Driver Aduit Framework

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2.1	Nat Ryan	16.08.2022
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01/12/2025	Lucy Grinnell	01/12/2026

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Introduction

Within SevernSide, the primary purpose of the driver role is to transport Clinicians to and from patient locations in a safe and timely manner together with all the equipment and medication needed to deliver the highest possible standards of patient experience.

Full details of the driver role and it's expectations can be found in the driver handbook on Radar.

To ensure that we are delivering high levels of patient care and quality care audits will be performed to ensure that all drivers complying with all the latest SOPS and procedures, driving safely within the rules of the road and completing all their paperwork correctly.

Auditing Process

There are three audits that are completed for the driver role:

1. Monthly speeding audit
2. Monthly paperwork audit
3. Annual driver audit

Each audit is completed by the Team Manager responsible for the driver role, with feedback provided to the driver. All drivers are audited.

1. Monthly Speeding Audit

The speeding audit is carried out to ensure all co-owners drive at an appropriate speed that is safe for the conditions even when responding to an urgent patient, and that national and local speed limits are respected at all times.

Auditing Process

Audits cover each car and include all journeys, regardless of the purpose of the journey or identity of the staff member. Audits will be carried out on a monthly basis to maintain a consistent and equitable approach across all journeys. Steps to carry out the audit:

- Run report to identify journeys where the speed exceeds the limit for that road –report is in the reports section of Webfleet – "Excessive Speeding Report". A journey is deemed to contravene safe driving law when/if any journey where the vehicle has been driven at 10% more than the speed limit, for longer than 60 seconds.
- Using rotamaster and the car visit log sheets identify the driver who was allocated to the car at the time of the speeding
- Log data in the Speeding audits Master database (saved - S:\Service Delivery Team\Audits\Driver Audits\Audits)

Audit month	Date of offense	Max speed mph	Speed Limit mph	Difference mph	% difference limit vs max speed	Driver name	Offense number
September	01/09/2025	80	70	10	14.29%	Joe Bloggs	1
	13/09/2025	40	20	20	100.00%	Jane Bloggs	3
	16/09/2025	45	30	15	50.00%	Jemma Bloggs	1

- Once identified, email to be sent to all drivers identified as having exceeded speed limit with their line manager cc'd

   o For first offenses use appendix 1 for the template email
   o For second or higher speed offenses use appendix 2 for the template email
- Any driver identified as being on a second or higher speed offense must be managed within the 'Managing Performance Policy' by their line manager. As part of this, governance can provide access to a speeding awareness course which must be completed by the driver if not already completed
- The audit is completed in the first two weeks of a month, for the previous month and data shared at the Service Delivery Team QPR meeting (third Wednesday of a month).

2. Monthly Paperwork Audit

This monthly audit is to ensure paperwork is being completed to high standard to guarantee data quality. The driver's paperwork is collected and held by the facilities team, who can supply this for audit purposes.

As standard, paperwork for three shifts per month is audited for all drivers who have worked that month. For drivers who have received two consecutive 'amber' audits then five shifts (or all shifts worked that month if less than five) are audited.

Data will be populated into the Monthly Driver Paperwork Audits spreadsheet on the S Drive - S:\Service Delivery Team\Audits\Driver Audits\Audits.

The audit is completed in the first two weeks of a month, for the previous month and data shared at the Service Delivery Team QPR meeting (third Wednesday of a month).

Car and equipment paperwork checks are divided into 3 criteria:

Critical	5 Points
Important	3 Points
Moderate	1 Point

Paperwork is split into the above criteria and scored as follows (only full marks, or zero, are awarded for each item):

Critical criteria - 5 points						Important criteria - 3 points									Moderate criteria - 1 point				
Visit details completed	CD medication checks	Prescription checks	Green bag checks	O2 checked	Critical - Total (max 25)	Car checks	Sweep of vehicle end of shift	Diagnostic bag check	Defib Checks	O2 bag check	Asthma bag check	Injectable bag check	Arrival/ Departure times	Important - Total (max 24)	Fuel Mileage	Prority /Target times	Vehicle ID	Signed	Moderate - Total (max 4)

The Driver Audit target performance is 95% or above, and the thresholds are as below:

100%	Driver demonstrating exemplary performance
95% and higher	Driver demonstrating excellent performance
80 – 95%	Driver has key areas for improvement to be made
80% or lower	Driver not displaying required performance, immediate improvement required

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Feedback

Drivers will receive feedback on their audits monthly via email. This email will contain the overall score gained, the average score for the month across all drivers as group and the required audit target performance of 95% or above. Specific feedback should also be included.

The Line Manager of each driver will be copied in to the feedback email so that they can keep track of their team member's progress and can address any feedback, development or performance areas with them. Where the audit score is green, no further actions are required.

Amber Audit Scores

Any driver who scores (Amber) will be given specific feedback detailing areas for immediate improvement.

Should the driver have two consecutive amber audits, this will be flagged to the individuals line manager who will contact the driver to ensure that they are aware of any required actions and to offer any additional training, support or coaching. In addition, they will have five shifts audited for the following month (or all shifts if this is less than five).

