

FleetNews

HELPING COMPANIES RUN EFFECTIVE AND EFFICIENT FLEETS SINCE 1978

June 23 - July 6 2016 £4.00



THE MINI CLUBMAN.
GO WITH YOUR GUT.

MINI Fleet & Business Sales





THE MINI CLUBMAN.

A BOLD STATEMENT.

If you like cars incredibly efficient and packed with top technology, you'll love the MINI Clubman.

With seats for five and ample boot space, this impressive model offers MINI's iconic style with practicality fit for business.

The MINI One D Clubman achieves new levels of efficiency with CO₂ emissions from just 99g/km, and is filled with must-have features such as MINI Navigation and Cruise Control, to enhance time spent on the road.

Visit mini.co.uk/clubman



THE MINI CLUBMAN.

One D, Cooper, Cooper D, Cooper S, Cooper S ALL4, Cooper SD, Cooper SD ALL4

99g/km CO₂ | 74.3 mpg (combined) | BIK 19%

Official Fuel Economy Figures for the MINI Clubman Range: Urban 31.4-64.2 mpg (9-4.4 l/100km). Extra Urban 48.7-83.1 mpg (5.8-3.4 l/100km). Combined 40.4-74.3 mpg (7-3.8 l/100km). CO₂ Emissions 162-99 g/km. Figures may vary depending on driving style and conditions.

FleetNews

HELPING COMPANIES RUN EFFECTIVE AND EFFICIENT FLEETS SINCE 1978

June 23 - July 6 2016 £4.00

12 pages of public sector fleet advice

Public sector fleets are under pressure to cut costs. We find out how they are doing it

In the spotlight: Aston Barclay

How a £7.5m investment will speed up inspections and improve accuracy



Fleet in focus: Genus

BRINGING TRUCK FUNDAMENTALS TO CARS AND VANS

Adrian Davies explains how the 'two Ps' (pricing and policy) helped to cut costs by 10%



SEAT ATECA

Seat's first SUV is well priced and efficient



Official fuel consumption figures for the Audi A6 SE ultra 2.0 TDI S tronic in mpg (l/100km): Urban 57.6 (4.9) – 60.1 (4.7), Extra Urban reflect real driving results. Optional wheels may affect emissions and fuel consumption figures. For more information please visit audi.co.uk/a6. Fuel consumption and CO₂ figures are obtained achieved in 'real world' driving conditions. Optional wheels may affect emissions and fuel consumption figures. More information is available on the Audi website at audi.co.uk and at dft.gov.uk/vca

When you're on the road from the early hours, the bi-Xenon headlights in the Audi A6 SE 2.0 TDI ultra make all the difference. And with Milano leather upholstery and 4-zone air conditioning as standard, you can look forward to every journey. Even if you're up before the sun.

audi.co.uk/a6

**A bright start.
Even at 6am.**



INTRODUCING THE NEW FORD **EDGE**



Its Adaptive Steering keeps it light on its feet.
Its Active Noise Control keeps it light on your ears
and its low CO₂ keeps it light on your wallet.

To help your business Go Further contact our
Business Centre on 0345 723 2323.

FORD **EDGE** TITANIUM

P11D	BIK	CO ₂	COMBINED MPG
£29,795 - £36,510	30%-29%	152-149g/km	47.9-48.7

Official fuel consumption figures in mpg (l/100km) for the New Ford Edge range: urban 43.5-44.1 (6.5-6.4), extra urban 51.4-52.3 (5.5-5.4), combined 47.9-48.7 (5.9-5.8). Official CO₂ emissions 152-149g/km.

The mpg figures quoted are sourced from official EU-regulated test results (EU Directive and Regulation 692/2008), are provided for comparability purposes and may not reflect your actual driving experience.

Vehicle shown is the New Ford Edge Titanium in Oxford White, 20" alloy wheels available at additional charge.



