

# Vehicle Inspection Service



Your partner in vehicle maintenance

Raising compliance standards

Auditor to the industry



DELIVERING SAFE, EFFICIENT, SUSTAINABLE LOGISTICS

# Introduction and contents

FTA has supported its members for over 125 years, ensuring they have safe, reliable and efficient logistic operations. Due to demand we have also been providing a comprehensive range of Vehicle and Equipment Inspections, Fleet Management Information and Technical Training via FTA's highly respected Vehicle Inspection Service and its team of experienced engineers since 1966.

## Managing compliance

FTA's team of engineers cover the UK and Republic of Ireland and work with some of the biggest names in logistics across a wide range of industry sectors such as retail, construction and 3PL operations. We also provide this service to a large number of small and medium enterprises (SMEs).

Our engineers are equipped with all the necessary tools and equipment to carry out either Preventative Maintenance Inspection (PMI), a thorough examination inspection of your equipment, or an Audit Inspection to check the standards of your maintenance providers. As we undertake this type of work across a significant number of FTA members, we are able to supply industry specific benchmarking information to help you manage compliance.



- 3 Information and support
- 4 Why choose FTA?
- 6 Vehicle Inspections
- 8 **Visionfta**
- 10 Audits and inspections
- 12 Tanker Inspection and Certification Service
- 14 Training
- 15 Technicians Assessments and Workshop Accreditation

## Your legal obligations

As part of your operator licence obligations and road traffic law you have an undertaking to maintain your vehicles in a roadworthy condition and ensure your drivers are carrying out their routine walk around checks. With around 80 per cent of heavy goods vehicle operators entrusting their vehicle maintenance and repairs, and ultimately their operator licence, to external service providers, it should be considered essential for operators to carry out quality monitoring of their maintenance provider, as published in the Driver and Vehicle Standards Agency's (DVSA) latest *Guide to Maintaining Roadworthiness*, under section 6.



Being at the forefront of industry developments and latest legislation has enabled FTA's intelligent development of a range of services to ensure vehicles, related equipment and general maintenance arrangements stay legally compliant, adhere to safety standards and add value to operational efficiency.

FTA members can also access a wealth of information to help in all aspects of their operation, whether this is through our expert transport advisors at our Member Advice Centre, nationwide briefings, our popular conferences, member only sections of the website, email news bulletins, compliance guides, *Freight* magazine and *Yearbook of Road Transport Law*. Please do not hesitate to get in touch if you have any queries or need any support on any area of your transport operation.

## Consultancy

Whether you are moving premises, deciding on outsourcing your vehicle maintenance arrangements, facing new challenges or looking to implement new procedures, FTA's team of knowledgeable consultants can provide guidance and bespoke solutions.

## Shopfta

FTA's one-stop-shop for all your transport consumables offers a range of regularly updated products for sale online or by phone.

Our extensive range includes many products to aid you in keeping your vehicles maintained to the required standards – such as wheelnut indicators, inspection pads, vehicle maintenance and record wallcharts.

To view our full range of products visit [www.shop.fta.co.uk](http://www.shop.fta.co.uk) or request a catalogue by calling 08717 11 11 11.



## Briefings and conferences

Throughout the year FTA's policy and information experts run a series of briefings and conferences to ensure delegates are up-to-date with the latest legislation and are given best practice advice. The events, that are available up and down the country and cover a variety of topical areas and subjects, include:

- Transport Manager Conferences
- Fleet Engineer Conference
- Safety in Logistics Conference

*“ I attend FTA's Transport Manager every year because I find it's the best way of updating myself on the latest compliance and legislative moves that are going to take place in the near future.”*

Steve Arbon  
Title????, Northgate Group



# Why choose FTA?



Being at the forefront of industry developments with a wealth of experience has provided FTA with the tools to offer a wide range of United Kingdom Accreditation Service (UKAS) accredited inspections and audits, carried out by highly skilled engineers.

The DVSA *Guide to Maintaining Roadworthiness* states it should be considered essential for operators to carry out quality monitoring of their maintenance provider. The *Guide to Maintaining Roadworthiness* can be downloaded via the GOV.UK website.

Using FTA for your vehicle maintenance requirements will increase compliance, save you money and give you peace of mind.

