

# The Camden Experience: Improving Safety and Environmental Performance



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APSE Meeting

# What we will cover

1. Camden's Fleet Operator Recognition Scheme (FORS) gold accreditation as a catalyst for change

- FORS for best practice fleet standards
- Benefits and challenges of complying

2. Freight Consolidation Service as a solution to congestion, poor air quality, to improve efficiency and enhance customer service

- Why consolidate?
- Successes to date
- Key challenges and learnings

# Fleet Operator Recognition Scheme (FORS)

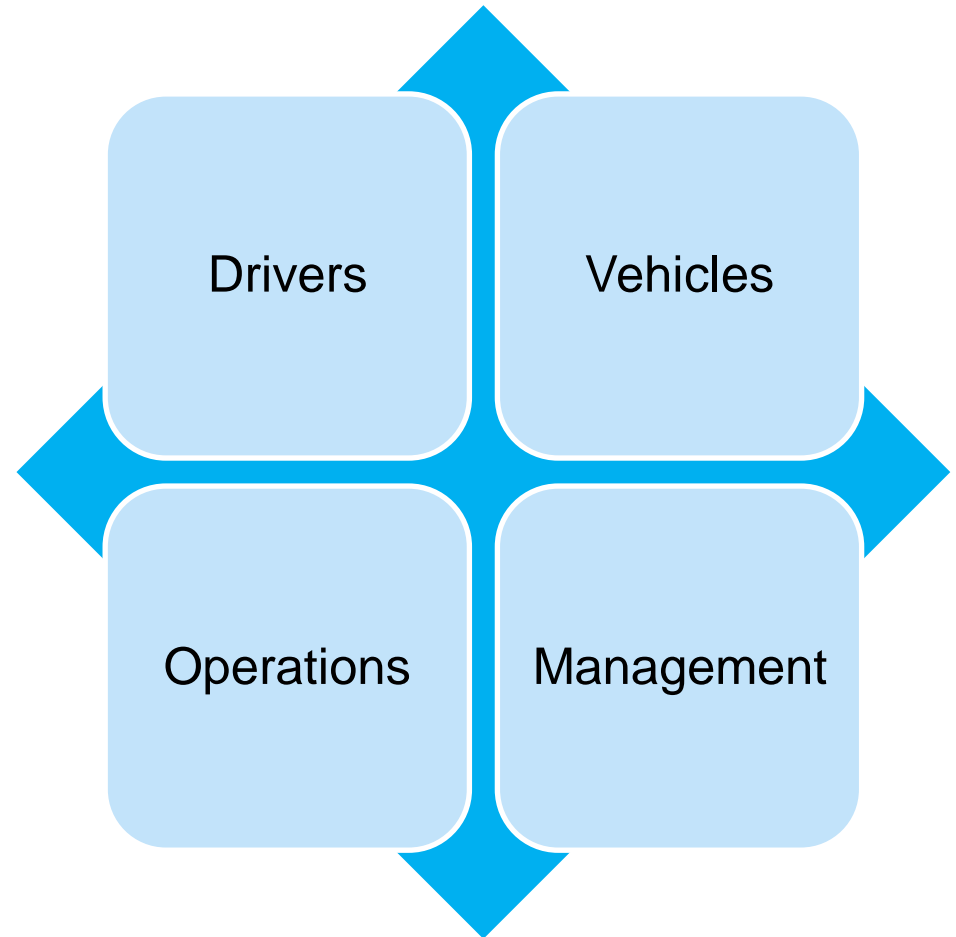


*“The Fleet Operator Recognition Scheme (FORS) is an accreditation scheme that aims to improve fleet activity in London and throughout the UK and beyond.”*

Focus on:

- **Legal Compliance** e.g. Operator Licence; insurance; walk around checks etc
- **Health & Safety** e.g. vulnerable road users; loading; driver health; working at height etc
- **Efficiency** e.g. performance management; fines and charges; collisions etc
- **Environmental performance** e.g. anti-idling; fuel efficiency; routing

# FORS Structure



# How Widespread is FORS?

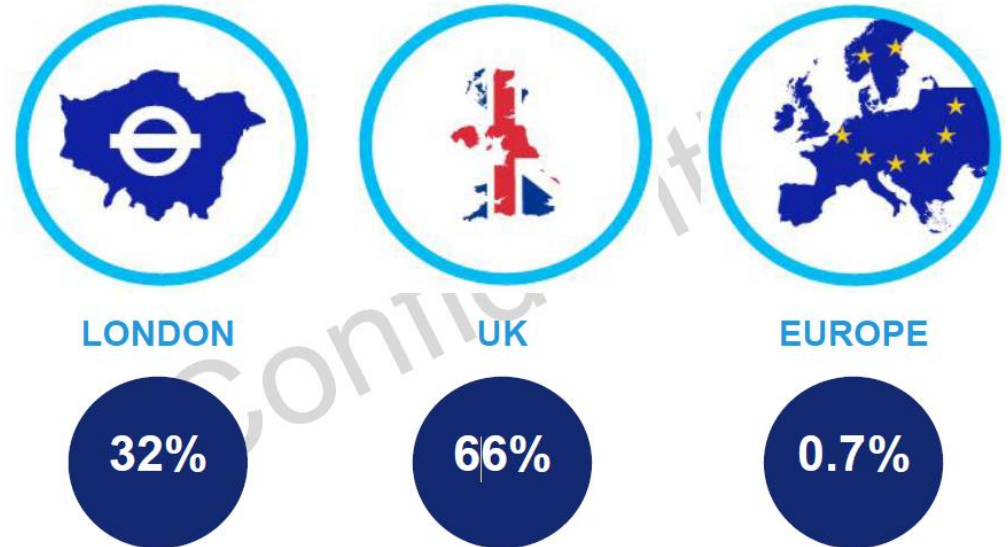


FORS FLEET OPERATOR  
RECOGNITION SCHEME

## Where are FORS operators?

[www.fors-online.org.uk](http://www.fors-online.org.uk)