Go Further

NEWS

- 6** Two-thirds use hands-free phones
- 9** Royal Mail opens workshops to all
- 10** Alphabet launches real-time SMR
- 13** Parking fine firms 'should digitise'
- 14** Northern Powergrid's £140k saving
- 17** Infiniti to double UK sales volume

REGULARS

- 20** Letters and editor's Big Picture
- 23** Opinion: telematics and schedules
- 62** Awards winner: Skanska
- 70** Last word: Mark Dickens

CAR/VAN REVIEWS

- 64** Seat Ateca
- 66** Mini Clubman
- 67** Mazda3
- 69** Long-term reports



Cover feature
Fleet in Focus: Genus

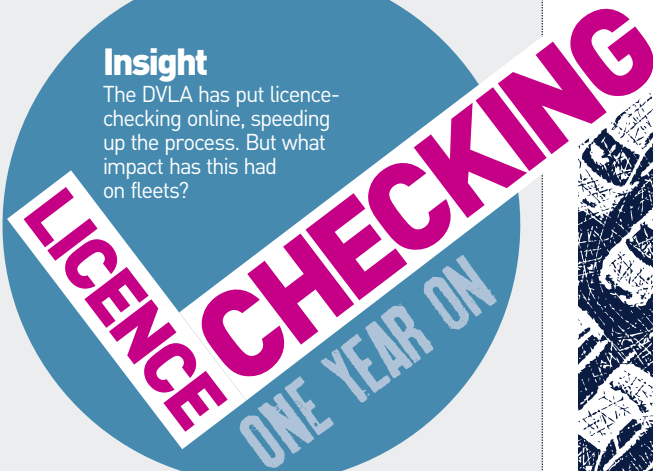
Hands-on fleet manager Adrian Davies has cut operational costs by 10% by bringing 'truck fundamentals' to his car and van fleet

26

56

Insight

The DVLA has put licence-checking online, speeding up the process. But what impact has this had on fleets?



Public sector INSIGHT

- 37** Pressures on budgets mean local authority, bluelight and NHS Trust fleets face challenges. We look at how these are being overcome



30 In the spotlight: **Aston Barclay**

£7.5m invested in vehicles, sites and technology means the company is ready to increase its fleet presence by promoting speed and accuracy



62 Awards: **Skanska**

The engineering company has used a mix of telematics, working groups and staff training to become a safer fleet



Two-thirds of fleet drivers have green light for hands-free calls

However, evidence suggests this could be as dangerous as allowing drink-driving

By Gareth Roberts

Hundreds of thousands of company car drivers are free to use a hands-free phone while driving, despite mounting evidence suggesting their use is dangerously distracting.

More than two-thirds (70.2%) of respondents to a *Fleet News* poll said their company car policy permitted their use, while just 29.2% reported a ban had been put in place by their employers.

The poll result comes in the wake of further research suggesting that talking on a hands-free phone can be just as distracting as talking on a hand-held mobile (fleetnews.co.uk: June 8).

The study, from psychologists at the University of Sussex, shows that drivers who are engaged in conversations that spark their visual imagination are much less able to spot and react to potential hazards.

When the drivers involved in the study were asked about a subject that required them to visualise it, they focused on a smaller area of the road ahead of them and failed to see hazards, even when they looked directly at them.

The researchers claim their evidence shows conversations may use more of the brain's visual processing resources than previously understood.

Having a conversation that requires a driver to use their visual imagination creates competition for the brain's processing capacity that is also focusing on driving. This results in drivers missing road hazards that they might otherwise have spotted.

Arval has operated a mobile phone ban, whether hand-held or hands-free, for all company car drivers since 2003.

Customer engagement manager Tracey Fuller said: "Our drivers understand the risks associated with using a mobile phone, because we continuously educate, train and support them to be safe while they drive."

The leasing company ensures drivers are still able to meet customer needs while driving by making sure there is suffi-



"I understand the challenges businesses face when they look at implementing a complete mobile phone ban"

Tracey Fuller, Arval

28%

Proportion of young drivers who admit to texting a friend while driving

18%

Proportion of young drivers who have driven through a red light due to being distracted

cient office-based support for its customers should they need it.

