

Policy and Sustainability Committee

10.00am, Tuesday, 23 May 2023

Driving for the Council – Telematics Policy

Executive/Routine Wards Council Commitments	Executive All
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1. Recommendations

- 1.1 It is recommended that the Policy and Sustainability Committee:
 - 1.1.1 Approves the Driving for the Council - Telematics Policy;
 - 1.1.2 Notes that despite action taken to address the concerns raised by Union representatives, there will not be a local collective agreement between the employer and the joint trade unions on this policy;
 - 1.1.3 Notes a report will be presented to the Partnership at Work Forum in six months' time to provide an update on the implementation of the policy; and
 - 1.1.4 Notes that there are currently a number of systems providing telemetry data for fleet assets that have been in place for several years and are being used across the Council, however there is no specific Telematics Policy in place for management of these systems.

Paul Lawrence

Executive Director of Place

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Driving for the Council - Telematics Policy

2. Executive Summary

- 2.1 This report and the Telematics Policy defines how telematics, and other systems which provide live location on vehicles, will be managed and used in Council operated fleet assets.
- 2.2 This report provides details on actions taken to address concerns raised by Union representatives about the introduction of the policy and explains why a local collective agreement cannot be reached.

3. Background

- 3.1 Telematics is a hardware device installed in vehicles for capturing live and historic data regarding vehicle operation including on board diagnostics information, fuel consumption, miles travelled, location data and benchmarking parameters around driver and vehicle performance.
- 3.2 The main objectives of vehicle telematics systems are to:
- Reduce driving for work incidents/injury rates and costs,
 - Improve the driving behaviour of Council drivers,
 - Improve claims and complaints defensibility,
 - Reduce exposure to high risk driving situations,
 - Improve the Councils safety record and management of occupational road risk,
 - Optimise routes and schedules,
 - Reduce vehicle, fuel and other driving costs to support savings targets, and
 - Optimise asset use and life cycle.
- 3.3 There are various systems already operating across different parts of the organisation which provide telemetry information regarding vehicle utilisation. However, there is currently no policy covering the management and appropriate control of the information captured on these systems and how it can be utilised.

- 3.4 A Telematics Policy is required to ensure data is governed appropriately, to explain the purpose of the devices, what data can be gathered and how the data may be used.
- 3.5 A Working Group, including Service leads and union colleagues, was established in the summer of 2022 to specifically to focus on developing this policy.
- 3.6 On [17 January 2023](#) Policy and Sustainability Committee approved an amendment by the administration requesting the Telematics Policy was paused to allow further work to be undertaken.
- 3.7 The ask from Committee was that further discussions take place with the trade unions to address concerns they had raised as well as provide further detail on aspects relating to insurance, alternative transport models and training and communications.
- 3.8 A guidance document, developed in conjunction with the policy, will support implementation by providing operational details on how the system will be used by the Council. This guidance is evolving and seeks to answer a number of frequent questions around the purpose of such systems, how data is managed and who specifically has access or how it is obtained. It will also define where legitimate access to live data will be obtained in the case of emergency scenarios.

4. Main report

- 4.1 Union colleagues, whilst highlighting the advantages of telematics, have expressed concerns over the potential misuse of live location data by managers to target individuals, and how telematic data will be used.
- 4.2 There has been sustained on-going dialogue with union officials to address these concerns and the following actions/points taken.
 - 4.2.1 The Telematics Policy has been amended so that it also governs all systems that can provide live access to vehicles locations.
 - 4.2.2 The Telematics Policy has been amended to clearly reference the existing HR policies and procedures that will be followed should there be any misuse by managers or officers reported or/and identified.
 - 4.2.3 Access to live location data will be limited to Fleet Services and approved officers in Passenger Operations and Winter Weather Emergency Teams. Areas such as Housing Operations will not have access to live location data.
 - 4.2.4 In Waste and Cleansing dedicated approved officers will be given responsibility of monitoring telematic and live location systems, such as Routesmart, and this responsibility will be removed from managers and supervisors. Managers will continue to access to modules which provide crew reports, collection history reports and calendars.
 - 4.2.5 Requests for data retrieval from systems will be made through Fleet Service and a generic email has been set up for Fleet Services for these requests so

there will be a clear audit trail for all requests. Fleet Services will produce reports for Service areas on vehicle utilisation and driving behaviours. If Service areas request live location data, this will be assessed by Fleet Services in line with the Telematics Policy and union colleagues will be informed.

