

Vehicle Maintenance SOP

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Vehicle Maintenance

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Vehicle Maintenance

Purpose

This SOP has been created to ensure all vehicles are maintained in safe, reliable, and efficient operating condition, minimising breakdowns, accidents, and repair costs.

It also outlines the appropriate contacts and procedures for both planned maintenance and vehicle breakdowns.

Scope

This policy applies to all Brisdoc owned or managed vehicles and the staff that use these vehicles for work purposes.

4 x Skoda Octavia Hybrid Estate Cars – used predominately in the IUC services as home visiting clinical cars. These are based at Osprey, Marksby Road, Christchurch & 168 Medical Centre. These are leased vehicles.

1 x Skoda Octavia Diesel Estate Car – used as a support car in the IUC service. This car is based at 168 Medical Centre. Brisdoc owned vehicle.

1 x Citroen Berlingo Fully Electric Van – used by Facilities Monday to Friday. Used in IUC on a weekend as a Support Van. This van is based at Osprey. This is a leased vehicle. There is an EV charging post at Osprey Court.

Roles and Responsibilities

The Facilities Manager is responsible for ensuring that all vehicles maintain valid MOT certification, are appropriately taxed, and receive servicing in accordance with manufacturer recommendations and operational requirements.

All vehicles must be kept in a safe, roadworthy condition at all times. Regular inspections and preventative maintenance must be carried out to ensure optimal performance, compliance with legal standards, and to minimise the risk of breakdowns or accidents.

All leased vehicles have an agreed annual mileage allowance. The Facilities Manager will regularly review vehicle mileage to ensure it remains within the limits specified in the lease agreements.

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Recalls

If an IUC vehicle is recalled due to a fault or breakdown, the Facilities Team will liaise with the Service Delivery Team to assess operational car availability across BNSSG and agree on an appropriate plan of action.

Maintenance Checks

As part of the IUC Driver role, a vehicle check must be carried out before the first home visit or sample collection takes place. Any issues identified should be reported to the Shift Manager. The Facilities Team will address any reported issues the following morning.

VEHICLE CHECK			REGISTRATION				
CAR	Y	N			IN CAR / DRIVERS BOX	Y	N
Glass / mirrors damaged?					Rugged Laptop		
Do tyres appear in good condition?					Rugged Laptop charger (i)		
Do they have adequate tread?					Rugged Laptop charger (ii)		
Do tyres seem adequately inflated?					Jackery checked for charge level		
Do lights and indicators work?					Jackery used on shift?		
Do green lights work?					If used, Jackery & lead returned to base		
Do wipers / washers work?					Phone		
Does horn work?					Phone charger (in Car)		
Do seatbelts / head restraints work?					Phone charger (in base)		
Are there any signs of leaks?					Sat Nav		
Rubbish removed and car tidy?					Clipboard / Drivers Folder		
Fire extinguisher present in boot?					Torch present and working		
First Aid Kit present in boot?					Fuel Card (in Car)		
Bleed Kit present in boot?					High Visibility Jacket (in Car)		
Controlled Drug book in boot?					Palliative Care Folder		
					Sample Form Folder		
Do a full sweep of the car to remove and clinical waste or check for samples					Controlled meds checked at start and end of shift.	SHIFT	Y / N
Wiped down with Clinell wipes before and after shift						START	
						END	
					SCRIPTS PACK NUMBER:	USED	UNUSED
Comments on boxes above					START OF SHIFT		
PLEASE LEAVE ANY COMMENTS ON THE SHIFT REPORT							
DRIVERS SIGNATURE AND DATE					END OF SHIFT		

Vehicle Maintenance

The Facilities Team carry out a monthly audit on each of the cars. This consists of the following checks:

CAR GENERAL WORKING ORDER AUDIT - MONTHLY
PLEASE CHECK BELOW ARE IN WORKING ORDER
EXTERNAL
Lights Front
Lights Back
Lights Fog – Front
Lights Fog – Back
Lights - Number Plate
Lights - Reversing
Doctor Emergency Lights
Vehicle Tires (Good tread levels and general condition)
General Condition
UNDER VEHICLE BONNET
Engine Oil Level
Engine Water Level
Windscreen Washer Fluid Topped-Up
INTERNAL
Cabin Lights
Hazard Lights
Indicator Lights
Horn
Fuel Level
Total Mileage
Air Conditioning
Windscreen Wipers Wash Front
Windscreen Wiper Wash Back
Seat Belts Working

Any issues should be reported to the Facilities Manager, who will take the appropriate action to resolve them.

Accidents

All vehicles are equipped with an accident form, which is stored in the glove compartment. If appropriate at the time of the incident, please complete the form and return it to the Facilities Team. You must also inform your Line Manager or the Shift Manager as soon as possible following any accident.

Breakdown Details

In case of breakdown:

- Move vehicle to safe location

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- Turn on hazard lights
- Call the Breakdown Assistance and inform your Shift Manager or Line Manager

Below are the contact details for Breakdown Assistance & emergency tyre change:

Registration Number	Contact Details
WU26 MXM, WU26 MXL, WU26 MXJ, WU26 MLX	Skoda Assistance / AA - 0330 100 3243 - Option 1 – Breakdown & emergency tyre change
WU64 JVA	RAC - 0333 2000 999
LD75 PJU	Breakdown Assistance / AA - 0370 0120 301 - Option 1

Maintenance Packages

Car	Service, MOT & Maintenance	Tyres
Skoda Octavia Hybrid - WU26 MXM, WU26 MXL, WU26 MXJ, WU26 MLX	Mon Motors – Skoda – 0117 171 3293	Mon Motors - Skoda - 0117 171 3293
Citroen Berlingo Van – LD75 PJU	Citroen – Chandler Garage Car Services – St Phillips – 0117 9716070	0370 0120 301 – Option 1
Skoda Octavia Diesel – WU64 JVA	Worlebury Garage WSM – 01934 628843	Formula 1 st WSM – 01934 644473

Monitoring

All audits and car documentation are stored S:\FACILITIES & BASES\4 – CARS

Change of Register

Date	Version	Author	Change
8/1/14	2	BD	Change of format
15/03/2016	3	SB	Minor location changes

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07/06/2019	4	SF	Location changes/details of car maintenance
02/02/2021	5	SF	Location changes amended and vehicle information
26/01/2023	6	SF	Location changes/details of car maintenance. Electric van information/ removal of 1 x Skoda.
14/04/2026	6.1	GC	Location changes, car maintenance changes.