However, Fuller added: "I understand the challenges businesses face when they look at implementing a complete mobile phone ban, but I would encourage all businesses to consider in full the risks their drivers face if they are permitted, or even encouraged, to make hands-free calls whilst driving."

"I would also ask anyone: 'How do you know it can't work for your business if you don't try?' Lots of companies that now implement mobile phone bans trialled it first, engaging with a range of stakeholders in the process."

Iron Mountain, working with insurance company Zurich, has similarly employed a ban on the use of all mobile phones, including hands-free devices, for a number of years.

Rory Morgan, head of logistics support Western Europe at Iron Mountain Europe, told *Fleet News* he has been swayed by a mounting body of evidence and his own experiences.

"Only last week, I was the passenger in a taxi in Paris where the driver rang a colleague to get directions and was oblivious to the large speed bump coming up and we hit it at speed," said Morgan.

The Environment Agency also banned hands-free mobile communications in vehicles 12 months ago, following a review of available research from across the globe.

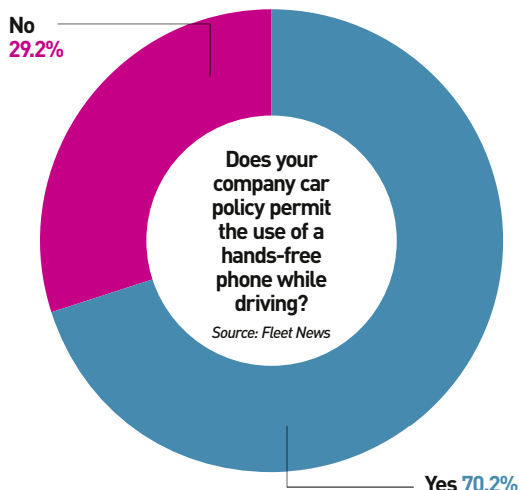
The University of Sussex study is the latest to look at the increased dangers involved with driving and mobile phone use. Previous research has estimated that drivers who perform a secondary task at the wheel, like using a mobile, are up to three times more likely to crash.

In addition, the effect of talking on a phone while driving has already been shown to be worse than drinking certain amounts of alcohol. Research from the Transport Research Laboratory (TRL) showed driver reaction times were 30% slower while using a hands-free phone than driving with a blood alcohol level of 80mg alcohol per 100ml blood (the current limit in England and Wales), and nearly 50% slower than driving under normal conditions.

The researchers from Sussex also say there are still differences between a hands-free conversation and a chatty passenger.

A passenger will usually moderate the conversation when road hazards arise, whereas someone on the other end of a phone is oblivious to the other demands on the driver and so keeps talking.

Kevin Clinton, head of road safety at the Royal Society for the Prevention of Accidents (RoSPA), said: "All the research clearly shows that using a hands-free phone does not significantly reduce the risks, because the problems are caused mainly by



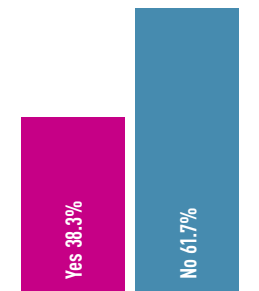
Removing the risk of hands-free phones:
fleetnews.co.uk/handsfreerisk



FLEET FACTS AND FIGURES

OPINION POLL

Are telematics apps installed on a driver's phone more appealing than traditional 'black box' devices?



FleetNews view:

Our poll reflects a growing interest in smartphone-based telematics, with more than one third (38.3%) preferring an app to a black box fitted to their company car or van. Developers will argue that a smartphone device eradicates the need for vehicle downtime but, whatever the reason for choosing the technology, *Fleet News* believes driver behaviour tools can offer benefits to employer and employee alike.