4.2.6 The Telematics Policy has been updated to specifically reference when data will be used for disciplinary investigations in line the Council Employee Code of Conduct and Road Traffic Act 1988. A new process will be established so that allegations of misuse are made these will be reported to the HR Case Team to review and ascertain if the request to use telematics data is reasonable.

4.2.7 Telematic data will be used to support, develop and recognise individuals' and teams' performance. The Telematics Policy has been updated to reflect this. Performance management will be used to address any unwanted behaviours and support/training given to drivers address these.

4.3 Whilst the joint trade unions acknowledge the work that has been done to address their concerns, they are unable to support the Telematics Policy whereby telematic data can be used for disciplinary investigations. Therefore, there will not be a collective agreement with the employer on this policy.

4.4 A report will be taken to the Partnership at Work Forum in six months' time to provide an update on the implementation of the policy.

4.5 Committee members asked for further details on the potential impact premium costs associated with not installing telematics within Council fleet assets. The true impact will only be known when the current insurance contract is re-tendered in early 2024. However, industry information advises driver data collated over a period of time can be invaluable for assessing road risk, tailoring training needs and demonstrating good overall fleet performance which all in turn contribute to reduced risk overall. Having this approach in place would then allow the Council to seek a reduced premium or, at the very least, avoid future premium increases. Telematics data can be used to defend the Council against spurious claims.

4.6 As highlighted at January committee, the information captured via telematics will allow informed decisions to be made on alternative modes of transport, whilst maintaining service delivery. This may include; overall vehicle reductions, alternative powered vehicles, reducing the number of unnecessary journeys or utilising public transport more for colleagues to get round the city. Other options include exploring the use of cargo bikes which are cheaper to operate, purchase, maintain and provide health and wellbeing benefits to staff operating them as well as the local air quality of the city.

4.7 The schedule for installation of telematic systems will be developed with Service areas. Alongside the installation there will be comprehensive communication and training plans to ensure all staff understand the purpose for a telematics system, how data will be used and how they will be able to access their data.

5. Next Steps

- 5.1 If Committee approve the policy:
 - 5.1.1 It will be published on the Council's intranet and internet, along with the guidance document. The guidance document is a live document and will continue to be updated by the Working Group;
 - 5.1.2 Installations will be completed to ensure that all Council fleet operated assets will be installed with a telematics system by the end of 2023; and
 - 5.1.3 A communication and training plan will be developed to ensure a transparent and consistent approach to the application of the telematics policy. Colleagues will be given clarity on the capability of the system prior to it being rolled out in their departmental fleet.

6. Financial impact

- 6.1 The monthly cost for a standard telemetry system for a typical car or van is £13.63 per month, totalling £163.56 per annum.
- 6.2 Costs vary for specialist vehicle types where more information is required (for example, winter gritting vehicles can provide further detail on salt spreading activity at a greater cost). Many vehicles across the fleet are already equipped with a telemetry system, with the Council already spending £130,000 per annum on this technology. The overall cost will not be more than £220,000 per annum to cover the cost of telematics for the whole Council fleet including hire vehicles. The additional costs will be met by service budgets and are expected to be met by cost savings arising from the use of telematics.
- 6.3 Housing Operations are the largest fleet operator that currently have no form of vehicle telematics installed, with 214 vans. The annual cost for this group will be approximately £35,000 per annum to be equipped with this technology. There are other areas of the Council where telematics has not been fully rolled out (for example in Passenger Transport where only 50% of the vehicles currently have telematics installed).
- 6.4 It is also intended to install telematics into hire vehicles (approximately 300 vehicles). Where efficiency gains are made through overall fleet reductions the telemetry hardware can be reinstalled in other fleet assets to minimise the overall additional cost impact.
- 6.5 Council Vehicle Maintenance staff are trained in the hardware installation process to eliminate installation charges associated with each asset.
- 6.6 Case studies from other organisations demonstrate that telematics installation can deliver fuel savings in excess of 10%. The total cost of fuel associated with Council fleet assets in 2022/23 is currently forecasted to be approximately £3.6m. Telematics could save £360k in fuel costs whilst reducing the Council's carbon footprint.

