



Royal Mail & CWU National Joint Statement On the National Deployment of the Vehicle Check app

Introduction

Following the Terms of Reference for a trial of a new Vehicle Checks PDA app and process we can confirm that the trials have successfully concluded with positive feedback. CWU members involved in the trial have confirmed the app and guidance to be user friendly in the vehicle check process.

Background

It is acknowledged that all small fleet drivers have a legal and moral duty to undertake pre-use checks on their vehicle, ensuring it meets all necessary safety and security standards before leaving site.

Royal Mail has invested in digitising the pre-use check process. An app has been developed which sits on the PDA and supports operators in completing the checks. The app has been designed to be simple and easy to use and will replace the requirement to enter details into a vehicle log book. The data from the app will be made available in a QlikView dashboard for unit managers to view, in order to promote an increase in visibility of the pre-use checks being completed. Both Royal Mail and the CWU support the use of an app for the vehicle check process and the fact that we need to jointly improve compliance to the actual checks and that this is done in a supportive way.

The pre-use checks have also been refreshed and categorised as a daily check (inside and outside the vehicle) and a more comprehensive weekly check (inside, outside, and under the bonnet). This simplification will support operators in understanding the refreshed checks and support their completion. The refreshed checks apply to Light Commercial Vehicles (LCVs) which are <3.5t. This is typically the smaller fleet used in collections and deliveries (it does not include crew buses/ minibuses or larger fleet).

The app does not replace the PMT1 process which remains in place should vehicle defects be found but will provide Drivers with an additional prompt to complete a Fault Report.

Testing

Since June the refreshed checks and app have been tested across 13 test sites. These sites included a mixture of delivery units and collection hubs. Following excellent feedback from the test sites a Phase 2 app and GBI dashboard was rolled out in October. Draft training materials were also delivered to gauge the best approach to upskill drivers on how to complete the checks and record via the app and feedback from frontline staff has been used to finalise these.

National rollout

Following very positive feedback from the test sites Royal Mail will now roll out this capability Nationally from early next year (Jan-March 2021). The agreed training approach of using Skype / Microsoft Teams sessions to upskill Workplace coaches (WPCs) will be followed. The WPCs will then train all drivers. Training will be recorded via Success Factors. The Vehicle Checks app will then be enabled across all PDAs so drivers can begin recording all pre-use checks via the app. The aim is to replace the manual logbooks with the digitised process.

National rollout – training materials

As noted earlier the National training materials have been developed using driver feedback from the test sites. The training materials consist of widely recognised formats including PDA animation video(s) (accessed via Content on Demand), Vehicle Checks handout, and posters. The final training materials will be shared before National rollout and circulated for information.

National rollout out - high level implementation plan

Below is a high level roll out plan to support all drivers in understanding the need to both physically perform the pre-use checks and to also record them via the vehicle checks app.

Activity

Diarise WPC sessions
Hold WPC upskilling session (via Skype)
WPC to train drivers (recorded via PSP)
Early Life Support (ELS)
Post implementation Review (PIR)

Timeline

Up to Jan 2021
Jan – Feb 2021
Jan – Mar 2021
Mar 2021
Apr- May 2021

Royal Mail and the CWU are committed to reviewing the refreshed process post National rollout and working jointly to ensure that all drivers are able to physically complete their pre-use checks and accurately record via the vehicle checks app. This includes any resultant work found on the vehicle that ensures complete roadworthiness to the required ministry standard.



Rob Jenson
Royal Mail
National Delivery Director



Mark Baulch
CWU
Assistant Secretary Outdoor

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