



London Ambulance Service **NHS**  
NHS Trust

## Fuel Card Procedure

## **DOCUMENT PROFILE and CONTROL.**

### **Purpose of the document:**

To define the method by which fuel and engine lubricant is obtained for vehicles used by the Trust and the responsibilities of the individuals involved.

**Sponsor Department:** Fleet

**Author/Reviewer:** Fleet Admin Manager. To be reviewed by May 2017.

**Document Status:** Final

<b>Amendment History</b>			
Date	*Version	Author/Contributor	Amendment Details
06/06/14	5.1	IG Manager	Document Profile and Control update
16/05/14	4.5	IG Manager	Formatting and Document Profile and Control update
13/05/14	4.4	Fleet Admin Manager	Further amendments
07/03/14	4.3	Fleet Admin Manager	Amendments to 4.2,4.3,6.1.4,6.2, 9 and implementation plan
02/04/12	4.2	IG Manager	Document Profile & Control update
24/11/11	4.1	Fleet Admin Manager	Amendments to S.4.3 and S.10 as requested by ADG
22/11/11	3.2	Fleet Admin Manager	Review
11/11/11	3.1	Fleet Admin Manager	Review
18/02/11	2.6	DDO	Minor amendments
18/10/10	2.5	So to DDO	Reformatting and review
11/10/10	2.4	So to DDO	Reformatting and review
13/09/10	2.3	So to DDO	Reformatting and review
27/07/10	2.2	Fleet Admin Manager	Reformatted; added scope, expanded monitoring; Fleet Admin address and contact details Change in procedure
24/04/08	2.1	Development Projects Manager	Updated Appendix 1 and 2
17/03/04	1.1		Appendix 1 amended

**Version Control Note:** All documents in development are indicated by minor versions i.e. 0.1; 0.2 etc. The first version of a document to be approved for release is given major version 1.0. Upon review the first version of a revised document is given the designation 1.1, the second 1.2 etc. until the revised version is approved, whereupon it becomes version 2.0. The system continues in numerical order each time a document is reviewed and approved.

<b>For Approval By:</b>	<b>Date Approved</b>	<b>Version</b>
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The Pulse	09/06/14 (v5.1)	Governance and Assurance Administrator	G&A
LAS Website	09/06/14 (v5.1)	Governance and Assurance Administrator	G&A
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07/07/11 (v3.0)	DDO & others
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<b>Links to Related documents or references providing additional information</b>		
<b>Ref. No.</b>	<b>Title</b>	<b>Version</b>
TP/010	Vehicle Transfer Procedure	1.4
TP/069	Vehicle Hire Procedure	1.1

Document Status: This is a controlled record as are the document(s) to which it relates. Whilst all or any part of it may be printed, the electronic version maintained in P&P-File the controlled master copy. Any printed copies are not controlled nor substantive

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## 1. Introduction

BP Plus fuel cards are used in the Service for the purpose of refuelling Service vehicles. Fleet Administration Department (FAD) are responsible for the day to day management of fuel cards. Fuel cards can only be used at BP and Texaco fuelling stations. The policy will outline the measures and procedures in place for monitoring & auditing of all transactions to prevent any fraud or misuse. It will also define the procedures in place to obtain and use fuel cards and how they must be managed.

The only fuel types that are authorised to be purchased are:

- Regular Diesel
- Unleaded Petrol (not Super unleaded)
- Engine Lubricant, in exceptional circumstances (as the workshop should be the first contact due to specific oils which are used on specialist LAS vehicles.)

The policy provides guidance for reporting lost or stolen cards as it is imperative that the loss or possible theft of a fuel card is managed quickly and effectively to minimise the risk of inappropriate use and the potential financial loss to the Service. The 'card company' accepts financial responsibility for all transactions from the time they are notified of the loss / theft however if the Trust is deemed negligent it could be liable for interim misuse prior to the cancellation, for example, if the PIN is written on the card.

## 2. Scope

2.1 This policy covers the following activities

- Use of fuel cards
- Issue and receipt of fuel cards
- Lost and stolen fuel card reporting procedures
- Management and responsibilities of fuel cards
- Administration of fuel cards
- Auditing and Policing of fuel cards

## 3. Objectives

- 3.1 To ensure the correct use and management of fuel cards Service wide.
- 3.2 To ensure effective administration of fuel cards and transactions.
- 3.3 To prevent inappropriate use of cards.
- 3.4 To ensure the efficient use and management of fuel cards Service wide.