- ✓ **First class service**  
Our inspections and audits are mostly accredited by UKAS ensuring they are of the highest standards
- ✓ **Increases compliance**  
With a proven track record in reducing vehicle defects and our effective reporting service, your risk of non-compliance is minimised
- ✓ **Cost savings**  
Proven reductions in vehicle defects result in reduced repair costs, vehicle downtime and risk of prohibitions
- ✓ **Peace of mind**  
Independent audits of your maintenance providers protect your interests and ensure you are getting good value
- ✓ **Effective reporting**  
The latest in interactive reporting ensures you are always on top of your compliance and you can easily drill down to view individual detail and highlight trends
- ✓ **Convenience**  
Wherever you are in the UK, you will have access to our expert engineers, all of who are trained, accredited and audited to a national standard



## How much could you save with FTA?

"Using FTA inspections has enabled significant cost savings to be achieved."

*Glasgow City Council*

"Using the FTA Vehicle Inspection Service provides us with a cost saving of 35% against other internal and external options."

*Asda Stores Ltd*

"Replacing our in-house inspector with FTA inspections has saved us around 75% in costs per year."

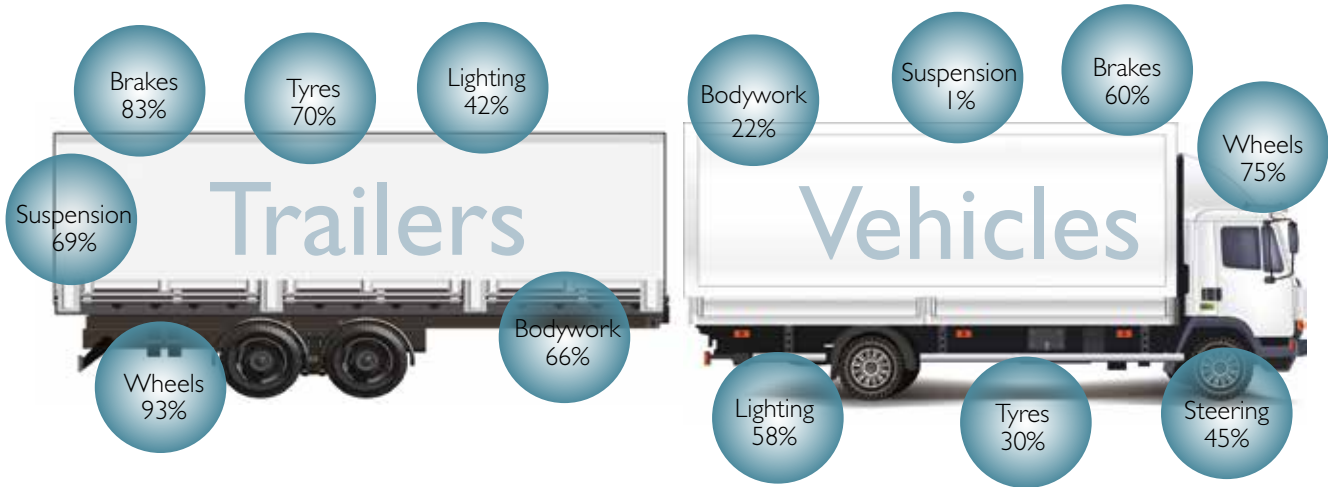
*Walkers Snack Foods Ltd*

"Using FTA vehicle inspections has enabled us to make net annual savings of £260 per truck!"

*Greggs plc*

## Proven reductions in defects with FTA's inspections

These figures show the percentage reduction of defects found on vehicles and trailers inspected by FTA, in relation to the national average as detailed in the annual DVSA Effectiveness Report. It is clear that FTA vehicle inspection customers are significantly more compliant.



### Did you know?

The Driver and Vehicle Standards Agency (DVSA) has reviewed its process for stopping vehicles at the roadside in order to have a more targeted approach<sup>1</sup>.

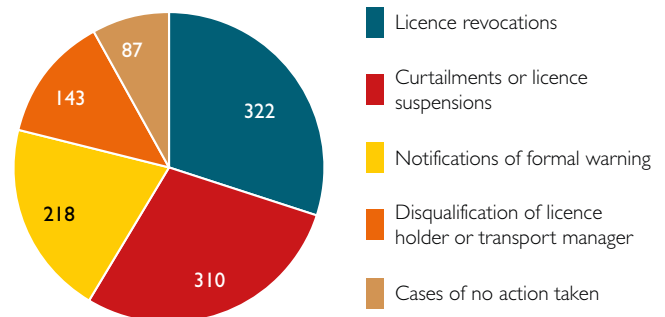
Brake systems are still the area most likely to attract prohibition at the roadside in HGVs<sup>2</sup>.