This week's poll: Would you consider fitting an in-cab camera?

fleetnews.co.uk/polls

MOST COMMENTED ONLINE

More than half of fleet industry now favours Brexit

fleetnews.co.uk/news

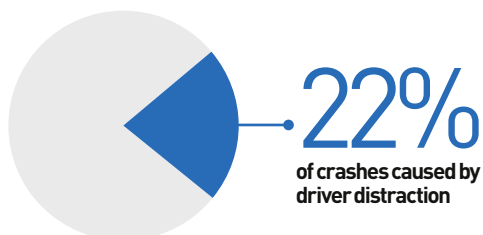


UK
AVERAGE
FUEL
PRICES

Diesel (ppt) 110.90 ↑

Unleaded (ppt) 110.60 ↑

fleetnews.co.uk/costs/fuel-cost-calculator



the mental distraction and divided attention of using a phone at the same time as driving."

Around 22% of crashes could be caused by some kind of distraction and new research from Goodyear, as part of its Young Driver programme, has revealed some worrying statistics.

Almost a quarter (23%) of young drivers have had an accident or near miss in the past 12 months due to being distracted behind the wheel and nearly one in five (18%) had driven through a red light due to being distracted.

Mobile phone usage was a major issue, with 42% of young drivers saying they have used their mobile phone illegally while driving in the past year. Of those, 29% admitted to calling or answering the phone, 28% said they have texted a friend while behind the wheel, while one in 10 admitted to logging into social networks.

The road safety charity Brake wants existing mobile phone legislation extended to hands-free devices, but the risk of being prosecuted for using a hand-held phone was not a deterrent for almost a quarter (23%) of respondents to the young driver study.

A Government consultation on raising the fine from £100 to £150 and increasing the penalty points for non-HGV drivers from three to four closed on March 15 and its response is due to be published imminently.

More than a quarter (27%) of motorists asked by the RAC about the proposed changes said they were a good idea, but a majority (69%) said they will not make any difference.

The consultation was also seeking feedback on a proposal to increase penalty points from three to six for those that hold a large goods vehicle (HGV) licence and commit the offence while driving an HGV. More than half (58%) of those surveyed thought this was a good idea and, in this instance, only 38% didn't think it would make any difference whatsoever.

However, while it remains to be seen what the Government will decide to do, Fuller argued that the benefits of implementing a ban on all phone use behind the wheel go beyond road safety.

"There are health and wellbeing benefits as drivers without the pressure to make and receive calls whilst driving will be less stressed," she said. "They will take more regular breaks to allow time to pick up messages and return calls."



LIGHT. YEARS AHEAD. THE NEW ŠKODA SUPERB

The new ŠKODA Superb. With Intelligent headlights.

The new Superb's Bi-Xenon headlights* respond to the car's speed, as well as light and weather conditions, adjusting automatically for optimal illumination. The Smart Light Assist† feature uses the car's multifunctional camera to know when to dim the lights to avoid blinding fellow drivers. So the only thing dazzling other road users will be the new Superb's dynamic design. Travel in Style. Travel in Space.



LED daytime running lights



Smart Light Assist



Spacious interior

skoda.co.uk

Exterior model shown is Superb Hatch SE L Executive 1.4 TSI 150PS ACT at £24,640 OTR with optional Sirius alloy wheels at £650, metallic paint at £535, Smart Light Assist at £950, sunroof at £850, front and rear parking sensors at £350. Interior model shown is not UK specification. *Standard on SE L Executive and Laurin & Klement, optional on SE at £1,295. †Optional on SE and SE L at £950 and Laurin & Klement at £100. Only available in combination with Bi-Xenon headlights and electrically adjustable front seats. Information correct at time of print [06/16]. Official fuel consumption for the new ŠKODA Superb range in mpg (litres/100km): Urban 31.4 (9.0) – 65.7 (4.3); ExtraUrban 45.6 (6.2) – 85.6 (3.3); Combined 39.2 (7.2) – 76.4 (3.7). CO₂ emissions for the new Superb range are 164 – 95g/km. Standard EU Test figures for comparative purposes and may not reflect real driving results.



Royal Mail opens workshop doors to third parties for SMR

Long-rumoured move means fleets can make use of 100-strong garage network

By John Charles

Royal Mail is opening its workshops to offer service, maintenance and repair (SMR) solutions. The business has around 100 fleet workshops nationwide and a pilot programme is currently being conducted offering third parties access to its vehicle maintenance services.

