

# Vehicle Technology and Telematics Policy

Status/Version:XXXXXXXXXXXX

Effective: XXXXXXXXXX

Review Date: XXXXXXXXXX

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## 1 Policy Statement Objective

- 1.1 The objective of this policy is to support Coventry City Council's implementation and operation of Vehicle Technology and Telematics systems.
- 1.2 This policy sets out the rules and requirements for the use of technology and telematics equipment in vehicles operated by Coventry City Council

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## 2 Definition

- 2.1 Vehicle Technology and Telematics are defined as systems utilised within Council vehicles to measure and record data and information relating to the use of vehicles and service provision and include:-
  - i) Vehicle telematics
  - ii) In cab technology
  - iii) Vehicle cameras (whose use is defined within the Councils CCTV Procedure)
- 2.2 Coventry City Council will use vehicle technology and telematics devices and the information that they provide for the purposes of providing additional protection to employees and to fully meet our health and safety obligations, providing efficient services, for monitoring to ensure that vehicles are used effectively, to ensure that our drivers' practices are fully compliant with Health and Safety legislation and transport industry best practice, to provide real time service delivery information and to monitor operational progress.

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## 3 Audience

- 3.1 This policy applies to the following:
  - i) All employees, including temporary, contractual and agency involved in carrying out the services of the Council.
  - ii) Members in their role of endorsing and monitoring compliance with this policy;

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## 4 In Scope

- 4.1 This policy covers the

- i) Use of vehicle technology and telematics to assist the Council in its Duty of Care with the ability to monitor operational activities, safety and performance.
  - ii) Monitoring of driving techniques to minimise the environmental impact of the Council's vehicles by recording instances of harsh braking, acceleration and cornering, excessive speed and idling and providing guidance to drivers to improve their practice;
  - iii) Validation of Drivers' hours by use of data provided;
  - iv) Use of vehicle technology and telematics to allow prompt communication of information relating to operational activities, support to employees and reaction to issues.
  - v) Use of vehicle technology and telematics to provide management information which will be used to improve working arrangements, service delivery and customer satisfaction;
  - vi) Use of vehicle technology and telematics to assist in the processing of insurance claims and the recovery of stolen vehicles.
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## **5 Implementation**

- 5.1 This policy has been developed in consultation with the relevant Trade Unions to safeguard the interest of individual members of staff, and the future development of services by the Council.
  - 5.2 The systems covered by this policy may be installed in any Council vehicle and major item of plant where benefits to operations and employees are identified.
  - 5.3 This policy takes account of the requirements of the Data Protection Act 1998 and Human Rights legislation.
  - 5.4 Any general instructions for taking vehicles home will be amended to reflect this policy.
  - 5.5 This policy is operational from the date of approval and replaces any previous policies and procedures;
  - 5.5 A copy of this policy is available via the Council's Intranet. The Council's policy may be made available for public inspection under the Freedom of Information Act 2000.
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## **6 Review**

- 6.1 The Council's use of Vehicle Technology and Telematic devices and the data derived therefrom will be reviewed on a regular basis to ensure compliance with this policy by the Assistant Director for Streetscene and Greenspace and representatives of the Trade Unions. If necessary, an annual report on the usage will then be presented to the Place Directorate industrial relations forum.
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## **7 Other Relevant Documents**

- 7.1 This policy will be used in conjunction with all other relevant Council policies and procedures with specific relevance to:-

- Driving Policy
- Employee Code of Conduct
- CCTV

7.2 The above is not an exhaustive list and it is the user's responsibility to ensure they are aware of the Council's requirements.

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## 8 Policy Statement

8.1 The installation of vehicle technology and telematic devices in vehicles and the use of the data generated can provide great benefits in respect of safety and security issues and vehicle use issues, leading to greater efficiency in the frontline services provided by the Council. The system is also capable of providing invaluable management information which can be used to inform the better use of resources. Coventry City Council has recognised the benefits of such systems and will use the system:-

- To protect the wellbeing of employees as far as is reasonably practical whilst at work or on duty, including safeguarding them against vexatious complaints and allegations.
  - To ensure the protection and security of vehicles, plant and equipment.
  - To ensure the vehicle is protected when not in use and/or when parked overnight, on weekends, on public holidays or during other periods of absence from work.
  - To ensure vehicles leaving the Council premises do so with the appropriate approval.
  - To facilitate communication between members of staff. Communications between members of staff may be monitored in order to ensure that the system is not abused.
  - To monitor and maintain technical, financial, operational and administrative data, aimed at reducing costs and providing better service to our customers.
  - To locate stolen vehicles.
  - To improve communication of information relating to operational activities, support to employees and reaction to issues.
  - To support service improvements.
  - To support investigations into issues, complaints and/or misuse of a vehicle.
  - The data will be used to enforce the Council's Code of Conduct for Employees and any other Council policies. This information may be used as evidence in disciplinary proceedings or other investigations. Such information may also be disclosed to authorised bodies in the event of any criminal or other investigation.
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## 9 Roles & Responsibilities

The following provides an overview of the roles and responsibilities of officers, members, relevant teams and the Audit Committee in ensuring compliance with the policy.

9.1 The **Cabinet Member** (City Services) will be responsible for endorsing this policy.

9.2 The **Responsible Officer** ( Assistant Director for Streetscene and Greenspace ), or their nominated deputy, will be responsible for the integrity of the Council's processes and procedures relating to the use of data derived from Vehicle Technology and Telematic Devices

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## 10 Relevant Legislation

- The Data Protection Act 1998 (DPA)
- Employment legislation
- Freedom of Information
- ISO 27001 : 2005 Information Security, Management Systems controls A15.1

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## 11 Consequences of Not Following Policy

Compliance with this policy will be monitored and non-compliance issues will be investigated and reported on.

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## 12 Accessing data for alleged employee misconduct/ complaint

When a complaint has been made or serious incident has occurred and there is a need to investigate the complaint/incident; and for use in an HR/Audit investigation, any manager or supervisor will need to contact the Assistant Director, Streetscene & Greenspace, Place directorate, who will be responsible for approving or rejecting the request.

The data can be secured as soon as an allegation is received but it cannot be viewed until written consent (email will suffice) has been given by the Assistant Director, Streetscene & Greenspace.

The data that has obtained will need to be retained in a secure environment for as long as necessary for the purposes of the investigation and any subsequent actions.

### Document Control: Version History

Version	Status	Date	Author	Summary of Changes
1		4/12/14	S Elliot	Inclusion of in-cab technology and links to CCTV

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**Technical Reviewers**

Name	Role	Business Area
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**Management Reviewers**

Name	Role	Business Area
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**Member Approval**

Name	Date
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