Maintenance assessments between 2013/14 on HGVs declared 79.9 per cent of them unsatisfactory<sup>2</sup>.

This chart highlights the consequences of failing DVSA inspections.

### Results of 915 Public Inquiries held 2013/14 (percentage)<sup>3</sup>

Note: the figures may not equal the number of public inquiries completed, as more than one action may be taken against a licence holder.



<sup>1</sup> VOSA Business Plan 2013/14

<sup>2</sup> VOSA Effectiveness Report 2013/14

<sup>3</sup> Traffic Commissioners Annual Report 2013/14

# Vehicle inspections

FTA carries out Roadworthiness and Maintenance Inspections on many types of vehicles at your premises including HGVs, tractor units, vans, tankers and specialist vehicles such as fire engines and refuse vehicles. All reports can now be accessed by [Visionfta](#).

Find out which of FTA's vehicle inspections best suits your operation below.



## Roadworthiness Inspections

FTA's Roadworthiness Inspections provide regular opportunities to fully examine the operational and mechanic condition of your vehicles, to ensure compliance with your legal obligations and help avoid failure at roadside and annual tests.

Roadworthiness Inspections satisfy your legal obligations to the Road Traffic Act 1988 which state that your vehicles must be maintained to a roadworthy standard. In addition to providing a legal necessity, these inspections can also help reduce the risk of occurring penalties such as Operator Compliance Risk Score (OCRS) points and fixed penalties at the roadside.



## Roadworthiness Plus Reports

FTA's Roadworthiness Plus Reports provide everything from the Roadworthiness Inspections along with imagery which clearly identify discretionary repair items and tyre tread depths.



## Maintenance Inspections

A Maintenance Inspection builds on the Roadworthiness Inspection and is a complete in-depth visual examination which provides a valuable insight into maintenance standards and the general care of the vehicle, including its cosmetic appearance.

A comprehensive breakdown of the components checked and a coding for each separate area allows you to realise the extent of the condition of the component and its potential to become a defect given time.

*“We are passionate about our vehicle compliance and use FTA's Vehicle Inspection Service to give us an independent review of the condition of our vehicle fleet. FTA remains our first choice for unprejudiced, objective, high quality inspections which are key to our compliance and the smooth running of our operation. We have come to rely on FTA and with such helpful, highly skilled and knowledgeable staff I would recommend them to any vehicle operation.”*

**Darren Smith**  
Airside Transport Technical Manager, Heathrow Airport Ltd

## Which inspection is right for you?



### Roadworthiness

Ensures safe, legal and reliable condition of your vehicle, providing you with a full inspection report and discussion with the FTA engineer to help keep you compliant. Typical use is PMI or Audit inspections of your maintenance provider – as per the *Guide to Maintaining Roadworthiness*



### Roadworthiness Plus

Builds on the standard Roadworthiness Inspection and will also provide tyre tread depths on the inspection report. And you will also receive three photographs which will highlight the cosmetic condition of the vehicle or trailer. Typical use of this report is the same as the above, however members chose this report when brand image is also a key consideration.



### Maintenance

An in-depth visual examination covering all items as per the Roadworthiness Inspection, and includes tyre tread depths. This report also covers all discretionary and cosmetic defects, which will be noted on the inspection report. Typical use of this inspection report would be for Pre-Purchase, End of Lease, to name just two.



## Roadworthiness Awards

Our prestigious Roadworthiness Awards recognise FTA members' efforts to maintain high standards with vehicles and trailers, and vehicle maintenance systems.

Award winners are presented with a custom-printed 1:50 scale modal truck, a certificate and a mention in FTA's *Freight* magazine. The Awards highlight efforts to keep fleets safe, legal and efficient, recognise excellent standards of vehicle safety, condition and maintenance standards in the UK.

Previous award winners include:

- Sainsbury's – Basingstoke depot
- Maritime Group Ltd
- Müller Wiseman Dairies

For more information or if you think your operation should be considered for an award, please visit [www.fta.co.uk/vis](http://www.fta.co.uk/vis)

Effective management information is vital to ensure you are fully aware of any potential gaps in your compliance, to increase business efficiency and pinpoint safety issues. FTA's Management Reporting provides a detailed analysis of the condition of your fleet, maintenance arrangements and systems, outlining their effects on the efficiency of your business and training needs.

Accessed through a secure online portal, Visionfta is the ultimate tool for all managers. Not only is it home to all vehicle inspection and audit reports but you can also view tachograph analysis – making it faster and easier than ever to manage, control and analyse data and help to prioritise business decisions.



