

## Case Study



The NFE Group has provided driver training services to Northern Powergrid since 2013 – see below Fleet News article



disaster for both the individual and the employer," he says.



### CASE STUDY: NORTHERN POWERGRID



Chris Charlton – safe driving is paramount

Energy network company Northern Powergrid has implemented an ongoing training strategy which sees each driver complete a new online course every two months.

Driver safety and performance manager Chris Charlton says: "These new courses shine a spotlight on how importantly we take safe driving within Northern Powergrid while simultaneously ensuring that drivers' skills are consistently checked and refined.

"Safe driving within our organisation is of paramount importance."

Sitting within the safety, health and environment team, Charlton manages road risk across the company's fleet of 1,900 vehicles – consisting of more than 800 cars, 750 vans and 4x4s and 65 heavier commercial vehicles.

In addition to the regular online courses, Northern Powergrid also provides all newly recruited drivers with classroom-based training sessions.

"The safe driving workshops colleagues receive when they start here set the tone about the high standards expected from them," says Charlton.

"They then receive an on-road assessment to ensure they have the requisite driving skills and competencies."

At regular intervals, each driver receives mandatory

online training courses which focus on topical subjects such as reversing and manoeuvring, space management or the use of inappropriate and excessive speed.

In addition, other bespoke courses are run for drivers who are involved in collisions, identified by telematics data to be 'at risk', or the subject of a complaint from a member of the public.

"These courses can either be classroom-based or on-the-road, but they're always bespoke and tailored to meet the specific requirements of a colleague and take place in the geographical area they work in," says Charlton.

"In my view, you do need to approach driver training with laser precision if there's a need to remedy specific problems."

Charlton says the driver training regime has led to improved safety performance.

He adds: "This includes fewer vehicle collisions with an associated reduction in costs and fewer complaints from members of the public.

"The combination of our commitment to helping our people be safer drivers and getting the right training provider – that translates our requirements into engaging training – in place remains key to our success."