The development has long been rumoured to be taking place and has now been publicly acknowledged by Royal Mail as part of its "focus on growth", as it seeks ways to "generate more value from our existing assets".

The move was briefly reported in Royal Mail's recent financial report for the year ending March 27, 2016, in which it revealed a 1% fall in Group revenue to £9.25 billion (2015: £9.32bn) and pre-tax profits of £538 million (2015: £569m).

Commenting on the financial results, Moya Greene, chief executive officer at Royal Mail, said: "Our UK parcel revenue and volumes grew by 1% and 3%, respectively.

"Our addressed letter volumes declined by 3%; total letter revenue by 2%.

"We are introducing new and improved products and services and responding quickly to changing customer needs."

It is understood that Royal Mail is trialling third-party vehicle fleet servicing at six locations including at workshops in Leeds, Derby and north London.

Maximising existing assets is viewed by the letters and parcels carrier as part of its "focus on growth" and by offering vehicle SMR externally the move has echoes of other major end-user fleet operators such as BT and Carillion.

Both those companies now offer a range of fleet-related services to third parties capitalising on the UK vehicle SMR market, which is estimated by OC&C Strategy Consultants to be worth around £3.4bn a year.

BT established its third party business in 2002 and it has now expanded to the extent that BT Fleet is the specialist fleet management arm of the BT Group.

It manages more than 78,000 vehicles operated by a wide range of fleets, including the AA, G4S, National Grid, Network

£3.4bn

Value of UK SMR market

£9.25bn

Royal Mail revenue in 2015/16



"We are introducing new and improved products and services"

Moya Greene, Royal Mail

Rail, the Post Office and Thames Water as well as the telecommunication giant's own vehicles.

Its preferred garage network, of which it owns more than 65, is now 500-strong.

Meanwhile, Carillion Fleet Management bills itself as "one of the largest fleet service providers in the UK" currently managing more than 10,000 vehicles.

The Royal Mail Group operates the biggest fleet in the country, according to the *Fleet News* Fleet200, with some 46,300 vehicles, including 2,000 cars, 36,000 vans and 8,300 trucks.

A Royal Mail spokesman declined to answer any questions from *Fleet News* on its plans for delivering SMR solutions to third parties, saying that the pilot was "still in its early stages", with information being "commercially sensitive".

However, it would make sense for the company to follow in the footsteps of the likes of BT Fleet and utilise its network of workshops, and lessons learned from the management of its own fleet, with other end-user fleets.

For example, Royal Mail scooped the cost saving initiative of the year award for its World Class Mail initiative at last year's *Fleet News* Awards.

Open and honest communications with garages and workshops is critical to ensure agreement on how long SMR work will take to complete.

Royal Mail utilises a methodology called 'mean time to repair', which records when a vehicle leaves the delivery office for repair and when it returns.

This has helped identify variation in turnaround times at different workshops.

The World Class Mail initiative has now been rolled out to the rest of the fleet and has meant that known problems are addressed before they cause the vehicle to fail.

It has also been a key reason why Royal Mail was able to increase its van fleet operating cycle from four years to seven years-plus, without any major impact on vehicle and parts failures.

"These measures have helped us to maintain our pre-eminent position in UK letters and parcels," said Greene.

Alphabet launches real-time vehicle servicing programme

First leasing company to offer technology will provide it free of charge

By Tom Seymour

Alphabet has rolled out a new service and maintenance programme that will give the leasing company diagnostic information in real-time.

The teleservicing technology is a factory fit feature on all new BMWs and Minis, but Alphabet is the first leasing company to start using the technology in the fleet industry to help manage servicing.

Alphabet piloted the teleservice offering over the first six months of this year. The technology sends service alert data autonomously from the vehicle when it requires maintenance.

Real-time diagnostics and connected car services have been available from manufacturers for some time, but leasing companies have not widely adopted the technology due to worries around data security (*Fleet News*, June 9).