From the summary page a number of more detailed reports are available including: defects, components, comparison, trends and vehicle.

Dashboard illustrations show average OCRS points, potential Graduated Fixed Penalty charges, defects and safety defects across the company. Helpful visual indicators also show the national averages, sector averages and defect averages to quickly show how your operation is positioned within the industry.



“SITA UK has used FTA's Vehicle Inspection Service (VIS) for over 10 years and this has provided an invaluable indicator of the adherence to procedures at each location and workshop.

VIS information has been utilised to monitor performance at internal and external maintenance providers as well as to ensure a more targeted approach to fleet compliance can be implemented. Following any prohibitions issued by DVSA, the use of the FTA inspection services is always detailed as an action to be undertaken after the encounter.”

**Daniel Brooks**  
*Fleet Compliance and Audit Manager*  
SITA UK





## Operator Compliance Risk Score (OCRS) reports

A report detailing the OCRS points that your vehicles would have attracted if they had been stopped by DVSA at the roadside. These reports can benchmark depots and maintenance providers as well as showing where the defects are.

## Fleet Dashboard – Components

A report to highlight where your fleet is picking up the most defects.

The components tab tells you where, through analysis of components, defects are being found by the FTA Vehicle Inspection Service.



**Audits and Inspections**

Date	Type	Title	Location	Registration	Year	Status
22 Aug 2015	Audit	Prep Audit Report	London	CHENH		
22 Aug 2015	Audit	Operator compliance (operator's fault) Report	London	CHENH		
22 Aug 2015	Audit	Operator compliance (operator's fault) Report	London	CHENH		
22 Aug 2015	Audit	Operator compliance (operator's fault) Report	London	CHENH		
22 Aug 2015	Audit	Operator compliance (operator's fault) Report	London	CHENH		
22 Aug 2015	Audit	Operator compliance (operator's fault) Report	London	CHENH		

## Audits and Inspections

A report allowing you to quickly view audits and/or inspections carried out by FTA on your behalf.

Quickly search by depot, date range or vehicle registration number.

To find out more about Visionfta, visit [www.visionfta.co.uk](http://www.visionfta.co.uk) or call 08717 11 22 22.

# Audits and inspections

Much time, energy and money is spent on carrying out various procedures to ensure that operator licence regulations are met. Yet how can you be sure that all the systems you have in place are being carried out properly, cover all the areas necessary and are in line with DVSA's recommendation?

FTA's audits examine various aspects of your operation to ensure that you are fully aware of how your procedures are being carried out, whether they conform with the latest regulations and recommendations and if there are any aspects of your operation that may require attention.

## Vehicle Maintenance Systems Audit

A Vehicle Maintenance Systems Audit provides independent auditing of the systems and procedures you have in place to deal with your vehicle maintenance arrangements, using recommendations in DVSA's *Guide to Maintaining Roadworthiness* as the benchmark.

The comprehensive reports produce break down your systems into seven key areas – driver walk around checks, driver defect reporting, safety inspections, maintenance facilities, quality monitoring, records, vehicle condition – and include best practice tips and invaluable advice for determining which areas of your operation require special consideration, in order to avoid non-compliance should DVSA visit your operating centre.



## Driver Walk Around Check Audit

A Driver Walk Around Check Audit provides an independent stop and check at random on vehicles that are about to exit your premises. These checks will enable you to quality monitor the competency of the drivers carrying out their routine checks and the number of driver detectable defects going unnoticed.

During a check the following areas will be examined: lights, tyres, wheel fixings, bodywork, trailer coupling, load security and ancillary equipment.

The findings from the check will then be cross referenced with the driver's own records and a report will be produced on the day, showing the defects found and any vehicles that were free of driver reportable defects.

*“The Travis Perkins Group uses the FTA Vehicle Inspection Service as an integral part of our compliance and auditing process. Having a dedicated FTA Contract Manager overseeing the service gives us confidence that any issues raised are reported and acted upon to ensure that Travis Group requirements are met.”*

**Peter Heston**  
Group Transport Manager, Travis Perkins

FTA's experienced engineers are trained to high standards and can provide a wide range of inspections to suit your requirements. Whether you are looking at purchasing new vehicles, involved in a merger or fleet takeover or whether your vehicle lease contract is about to expire, FTA has a solution to ensure you are fully aware of the condition and potential value of a vehicle or fleet.

These unbiased examinations can be carried out on any type of vehicle from vans through to HGVs and tankers with tail lifts or other lifting equipment can also be thoroughly checked.