- 6.7 Insurance premiums are rising, and providers are looking to operators to demonstrate effective control of fleet assets. Having an effective policy and telemetry system in place would be a key step towards reducing the risk and likely premium costs associated.

7. Stakeholder/Community Impact

- 7.1 A working group was established in the summer of 2022 with a group of key Service and trade union representatives. Through this working group, there has been continued feedback and ongoing engagement from all members to come to a collaborative agreement on the policy document and supporting guidance document.
- 7.2 An integrated impact assessment has been developed with further input from the Telematics Working Group.

8. Background reading/external references

- 8.1 None.

9. Appendices

- 9.1 Appendix 1 - Driving for the Council – Telematics Policy.

Driving for the Council – Telematics Policy

Implementation date

Control schedule

Approved by	Policy and Sustainability
Approval date	
Senior Responsible Officer	Gareth Barwell, Service Director – Operational Services
Author	Scott Millar – Fleet & Workshops Manager
Scheduled for review	March 2024

Version control

Version	Date	Author	Comment
0.1	August 22	Scott Millar	Telematics Working Group first draft.
0.2	September 22	Scott Millar	Revised working draft following group feedback.
0.3	September 22	Scott Millar	Revised draft to include changes raised that grievance procedure should be followed and information from system used to support investigations in line with Council employment policies. Driving for Council Policy outlines roles and responsibilities.
0.4	October 22	Scott Millar	Revised wording throughout based on discussion between HR and trade unions.
0.5	November 22	Scott Millar	Revised version following working group feedback from October.

0.6	November 22	Scott Millar	Revised version following collective changes suggested by the Trade unions.
0.7	November 22	Scott Millar	Revised version following further collective changes suggested by the Trade unions and policy update on standard template.
0.8	November 22	Scott Millar	Revised wording following review by Service Director – Operational Services.
0.9	December 22	Scott Millar	Revised wording following discussion with Unite Union representation to include information on the use of telematics and data management
0.10	February 23	Scott Millar	Updated policy to reflect the recommendations from trade unions shared at January 23 committee
0.11	March 23	Scott Millar	Updated policy to reflect further feedback with trade union colleagues and HR.
0.12	April 23	Karen Reeves	Updated policy to reflect discussion with trade unions and Executive Director of Place

Subsequent committee decisions affecting this policy

Date	Committee	Link to report	Link to minute

Driving for the Council- Telematics Policy

Purpose

The purpose of this policy is to make employees aware of the presence of telematic devices used in all Council vehicles and plant items and explain the purpose of the devices, the rules on their use, what data the system can provide and how the data gathered may be used. It also covers any other system the Council may use which provides live data on Council vehicles locations.

It also serves as a means to regulate the management and use of telematics, and other systems, fitted to all City of Edinburgh Council operated vehicles and equipment.

Telematics is technology that assists fleet operators in understanding and improving the operation of their fleet by providing data on aspects of driving behaviour and vehicle surveillance. The data provided helps operators deliver on key objectives such as

- vehicle reduction
- alternative vehicle choice
- better scheduling around maintenance
- reducing the carbon output of the fleet.

In addition, it mitigates risks by providing information related to vehicle incident management, which can defend the organisation against complaints and provide supporting evidence to justify the level of risk associated with the organisation.

