

# Statement of Best Practice

## in requesting and providing driver detail.

This Statement of Best Practice has been developed by the BVRLA (British Vehicle Rental and Leasing Association), ACFO Ltd (the Association of Car Fleet Operators) and ACPO (the Association of Chief Police Officers) to help ensure the utmost level of co-operation between fleet operators, the leasing and fleet management industry and the police.

It is recognised that the police, in dealing with urgent enquiries, require rapid access to driver detail. That detail includes the name and home address of the driver of a particular vehicle at any given time. As fleet vehicles change hands on a regular basis in high staff turnover situations, or one car may serve many drivers, it is recognised that the vehicle register could not possibly accommodate such turnover, and in any event, without providing the home address details of individual drivers, would not meet the police objective of quick access to that driver in an emergency. That detail is available, in varying forms, from the existing sources of leasing and fleet management companies and fleet operators.

The Statement of Best Practice provides the police with an immediate solution as it seeks to make that information available to the police without the need to change the existing legal framework.

The current regime requires the registered keeper of the vehicle, who undertakes the administrative and fiscal responsibilities for the vehicle, to be registered on the vehicle register at the DVLA. Any proposed change in this framework would not only require primary legislation but would be vigorously defended by fleet operators and the leasing and fleet management industry on the basis of the unacceptably high costs in compliance.

This Statement will be commended by the BVRLA and ACFO to its members. Its principles and effectiveness will be monitored on a regular basis and, in any event, in two years' time in the light of current day operating practices.

### The Principles of Best Practice

The Statement of Best Practice aims to ensure the highest standard of co-operation with the police by acknowledging as follows:-

- A commitment to provide the police with driver detail in an emergency.

- That information should be provided to the Police within a realistic timescale. Following a request for driver information, it should be possible to identify who is the driver of most company cars as quickly as possible and, in any event, within a maximum suggested timescale of 12 hours.
- This practice should be reviewed regularly and in any event no longer than 2 years' time.

In order to facilitate this: -

The Police should agree:

- What constitutes an emergency or serious issue of immediacy.
- A means of authenticating requests for information

Car fleet operators should agree: -

- To recognise that a problem exists and to appoint someone to deal with it, ie a nominated person.
- To review on a regular basis the relationship between vehicles and employees and ensure that a listing in some format containing the appropriate driver detail is maintained and updated.
- To make adequate arrangements to ensure that the list containing the relevant information is available to key holders and relevant senior managers in the event of a valid enquiry from the police force.
- To ensure full co-operation with the Police in the event of such an enquiry.
- A target timescale reiterating the need to provide best available information to enquiring police forces and in any event, ideally within 12 hours.

Leasing companies should agree: -

- To acknowledge the commitments made by fleet operators.
- In order to facilitate those commitments to ensure that the police are provided in the first instance with the name and address of the fleet customer with appropriate contact name (if known) within 3 hours of enquiry.
- To provide a level of information which gives the best available detail of the relevant office of the fleet customer operating the vehicle in question.