- 4000+ active accredited companies nationwide:
  - ~3,582 Bronze
  - ~516 Silver
  - ~156 Gold
- 200,000+ vehicles
- ~60% of London boroughs



# FORS Bronze Structure

Management	Vehicles	Drivers	Operations
Policies and procedures manual	Inspection and maintenance plan	Licensing and qualifications	Routing and scheduling
Responsibilities and accountabilities	Daily walk around check	Driving standards	Specialist goods
Responsible person	Fuel and tyre usage	Staff training	Incidents / collisions
Regulatory licensing	Insurance	In-vehicle technology	Insurance claims
Communication	Vehicle Excise Duty	Health and safety	
Review	Safe loading	Driver fitness /health	
Change	Vulnerable road user safety	Drivers' hours and working time	
Complaints	Working at height	Monitoring driving	
Resourcing	Vehicle manoeuvring		
Updates			

# FORS Silver/ Gold Progression

Silver Progression	Gold Progression
Maintain bronze	Maintain silver
Driver licensing	Promoting FORS Standards
Vehicle warning equipment	Published case study
Blind-spot minimisation	Performance measurement
Driver training	Staff training
Transport related fines and charges	Fuel and emissions champion
Performance measurement	



# FORS Accreditation Process



# Costs and Resource (for Camden)

## Cost:

- ~£2,700 ex VAT for Bronze – every 3 years, plus £100 for annual silver/ gold audit **BUT no fee** as promote FORS through our supply chain e.g. work related road risk (WRRR) requirements
- Large vehicle safety equipment already fitted ~£1200 per Large Vehicle

## Resource:

- Officer time to comply and submit audits
- Staff driver training:
  - 1 day out of the office every few years
  - Annual e-learning
- BUT potential to help reduce costs from collisions/ fuel usage/ fines and charges...

# Supporting Camden Plan and Strategies

- Camden Plan – Objective 4 (sustainable communities) and 5 (right first time)
- Green Action for Change – Fleet emissions reduction
- Camden Transport Strategy – Objectives 2 (sustainable travel), 3 (road safety), 4 (reduced congestion, movement of goods and people)
- Work related road risk (WRRR) in procurement for contractors (FORS Bronze, vehicle equipment etc)
- CLOCS (Construction Logistics and Cycle Safety) Standard in procurement and planning. Camden CLOCS champion



# General Benefits of FORS



## Prince Michael International Road Safety Awards

- Legal compliance
- Corporate social responsibility
- Access to free tools, resources and training
- Enforcement agencies in London have found from (non-targeted) enforcement that FORS operators have:
  - Reduced injury collisions by 41%
  - Reduced total collisions by 25%
  - 76% less likely to be involved in Licence/insurance offences
  - 64% less likely to be involved in Most Serious Infringement offences
  - 50% less likely to be involved in Drivers hours offences
- Anecdotal savings from reduced fuel usage, collisions/ insurance, fines and charges

# Camden Specific Benefits of FORS

- Reduction in number of collisions and insurance claims:
  - 285 drivers trained in work related road risk
- Cost of fines and charges:
  - 10% reduction of PCNs from Q1/2 of 15/16 vs Q1/2 of 16/17
- Fuel usage and CO2:
  - Stabilised despite increases in number of vehicles
- Qualitative/ indirect benefits:
  - Better working across teams
  - Further analysis of grey fleet and potential to use active travel
  - Staff investment and potential to take up cycling following training
  - Leading by example supporting other policies and schemes

# Camden Compliance Challenges

- Who drives for Camden?
  - Maintaining lists, leavers and new starters
  - Driver Licence checks
- Driver Training
  - FORS do not distinguish between 'types' of driver
  - E-Learning requiring individual email and completion
  - Communicating driver training requirements
- Collision Reporting
  - Reporting, analysing, investigating
  - Incident Review Board
- Local Authority not a 'typical' operator



# Camden Compliance Challenges

- Resource
  - Training
  - Equipment
  - Customer practice
  - Financial resources
- O Licence compliance vs section 19
  - Medical data
  - Drug and alcohol testing
- Revisions to FORS standard
  - Noise activity
  - Fitness to drive



# FORS Summary

- FORS is a national best practice fleet accreditation scheme focusing on safety, environmental performance and efficiency, with over 4,000 operators actively involved.
- Camden achieved FORS gold in late 2015 and has seen wide-ranging benefits from improved ways of working, to reduced fines and charges, as well as a number of challenges.
- Challenges to complying include maintaining consistency in process and training across the organisation, plus nuances of local authority fleets, at a time of increasingly reduced resource.

# Thank You

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## Further information:

- Camden Accessible Travel: <http://www.camden.gov.uk/ccm/navigation/transport-and-streets/passenger-and-accessible-transport/>
- FORS [www.fors-online.org.uk](http://www.fors-online.org.uk)
- Camden FORS case study: <https://www.fors-online.org.uk/cms/casestudies/camden-council-driving-best-practice-fors/>
- Camden work related road risk [www.camden.gov.uk/WRRR](http://www.camden.gov.uk/WRRR)