Review

The policy will be reviewed annually, or when a change to the existing policy deems this necessary, primarily as a result of changes to legislation or statute; agreement of new national terms and conditions of service or Government Policy; organisational change; incident learning lessons; or resulting from changes agreed through Trade Union consultation.

Scope

This policy applies to all Council employees and all systems used by the Council that can provide live data on Council vehicles locations.

Policy content

The policy relates to all Council employees, those authorised by the Council to drive a Council vehicle or use an item of plant, and those who are required to manage telematics, and other system, devices.

In line with the Council's approach to managing data and its obligations under the data protection act, any deviations from the prescribed use of the telematics system may be regarded as a breach of one or more of our policies including:

The Employee Code of Conduct:

Personal Conduct

7.3 The Council aims to provide a safe working environment where employees are treated fairly and with respect. As an employer, we are committed to ensuring equality of opportunity and fair treatment for all employees. Discrimination, bullying, victimisation or harassment of any kind is not tolerated.

Council Assets, Systems and Information

11.2 You may be permitted access to telephones, intranet / internet, and email systems, as well as other equipment and information systems. Your use of these must be for a legitimate Council business purpose, and comply with relevant policies and codes.

11.4 Misuse of Council assets, systems or information may lead to disciplinary action and in certain cases may constitute a criminal offence.

The Disciplinary Code:

Forms of misconduct

Behaviour: unauthorised use of council property or to property not belonging to the Council whilst engaged on Council business; carelessness or negligence in carrying out the duties and responsibilities of the post

Forms of Gross Misconduct

Governance and Regulations: gross carelessness or negligence in carrying out the duties and responsibilities of the post and abuse of authority vested in a post.

Computer or Technology Related Issues: serious misuse of, or deliberate damage to, any council computer hardware or software; any deliberate attempt to breach data protection or computer security rules e.g. misusing passwords; misuse of council information systems which hold staff, customer, service user or pupil information.

The ICT Acceptable Use Policy:

4.16 Individuals must not:

- attempt to access data that they're not authorised to use or access.
- use computer equipment as a means of breaching our policies or to break the law.

This policy covers all members of staff using fleet vehicles, including those who take their vehicles home to either provide emergency on-call cover, or because, due to the nature of their duties, their place of work is variable on a day-to-day basis.

This policy should be read in conjunction with the Driving for the Council Policy which outlines the responsibilities for drivers, line managers as well as Fleet Services in operating and managing our fleet.

Aims

The Council has a large and diverse fleet in excess of 1000 vehicles. It is essential that there are sufficient controls in place to safely protect these assets and to maximise efficient operational use. The Council has committed through its Carbon Emissions Reduction Plan and Climate Strategy to achieve net zero by 2030. The Council's fleet is a contributor to the emissions and needs to be modernised to achieve these aims. It is critical that the Council has accurate data to inform fleet strategy and minimise any potential adverse impact on service delivery.

The Council also has a duty of care to ensure employees are safe and protected whilst at work. Telematic systems can be used to support the management of occupational road risks through informing driver behaviours and vehicle activities, routes and diagnostics, which help to reduce vehicle incident / injury rates and improve vehicle reliability.

The aims of the vehicle telematics system are to:

- Reduce driving for work incidents/ injury rates and costs.
- Improve the driving behaviour of Council drivers.
- Support, develop and recognise individuals and teams' performance.
- Improve claims and complaints defensibility.
- Reduce exposure to high risk driving situations.
- Improve the Councils safety record and management of occupational road risk (MORR).
- Optimise routes and schedules.
- Reduce vehicle, fuel and other driving costs to support savings targets.
- Optimise asset use and lifecycle.

It is acknowledged that telematics is not the only way to achieve these aims. Advanced driver training and regular refresher training, especially when new vehicles and plant are brought in, are important. However, it is critical that the Council has a system to measure the effectiveness of the training.