## **4. Responsibilities**

### **4.1 Fleet Administration Department (FAD):**

- Ordering and issuing of cards. A copy of the Personal Issue Fuel Card Guidelines will be sent with each card issued – see Appendix 4
- Ensuring a receipt is obtained for each card issued – see Appendix 2
- Administration and record keeping of cards
- Management of lost/stolen cards
- Account Management (BP)
- Provision of information on procurement process
- Audit Duties
- Cancel fuel cards when advised (automatic notification from ESR)

### **4.2 Staff Line Managers**

- Check all new cards issued have correct details and confirm receipt with FAD.
- Ensure good practice by staff with regards to fuel card management by making sure they are aware of this procedure and are adhering to it.
- Ensure lost/stolen cards are reported immediately
- Investigate exceptions and/or unusual transactions, liaising with FAD as required.
- Carry out investigations with staff in line with the London Ambulance Service disciplinary policy as necessary.

### **4.3 Staff/Driver**

- Must ensure their personal issue card is with them at all times whilst at work
- Report missing or damaged cards to line management or FAD immediately. This is vital to prevent inappropriate use.
- Ensure the safe keeping of the card.
- Ensure PIN/card is not shared with anyone.

### **4.4 Local Counter Fraud Specialist (LCFS)**

- Conduct assurance work to endeavor to ensure that the processes in place surrounding the distribution and usage of fuel cards has been reviewed with a view to developing a robust counter fraud approach.
- Respond to any enquiries regarding a suspicion of allegation of fraud made by any member of staff. Any such referrals should be addressed in a timely manner, providing feedback to individuals where appropriate.
- Investigate any instances of fraud arising through reports made by members of staff or proactive exercises. Any substantiated claims may be considered for criminal or civil prosecution, as well as disciplinary action, where appropriate.

## 5. Definitions

VRC - Vehicle Resource Centre, provides vehicles for crews by monitoring vehicle availability against resource demand and organising vehicle movements.

Indebtedness form – This is a form used by some garages to capture essential details about a fuel transaction, when there is no acceptable means of payment available

PTS – Patient Transport Service – provides transport to and from hospitals

## 6. Procedure

### 6.1 Forecourt Procedure

6.1.1 Forecourt safety must be observed at all times. The following points should be adhered to in addition to any local safety advisory notices present at fuel stations:

- Do not use mobile phones on the forecourt
- Observe garage signage
- Report any spills of fuel or oil
- Park as close as possible to the pump to avoid creating trip hazards for other users
- Turn off auxiliary heaters (Webasto) before refueling.

6.1.2 Determine what type of fuel is required; there is signage by the fuel filler indicating the type of fuel for the vehicle. Most modern ambulance vehicles are diesel, (all LAS Mercedes ambulances are diesel).

6.1.3 In the event of accidental miss-fuelling report to VRC or local management along with the fuel station. **DO NOT START THE ENGINE.**

6.1.4 After refueling the vehicle, the cashier will require the following information on presentation of the fuel card:

- Vehicle Registration number
- Mileage reading

The pin number should then be entered to authorise the transaction and the receipt collected by the driver.

6.1.5 The engine oil level should be checked and topped up at ambulance stations or workshops at the time of the vehicle daily inspection (VDI), this will ensure the correct type and grade of oils is always used. By exception if this cannot be done and to avoid unnecessary downtime or VOR; engine oils can be purchased at the relevant fuel stations. If oil has to be purchased on the fuel card it is essential that the correct type of oil is used. See Appendix 3.

## 6.2 Lost/Stolen/Faulty or non-functioning cards

If a card is lost/stolen/faulty or non-functioning then it must be reported to one of following immediately:

- Line manager/Duty Station Officer(DSO) who in turn will inform FAD
- Vehicle Resource Centre(VRC)
- Fleet Administration Department (FAD)

FAD will investigate lost or stolen fuel cards, cancel and reissue as necessary. FAD will require cards and records to be submitted when requested for audit purposes.

If VRC are required to make payment for a fuel transaction over the telephone an accurate record of the details must be kept. This record must include: date, time, call sign, fleet number, garage location, litres, cost.

A quantity of spare cards will be kept by VRC for emergency use only. Any cards issued by VRC staff must have the following details recorded and passed to Fleet Admin immediately; card number, date, name of staff member card issued to, reason for issue, name of VRC member who issued card.

## 7. Handling and Safe keeping of Fuel Cards

A special holder is provided for each fuel card. Replacements are available from FAD.

## 8. Replacement Fuel Cards

Replacement cards that have been lost, stolen or damaged should be requested using form LA375/2 (Appendix 1)  
Alternatively an email request to [fleetadminteam@lond-amb.nhs.uk](mailto:fleetadminteam@lond-amb.nhs.uk) will be accepted as long as it includes the same data as the LA375.