Kit Wisdom, head of technical services at Alphabet, said that as the leasing company is part of the BMW Group, discussions around making the service available was made easier.

He confirmed the service will be offered for free as part of Alphabet's offering to all vehicles that are leased with maintenance included, but would not share how many BMW and Mini vehicles are on Alphabet's risk fleet or how many within that are taken with maintenance.

The technology is likely to spread to other leasing companies, with BMW actively looking to make teleservicing available to all other major UK leasing companies from Q3 this year. Alphabet is in discussions with all manufacturers that offer real-time diagnostic technology on their vehicles.

Mercedes-Benz, Vauxhall and Volkswagen Group brands either have technology readily available for fleets to use or are working on new technology.

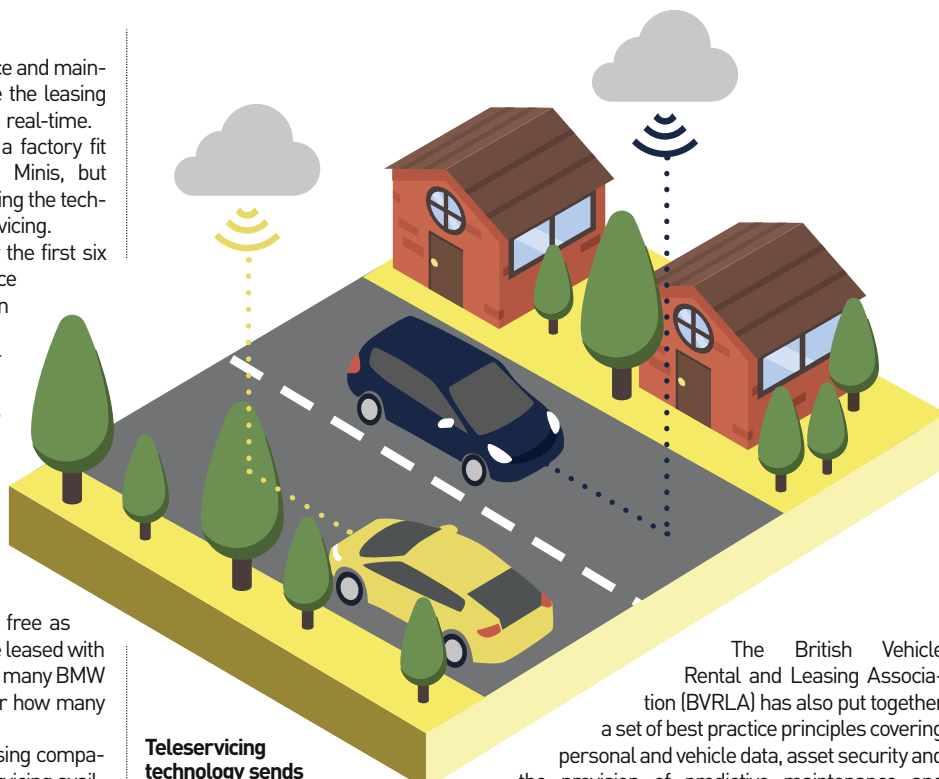
Caroline Sandall, ACFO deputy chairman and fleet manager at Barclays, told *Fleet News* that, while real-time diagnostics would provide clear benefits, the industry will proceed with caution.

She said: "We need to make sure drivers understand how their data is being used and gain consent for that."

"There will be a communication piece fleets will need to handle if they look to move forward with something like this."

"We will be cautious, but I would love to get to the stage where we can have more information to hand from our vehicles to access the potential cost and safety benefits something like this would unlock."

Sandall said Barclays is putting together best practice on how data from vehicles and drivers is accessed and shared.



Teleservicing technology sends data autonomously from the vehicle when it requires maintenance

The British Vehicle Rental and Leasing Association (BVRLA) has also put together a set of best practice principles covering personal and vehicle data, asset security and the provision of predictive maintenance and service notifications (fleetnews.co.uk, June 20).

Data Principles: A Statement of Best Practice, which is only available to BVRLA members, has been put together to address worries from the industry around data security and aims to guide companies when negotiating supply agreements for connected vehicles.