## Pre Purchase Inspections

Pre Purchase Inspections are designed to provide sufficient information on the condition of the vehicle to enable a decision on whether or not a purchase should be made. The inspection includes a full Maintenance Inspection, a standard road and brake test, plus a report on the details of the vehicle including plated weights, test certificate details and types of tyres.

## End of Lease Inspections

This independent third party inspection provides an objective report on the condition of the vehicle, considering fair wear and tear and highlighting areas requiring repair before the vehicle is returned. Estimated repair prices can be supplied on request.

**We can also manage leasing processes, communicate with operators and arrange the inspection for the lessor.**



## Due Dilligence Inspections

Due Dilligence Inspections are designed to examine the condition of a fleet of vehicles, or to show its financial value in the event of a takeover or merger.

## Lifting Equipment Inspections

In addition to our regular Roadworthiness and Maintenance Inspections, FTA engineers can also carry out a full visual, operational and mechanical inspection of any lifting equipment including tail lifts, lorry mounted cranes, bin lifts and demountable body systems. For inspections within the warehouse, including forklift trucks and warehouse racking, a brochure is available on request.

*Inspections of lifting equipment have to meet standards governed by the Health and Safety Executive (LOLER/PUWER).*

# Tanker Inspection and Certification Service

FTA's Tanker Inspection and Certification Service provides comprehensive examinations of tankers and their associated equipment in accordance with the schedules of the current road transport regulations for dangerous goods movement. The inspection and testing carried out follows the required standards laid down in ADR and Vehicle Certification Agency (VCA) procedures for the intermediate and periodic tanker examinations.

## Regular dangerous goods tank safety and maintenance inspections

Regular dangerous goods tank safety and maintenance inspections ensure compliance with your legal obligations and also provide assurances with regard to the safety of tankers, and can help reduce maintenance costs through early detection of potential defects. The inspection of the tank and associated equipment, such as hose reels and ladders, is primarily for maintenance purposes where normal vehicle safety inspections may not include this equipment. It provides a general overview of the tank and equipment condition, ensuring tankers meet the requirements of the annual ADR inspection.



*"Using FTA for our tanker inspections and certification and gas pressure testing has given us peace of mind that in this highly regulated environment, our vehicles and equipment are safe and legal. This ensures that our transport operation can run smoothly and our customers remain happy."*

**Ray Fowler**  
Transport Manager, George J Goff Ltd

## Your legal obligations

The schedules of the current road transport regulations for dangerous goods movement require that all dangerous substance tanks have a periodic/intermediate examination at specific intervals. The Major Oil Companies Safe Loading Pass Scheme requires a vapour tightness test every two years for all road tankers.

Since 1 July 2006, any inspection body which undertakes the inspection or examination of 'old' (pre 9 May 2004) tanks or 'new' (post 10 May 2004) tanks must be appointed by the Department for Transport (DfT)/Vehicle Certification Agency (VCA) after first satisfying the requirements of the accreditation body UKAS.

Please note: since 1 July 2010 a change in regulations required 'old tanks' built after 31 December 1996 to ADR standards to be certified to the requirements of new tanks. For more information FTA members can call the Member Service Centre on 08717 11 22 22.



## Road Tanker Inspection, Testing and Certification Service

This inspection, testing and certification complies with schedules of the current road transport regulations for dangerous goods movement and the requirements of ADR for carrying out intermediate and periodic tank examinations.

FTA's tanker inspection service is accredited by UKAS for intermediate and periodic inspection and certification of both UK tanks (pre 9 May 2004) and ADR tanks (post 10 May 2004). The inspection includes:

- a check of the required documentation for the inspection and certification history of the tank
- tank exterior/interior examination
- service equipment inspection including run off pipes, vapour recovery systems and related valves, vents and seals and frame
- intermediate certifications will have a leakproofness test carried out
- periodic certifications will have a leakproofness and hydraulic pressure test carried out

FTA's tanker inspection service is accredited to carry out tank pressure testing using the following test fluids/mediums.

### Leakproofness tests

- Low pressure oxygen free nitrogen to completely fill the tank
- Water with oxygen free nitrogen to pressurise the area of the tank above the fluid



- Fluids with a flash point greater than 61 °C with oxygen free nitrogen to pressurise the area of the tank above the fluid

### Hydraulic tests

- Water with oxygen free nitrogen to pressurise the area of the tank above the fluid
- Fluids with a flash point greater than 61 °C with oxygen free nitrogen to pressurise the area of the tank above the fluid

Following the inspection a certificate is provided along with the certification plate and/or relevant stamp, and the certification is recorded on the VCA dangerous substance tanker database.

