

## KEY USER STATUS – GUIDANCE BUSINESS AS USUAL APPLICATIONS

### 1.0 What does Key User mean?

Where a private vehicle is a vital requirement then the post will be classified as a 'key user' post. For agreement to be given for key user status it will be necessary to prove that the job cannot be done without a car being available to the employee. Evidence will be needed to demonstrate this. The type of journeys, the frequency of journeys and the overall mileage will all be used to reach the decision. Key user status will be reviewed when there is a change to the post. Key user status will end when the holder changes jobs.

The employee and their line manager will need to complete a business case (on the standard form) and forward to the HR team for validation by an agreed panel. The business case must provide detail around:

- Full details about the post - whether it is full or part-time, the weekly contractual hours, whether the appointment is permanent or temporary and if temporary the duration of the contract.
- Full details about the employee including whether they have a driving licence and insurance for business use
- How many miles the employee is expected to undertake per week (plus the FTE anticipated mileage)
- How many journeys the employee is expected to undertake per day
- If the post requires the post holder to be officially on call 24/7
- If the post holder is on standby for emergency attendance at work out of hours
- If the post holder deals with situations which are of potential danger to the public
- If the post requires the post holder to respond to situations where there is an identified risk to personal safety
- If the post holder is required to transport PCC equipment in their own vehicle which is considered to be heavy and/or hazardous (this includes ladders, road signs, surveying equipment, tool kits, asbestos samples, larger IT equipment e.g. monitors, servers but not laptops, briefcases or hand luggage)
- If the post holder may be required to transport customers in their own vehicle
- The reason the journeys are taken e.g.
  - Home Visits
  - Conducting Assessments
  - School Visits
  - Essential Site Visits
  - Transporting Clients
  - Meetings with colleagues
  - Meetings with other agencies

This information will then be used to determine whether the relevant factors for key user status have been met. A free car parking permit may be issued to key users.

### 2.0 Generic roles

There may be posts which have more than one post holder where it is decided that each person is designated as a key user. There may also be multiple post holders undertaking the same post but due to slight variations in the actual roles undertaken where there is a mix of key users and non-key users.

### 3.0 Further information/contact details

If you require further information contact the line manager, HR Business Partner or the reward team in HR.

## BUSINESS AS USUAL PROCESS

Step One  
Employee completes form & provides evidence  
Manager checks and signs form – either agreeing or disagreeing with application



Step Two  
HR Business Partner determines initial outcome for submission to the panel  
(this may require additional questions, research, information)



Step Three  
Reward team submit to next available validation panel who arrive at decision



Step Four  
If the employee is not satisfied with the outcome they may appeal  
The employee may present their case to a panel made up of:  
Head of Service (or nominee) (Chair), TU rep, HR  
The employee may be represented



**There is no further right of appeal**