A record will be kept by FAD to highlight repeated losses of fuel cards by individual members of staff. These will be highlighted to the relevant management team for investigation.

## 9. Transactions & Security

Fuel transaction data will be maintained by BP on behalf of LAS. Using data provided by the fuel provider and correlating with internal systems, FAD will produce and review a number of reports on a monthly basis, These will include:-

- Non LAS Vehicles in Receipt of Fuel
- Excessive Amount of Fuel Issued to a Vehicle in one Transaction
- Excessive Use of Fuel Card During Shift
- Incorrect Fuel Type Issued
- Single Vehicle in Receipt of Excessive Fuel

- Fuel Card Used Outside of Shift Time
- Fuel Card Used to Purchase Lubricant

FAD are responsible for investigating any anomalies and bringing them to the attention of the LAS Counter Fraud Specialist using the Fuel Card Report Form. Supplying or using Trust fuel cards for non-Trust business could constitute a criminal offence and result in proceedings being taken against anyone identified in their fraudulent use. This could include a criminal investigation of the incident by the Local Counter Fraud Specialist and the Police and result in a criminal and/or civil and/or disciplinary sanction being applied.

FAD will maintain a register of these anomalies, along with outcomes, to highlight any trends or needs for amendments to this policy.

If the wrong grade of fuel is drawn a reminder will be sent by FAD to staff explaining that only regular grades should be purchased. Repeated use of the wrong grade of fuel will be highlighted by FAD to the relevant management.

Fuel cards may not be used for vehicles with any element of private mileage i.e. Managers' Leased Vehicles.



<b>IMPLEMENTATION PLAN</b>				
<b>Intended Audience</b>	<i>All LAS staff</i>			
<b>Dissemination</b>	<i>Available to all staff on the Pulse and to the public on the LAS website</i>			
<b>Communications</b>	<i>Revised procedure to be announced in the RIB and a link provided to the document</i>			
<b>Training</b>	<i>None required</i>			
<b>Monitoring:</b>				
<b>Aspect to be monitored</b>	<b>Frequency of monitoring AND Tool used</b>	<b>Individual/ team responsible for carrying out monitoring AND Committee/ group where results are reported</b>	<b>Committee/ group responsible for monitoring outcomes/ recommendations</b>	<b>How learning will take place</b>
Reports are available by the supplier (BP) showing detailed accounts of all transactions	Transaction data from BP will be reviewed on a monthly basis using methodology advised by LCFS noting any incidence of:  Non LAS Vehicles in Receipt of Fuel  Excessive Amount of Fuel Issued to a Vehicle in one Transaction  Excessive Use of Fuel Card	BP will maintain data for LAS.  FAD will review the reports, record anomalies on register and request investigation by local managers.  Any failure to provide outcome from local investigation will be pursued by FAD.  Any anomaly that cannot be explained will be passed to the LCFS for further investigation.	Recommendations from LCFS will be reported to the Audit Committee.	FAD will maintain a register of anomalies and outcomes to highlight trends and needs for amendments to the policy,

	<p>During Shift</p> <p>Incorrect Fuel Type Issued</p> <p>Single Vehicle in Receipt of Excessive Fuel</p> <p>Fuel Card Used Outside of Shift Time</p> <p>Fuel Card Used to Purchase Lubricant</p> <p>FAD will perform monthly review of anomaly the department anomaly register.</p>			
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LA375/2

## LONDON AMBULANCE SERVICE NHS TRUST

## FUEL CARD REQUEST FORM

***To be completed by Manager\* requesting fuel card. Please complete all parts to enable a fuel card to be produced.***

Employee Name		Complex	
Payroll Number			
Name		Contact Tel. No	
Signature		Title	
Date			

\*Cards for new staff may be ordered by DSO or equivalent.

Fax to Fleet Admin on 0203 069 0357 or email to [fleetadminteam@lond-amb.nhs.uk](mailto:fleetadminteam@lond-amb.nhs.uk) and retain until fuel card arrives.

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# FLEET ADMINISTRATION FUEL CARD RECEIPT

TO:

COMPLEX:

FROM:

DATE:

Please find enclosed the following fuel card.

70067619283123456

Please confirm receipt of this card immediately to Fleet Admin by signing below and either faxing to 020 3069 0357 or emailing to [FleetAdminTeam@lond-amb.nhs.uk](mailto:FleetAdminTeam@lond-amb.nhs.uk)

## CONFIRMATION OF RECEIPT

I understand that fraudulent misuse of a London Ambulance Service NHS Trust fuel card could be referred to the Police and Local Counter Fraud Specialist for investigation. This could result in disciplinary action and/or being liable for prosecution and/or civil recovery proceedings.