# Training

A company's systems and procedures are only as strong as the staff that are implementing them. Whether it is your supervisory staff, vehicle engineers or drivers, in order to ensure that they understand their role in complying with operator licence regulations and carry out the necessary procedures, training is paramount.

Choose FTA training and benefit from:

- a reduction in maintenance costs through correct wear and tear evaluation
- minimised failures at the roadside and annual checks
- increased confidence that you are operating safe, legal and reliable vehicles

Ensuring that your maintenance levels are of a high standard will reduce the risk of vehicle defects and OCS points, show duty of care to your staff and increase operating efficiency.

Standards can be improved and maintained by regular training, staff assessments and workshop accreditation.

## Categorisation of Defects

Aimed at technical and supervisory staff, this theory based two-day course is designed to explain all the engineering requirements laid out under operator licence regulations.

The course covers the following key areas.

- Operator licensing and DVSA enforcement
- Comprehensive presentation of the *Categorisation of Defects Manual*
- Decision making on vehicle serviceability



## Other related training courses

FTA also offers a wide range of courses for staff from drivers to engineers to managers. With numerous public course venues nationwide and the ability to provide courses in-company, FTA can help create a training solution to fit your individual requirements.

Courses available include:

- Driver CPC modules including Vehicle Safety and Road Legal
- Transport Manager CPC
- Operator Licence Awareness Training
- Workshop Engineering Manager
- a range of health and safety courses

For the full range of training courses please download a copy of the prospectus from [www.fta.co.uk/training](http://www.fta.co.uk/training) or call 08717 11 22 22.

# Technician Assessments and Workshop Accreditation

## Premium Technical Solutions

FTA currently offer five premium technical solutions including: Workshop Engineering Manager course, irtec 2 Assessments, IRTE Workshop Accreditation, three-day Inspection Procedures and Standards course and Bespoke Auditing.

## Workshop Engineering Manager

This course is designed to equip and develop high level technicians, workshop supervisors and fleet engineering managers with the relevant skills to raise standards, confidently line manage workshop teams, fully understand the importance of compliance and improve technical and commercial awareness.

## irtec 2 Assessments



As the largest assessment centre offering the Institute of Road Transport Engineers (irtec) certification service from start to finish, our experts will assess your staff to the approved IRTE standard of Inspection Technician. These assessments aim to provide you with peace of mind that your staff are competent and qualified and reduce the risk of fines and penalties associated with non-compliance. FTA delivers the assessment at your workshop, using your vehicles, meaning it is completely bespoke to your business.

## Inspection Procedures and Standards

Aimed at vehicle inspection technicians, workshop supervisors and engineering managers, this three-day course covers all the relevant information and skills required to raise vehicle inspection standards.

This course covers the following key areas.

- The need to inspect vehicles
- Legal requirements



- Inspection Manual standards
- Inspection procedure theory and practical

## IRTE Workshop Accreditation V2



FTA is the exclusive contractor for the IRTE initiative, which aims to deliver a quality, independent accreditation service that recognises and promotes best practice in workshop procedures. Through accreditation, workshops receive IRTE's stamp of approval, highlighting compliance in key areas such as premises, equipment, management, documentation, quality and appearance. Successful accreditations are added to the National IRTE register.

For a full list of benefits and more information please visit [www.irteworkshop.org](http://www.irteworkshop.org) or email [irteworkshop@soe.org.uk](mailto:irteworkshop@soe.org.uk)

## Bespoke Auditing

Please refer to page 10 for more details on FTA's bespoke auditing offer or call 08717 11 22 22.

“ Fowler Welch uses FTA's Vehicle Inspection Service to help with our fleet compliance through regular vehicle audits. Information provided through our membership helps us to keep our fleet compliant and maximise vehicle uptime. ”

**Paul Allera, Head of Fleet, Fowler Welch**

## WANT MORE INFORMATION ON COMMERCIAL FLEET COMPLIANCE?

Get in touch today!

Tel: 08717 11 22 22 Fax: 01892 534985 Web: [www.fta.co.uk](http://www.fta.co.uk)

Freight Transport Association Limited

*Delivering safe, efficient, sustainable logistics*

Hermes House | St John's Road | Tunbridge Wells | Kent TN4 9UZ

Registered in England Number 391957



Like us on Facebook



Follow us on Twitter @newsfromfta