatory, Fleet will enquire as to the cost to implement this sign or may link it in with other signage. To progress