

Case Study



Background

NFE Group Ltd, alongside Fleet Service GB, was employed to deliver a suite of driver training products to VPS.

Protecting, managing and monitoring Europe's property and sites

VPS is a leading service provider for the protection of people, property and assets on a temporary or emergency basis. It leads the European vacant property services market, providing a full suite of specialist solutions across the complete property lifecycle, as well as offering a wide range of Property Services for occupied property from locks and glazing to grounds services and remote site security.

Activities cover security solutions (including our award-winning SmartAlarm® product range, CCTV, steel screens, manned guarding and live-in guardians), and property management (clearing, cleaning, waste disposal, maintenance and grounds services).

Key customers include social housing organisations and wide range of commercial customers, such as property managers, retailers, industrial, construction and infrastructure companies. VPS has a national network of 20 depots in the UK and operations across mainland Europe including France, The Netherlands, Germany, Spain and Italy.

VPS has more than 1,800 employees, with 1250 based in the UK.

There are 600 fleet vehicles used by employees, and the Finance Director recognised that there were vehicle accidents taking place and not only was this first and foremost an issue of personal safety, but it cost the company financially as well.

They decided to implement a solution with the help of NFE Group Ltd and Fleet Service GB to make their drivers safer on the roads.

The challenges that NFE Group faced

- A high incidence of accidents
- Poor level of personal safety
- Financial implications to the company
- A large number of fleet users to train
- Wanted to see measurable results within 2 years

The solution for VPS

VPS currently employs 941 drivers; all drivers were risk profiled using the NFE Groups ADP 'Automotional Driver Profiler' tool, and licence checked directly with DVLA by NFE Group, which gave VPS a basis to implement NFE Groups LRS 'Live Risk Score' system.

The Live Risk Score starts with the ADP and then takes live feeds from, DVLA Licence checking, fleet maintenance, accident management, penalty notices and other third parties to give a real-time, robust and accurate LRS figure for each driver. Drivers are also credited when completing positive actions such as E Learners and driver training.

All drivers received as standard, but bespoke to them, the E Learner program, being sent 1 each quarter to complete. In addition to the ADP all drivers were invited electronically, to complete the DWBP (Driver Wellbeing Profiler) which is a self-managed stress and resiliency tool specifically aimed to reduce fatigue and increase resiliency and general well-being.

All grey fleet records were also recorded on the easily implemented and single platform NFE Group dashboard, enabling quick overview facility and accessible Management reports.

The results

Driver Influenced Costs during 2016 were £95,775.92 prior to VPS launching the Driver Risk Management Programme during February 2017.

Driver Influenced Costs during 2017 have reduced to just £39,305.69 thereby providing a saving of £57,470.23

Driver Feedback

'I would like to say that I was feeling a little nervous before the start, but the trainer made me feel so relaxed and at ease that I actually enjoyed the driver training. He explained everything to me very clearly and a few questions that I thought were stupid to ask Mike assured me that they were not and as I said he took the time to explain everything to me which has helped me a lot not just for work but when I am driving in general. This has boosted my confidence which has a big effect in many ways where safety is concerned. I am glad now that I have done this training and would like to thank Mike Jack for his time and putting his trust in me. Very Professional. Excellent Trainer.'

'I found the course useful and ended up driving in a more efficient manner saving 17% on fuel!' - I must admit I was somewhat apprehensive about the training, mainly as I don't really enjoy driving all that much. The trainer immediately put me at ease, with his friendly, down-to-earth yet professional manner and I found that I actually wanted to listen to what advice and pointers he had for me. I now feel that I am a more educated driver and will work on the minor improvements the trainer has alluded to in his report. Keep up the good work!

For more examples of feedback about the range of driver training/risk management interventions see the Driver Feedback tab on the Case Study home page.

Please call 01332 810007 or training@automotional.com for more information