Telematics General Principles

- Telematics are a demonstrable means of improving fleet safety culture and performance, generating financial savings by reducing incident rates, premiums and self-insured costs, reducing fuel usage, reducing maintenance and decreasing vehicle numbers, improving operational efficiencies and helping to reduce CO₂ emissions.
- Any monitoring must not be intrusive or excessive and must be proportionate to the aim. It should not be used to target individuals or seek out breaches. Whilst the vehicle tracking system is a useful management tool, it should not be used to replace normal good management practices.
- Current asset/ user locations will be visible to permitted staff for legitimate operational purposes only. This access will be monitored and subject to regular review.
- All Council vehicles and plant assets are fitted with operating telemetry hardware.
- This policy covers what data is recorded by the telematics device, how it is stored, who the data is handled by and the terms under which it would be used.

- Information held within the telematics system is stored and retained in accordance with the Council's Data Protection Policies and Procedures.

Data Access and Information

Information held within a GPS system will only be accessed for legitimate interests of the Council or other organisations, where the law allows. This may include 'live' location information or archived data retrieved via reports.

Live location data (live feeds) will only be available to Fleet Services and approved officers by default. If a Service requests live location data this will be submitted via a dedicated email and assessed by Fleet Services in line with the telematic policy. If a new system is introduced with live location features Fleet Services, staff and union colleagues will be notified. Details of the system and those with approved access will be detailed in the guidance document.

Access is monitored and will be reviewed every six months to determine whether the requirement still exists.

Fleet Services will produce reports for Service areas on service business activities including vehicle utilisation, fuel and CO2 consumption and general vehicle information including onboard diagnostics which can all aid the efficient delivery of the service and operation.

Retrospective data may be retrieved by reports commissioned by line managers, Insurance, Legal or Internal Audit Services or any person as duly authorised by the respective service areas' Head of Service.

Data will be deleted or corrected in accordance with the Council's Document Retention Policy.

Individual users of Council vehicles will be issued with a 'unique fob' and upon starting a vehicle the driver will be prompted to present it to a location on the dashboard. This will in turn identify the individual driving the vehicle. These fobs are not transferrable and should not be shared.

Identifying the driver can provide feedback on specific training needs or demonstrate improvement following the completion of any driver training. Information relating to individual drivers will be redacted or anonymised, prior to distribution to those other than the line manager and their next tier of management.

Data provided by telematics is not a substitute for appropriate risk assessments and lone worker protection measures. Proper health and safety controls must be in place to ensure the welfare of peripatetic workers, this may include provision of two-way communication devices and personal safety alarms.

An employee may request to see their data in accordance with GDPR legislation. They also have the right to ask for any data errors to be corrected or removed in line with legislation. These requests must be fulfilled within 20 working days.

Where there is evidence of criminal activity, data may be provided to the Police or other law enforcement agencies, if requested. Any such disclosure would be made in accordance with DPA, GDPR and the relevant law.

Breaches and Non-Compliance with Policy

This policy serves to regulate the management, operation and use of the telematics system fitted to Council fleet assets.

Due to the potential for misuse of data generated by the telematics system, this policy is clear on the management of the system and any deviation from its prescribed use can result in an investigation. Telematics usage is monitored and tracked to ensure it is used for its intended purposes. Where it is found that individuals accessed or used data in a way not prescribed by the policy, this may constitute gross misconduct and lead to disciplinary action.

Deliberate damage or tampering with telematics/ location devices or settings may constitute Gross Misconduct and will be dealt with in accordance with the Council's Disciplinary Policy.

Any employee, who believes that the vehicle tracking system is being used inappropriately by a manager or supervisor and not for the purposes for which it was introduced, can raise these concerns to a more senior manager in line with the Council's Grievance or Whistleblowing Policies.

Information captured on the systems may be used to support in any investigations in line with the Council's Employees Code of Conduct and the Road Traffic Act 1988. If allegations of misuse are made these should be reported to the HR Case Team to review and ascertain if the request to use telematics data is reasonable. If telematics data is approved to be used as evidence, a full investigation is still required to establish the facts. Employees can also request access to the information captured and requests for data must be fulfilled within 20 working days.

Integrated impact assessment

An integrated impact assessment has been completed to support this policy.