Any drivers who do proceed to have further consecutive amber audits, will be managed in line with the BrisDoc 'Managing Performance Policy'.

Red Audit Scores

Drivers who receive a red audit will be immediately flagged to their line manager. The line manager should contact the driver to ensure they are aware of the immediate improvements required and to arrange any additional training, support or coaching.

Any drivers who do not show an improvement in performance the following month will be managed in line with the BrisDoc 'Managing Performance Policy'.

3. Annual Driver Audit

Annual in person audits will take place once a year, where an unannounced visit will be carried out during a driver's shift, ideally but not necessarily, just before the end of their shift when they would have completed all their paperwork. The audit consists of two parts, first part is where the paperwork and car are checked, the second part is a set of audit questions to assess the driver's knowledge.

The framework/question set to use in the audit is saved on the S Drive - S:\Service Delivery Team\Audits\Driver Audits\Audits. This should be completed throughout the audit, and then data transferred to the master spreadsheet at the first opportunity. This is saved in the same location as the questions.

Yearly Audit Criteria

Drivers will be scored against 4 main criteria's: **Presentation, Car checks, Equipment/drugs checks and knowledge questions**. Scores are colour coded as outlined below:

BrisDoc   Patient care by people who care

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Feedback

Drivers will receive feedback on their audit both in person at the end of the audit and post audit via email. This email will contain the overall score gained, and specific feedback. Data will be shared at the Service Delivery Team QPR meeting (third Wednesday of a month).

The Line Manager of each driver will be copied in to the feedback email so that they can keep track of their team member's progress and can address any feedback, development or performance areas with them. Where the audit score is green, no further actions are required in the next 12 months.

100%	Driver demonstrating exemplary performance
95% and higher	Driver demonstrating excellent performance
80 – 95%	Driver has key areas for improvement to be made
80% or lower	Driver not displaying required performance, immediate improvement required

Amber Audit Scores

Any driver who scores (Amber) will be given specific feedback detailing areas for immediate improvement for their line manager to coordinate.

Any drivers who have further consecutive amber audits, will be managed in line with the BrisDoc 'Managing Performance Policy'.

Red Audit Scores

Drivers who receive a red audit will be immediately flagged to their line manager. The line manager should contact the driver to ensure they are aware of the immediate improvements required and to arrange any additional training, support or coaching.

A subsequent audit will be carried out three months after the initial one. Any drivers who receive an amber or red score on this follow up audit will be managed in line with the BrisDoc 'Managing Performance Policy'.

Monitoring

Driver audit performance is reported to and monitored through the SevernSide operational Quality and Performance Review meeting.

Appendix 1 – Speeding audit email template for first offense

Dear XXX

As part of the xx month speeding audit, the data shows a vehicle that you were driving has exceeded the legal speed limit by at least 10%. Driver logs and rotamaster have also been used to confirm that you were driving at this time. The incident is noted as having taken place on the following date & time, and at the following location:

Xxxxxxxxxxx (data of date/time/location/speed and speed limit)

As a BrisDoc employee you are required to comply with the legal speed limits at all times. In the future, I must urge you to always make sure you are driving within the legal speed limit, as per the BrisDoc Safe Driving Policy instructions, the key elements of which I have quoted below:

"Speed is often a key factor in the cause of accidents particularly when the vehicle is "en route" to a patient whom it is believed is very ill. Emergencies are the prerogative of specially trained emergency drivers. BrisDoc is not an emergency service. High speed lessens the time a driver has to respond to any developing situation in front of them. Good driving requires that a driver drives at an appropriate speed that is safe for the conditions even when responding to an urgent patient. It is imperative that national and local speed limits are respected at all times."

In the event of any future data analysis identifying a repeat offence or offences it will be necessary to look to more formal action to bring performance back in line with the safe driving policy.

Thank you for your support and understanding.

Regards

XXX

Appendix 2 – Speeding audit email template for second offense

Dear XXX

As part of the xx month speeding audit, the data shows a vehicle that you were driving has exceeded the legal speed limit by at least 10%. Driver logs and rotamaster have also been used to confirm that you were driving at this time. The incident is noted as having taken place on the following date & time, and at the following location:

Xxxxxxxxxx (data of date/time/location/speed and speed limit)

As a BrisDoc employee you are required to comply with the legal speed limits at all times. This is the xx time you have been identified as driving a vehicle over the speed limit and therefore your line manager will arrange to meet you to manage this as part of the BrisDoc 'Managing Performance Policy'. Previous offenses were noted on the below dates, and you were advised via email:

Xxxxx (date/s and details)

Regards

XXX

Change Table

Date	Version	Author	Change details
14.02.2024	1.2	Lucy Grinnell	Addition of new version table at the beginning, document title and version number in header, and change table.
06/09/2024	1.3	Hesham E	Review/updated with more detailed view in the criteria and thresholds for monthly audits
01/10/2025	2.0	Nat Ryan	Full review and combination of driver audit and speeding audit frameworks
15/10/2025	2.1	Nat Ryan	Amends to red/amber actions