A copy of the Personal Issue Fuel Cards Guide is printed on the reverse of this letter (if this is missing or you require further copies please contact Fleet Admin). Please retain this guide for your records.

NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

## LAS Oil and Fuel

<b>VEHICLE</b>	<b>OIL</b>	<b>FUEL</b>
Mercedes 416	Castrol GTX 10W-40 A3/B4	Diesel
Zafira A	Castrol GTX 10W-40 A3/B4	Diesel
Up to 2007 Movano	Castrol GTX 10W-40 A3/B4	Diesel
Astra G	Castrol GTX 10W-40 A3/B4	Petrol
LDV	Castrol GTX 10W-40 A3/B4	Petrol
Mercedes 515/6	Castrol Enduron Low SAPS 10W- 40	Diesel
Movano after 2007	Castrol Magnatec 5W-30 A3/B4	Diesel
Zafira B	Castrol Magnatec 5W-30 A3/B4	Diesel

PERSONAL ISSUE FUEL CARDS GUIDE

**Fuel Card Issue:-** Cards will be issued to individuals bearing their name for use on Service vehicles only. It is a mandatory requirement to have a card and it must on your person whilst on duty.

**Receipt of Fuel Cards:-** All fuel cards must be signed for upon receipt on the fuel card acknowledgement letter. This should be returned to FAD as soon as practicably possible. The LA106, issue of personal equipment should also reflect receipt of a card. The user (who the card is issued to) will need to sign the back of the card immediately.

**Pin Numbers:-** These will generally be the last 4 digits of your payroll number, if however, this starts with a zero you will duplicate the number following this. i.e. 0591 will become 5591. In the case of a number being four zeros, this will be decided on an individual basis.

On no occasion should the pin number be written on the fuel card and on no occasion should the card be lent to another user. This card should be treated with the same care as your personal credit card. Non adherence will be referred for disciplinary proceedings.

**Vehicle:-** As per current policy, you must leave at least half a tank of fuel on the vehicle when you return it to the complex at the end of your shift.

**What You May Purchase:-** The cards are set up to buy fuels and lubricants only, this means fuel appropriate to your LAS vehicle and oil only. Standard products should be purchased wherever available and purchase of high performance fuels is not permitted. Purchase of screen wash is not permitted as this is available from LAS Workshops.

**Maximum Amount of Fuel That a Card Can Purchase:-** Cards are set with a maximum daily allowance and large or duplicate usages will show on exception reports. These will be investigated accordingly, as will mixed fuel types.

**If a Card is Refused/Withheld at the Fuel Station:-** If your card is refused/withheld at the fuel station, contact FAD immediately we can establish whether the card is still valid and/or reset the PIN if you have entered it too many times. Another means of payment will be required, whether over the phone or with your DSO or colleague attending the fuel station.

**Fuel Receipts:-** All receipts should be attached to the LA1 sheet and handed in to your station admin; they will store them and can be requested by FAD for investigation should the need arise.

**If a Card is Lost:-** You must notify FAD immediately you notice your card has gone missing, by telephone 020 3069 0358, initially with a follow up email to confirm the request for a new card. This will enable FAD to cancel the card straight away to reduce misuse. A new card can be requested and ordered at the same time; however the email is crucial for audit purposes. The new card will take 3 -5 days to be received at FAD.

**Card Expiry Dates:-** All cards show an expiry date and nearer that time FAD will plan to replace cards as necessary.

**Analysis:-** FAD will produce weekly reports identifying all transactions carried out on these cards. These will be analysed for anomalies. If there are any anomalies these will be investigated appropriately.

**Misuse:-** Any misuse that is considered to be in breach of LAS rules will be brought to the attention of the senior management at the Complex/Department concerned and will be investigated under the disciplinary procedure. Supplying or using Trust fuel cards for non-Trust business could constitute a criminal offence and result in you being investigated by the Local Counter Fraud Specialist and the Police. You could be liable for prosecution and/or civil recovery proceedings and/or internal disciplinary proceedings.

If you suspect a fuel card has/is being used fraudulently report this immediately to FAD, get as much information as possible, day, date time, location, and registration, if possible. We will cancel and re-issue the card and in conjunction with the Police and Local Counter Fraud Specialist investigate the transactions.

Leavers:- If you leave the LAS your fuel card should be returned to your manager with the top corner cut off, they will then inform FAD and it will be cancelled.