Gerry Keaney, BVRLA chief executive, said: "The key to unlocking these benefits is data, and our industry is working collaboratively to ensure members have access to the data from connected vehicles in a fair, compliant and secure manner."

Wisdom said it was possible for Alphabet to progress quickly with introducing the technology to vehicles on its fleet as the information collected is limited to diagnostics and fault codes.

He said: "We're not tracking position or driver behaviour. This service is all about the condition, maintenance and safety of the vehicle."

"We've done our due diligence with our customer base about this and it's all been explained to our fleet customers with how this data is being used."

Wisdom said it was too early to talk about specific savings for fleets that are using teleservices, but he did say one of the main benefits will come from downtime management.

The data from teleservices will also give Alphabet enough detailed information to know how long a repair or service is likely to take. This includes detail down to wear levels on brake pads.

The next step of Alphabet's teleservice initiative will be to integrate live access to online service booking systems so that a reservation slot can be booked directly into a BMW dealership while the customer is on the phone.



"We're not tracking position or driver behaviour. This service is all about the condition, maintenance and safety of the vehicle"

Kit Wisdom, Alphabet

QUITTING

LETS NICK BREATHE EASY



Aiming to halve corporate emissions and save £140,000* on contract hire and fuel.

By quitting a conventional fleet for petrol full hybrids, Nick is helping to cut Itec's CO₂, NO_x and particulate emissions by 50%. Thanks to lower BIK, drivers will also pocket average tax savings worth £1,200 each over the next three years. And, as contract hire and fuel costs will also fall by £140,000, Nick can breathe easy too.

Read Nick's story at
toyotalexusfleet.co.uk

*Saving based on switching original VW diesel fleet to Toyota and Lexus hybrids.



Experience Exceptional

+Affordability +Sustainability +Reliability +Desirability +Serviceability +Rangeability

Infiniti Q50



STAY IN TOUCH, BE IN CONTROL

Direct Adaptive Steering* and zero lift aerodynamics keep you more connected to the road. Intuitive InTouch technology keeps you connected to the world and 7 speed automatic transmission* ensures a smooth ride.

Also, Stop Start technology brings emission efficiency below 120g per km for the Infiniti Q50 2.2d AT.**
An efficient business starts with an efficient fleet.

Starting from **£29,320*****

Book your Test Drive now
at infiniti.co.uk

Official fuel economy figures for the Q50 range shown in mpg (l/100 km): combined 65.7 (4.3) to 44.1 (6.4). CO₂ emissions: 149 to 114 g/km. Fuel consumption and CO₂ figures are obtained from laboratory testing and are intended for comparisons between vehicles and may not reflect real driving results.

Optional equipment, maintenance, driving behaviour, road and weather conditions may affect the official results. **With 17" wheels.
***Model shown is an Infiniti Q50 2.2d Sport AT at £37,420 OTR inc VAT including metallic paint at £660 and 19" wheels (CO₂ 123 g/km).

*Optional extra on some models. Terms and Conditions apply – see www.infiniti.co.uk/q50-in-touch-in-control

Private parking fine firms urged to digitise

450,000

Number of fines handled by FN50 companies

£18m

Cost to companies and drivers

The Traffic Penalty Tribunal considers appeals against penalties issued by councils for parking, bus lane and moving traffic contraventions in England and Wales, including for failing to pay the charge at the Dartford River Crossing.

Earlier this year it started the roll-out of a new online portal to help motorists appeal parking fines, an innovation that it claimed will dramatically accelerate the appeals process (*Fleet News*, December 10).

Sheppard said: "There is a very clear need for the process that private operators employ to be very similar, if not identical, to that used in the public sector. Everybody needs to get together to agree a digital process and time limits."

The debate heard how rental and leasing companies were employing teams of people to manage the fines process.

Zenith has seen a 45% increase in the number of fines coming into the business over the past two years and so far this year has received 11,000 penalty charges, which if maintained will result in an 8% increase this year.

In 2014, it was dealing with 1,400 notices per month, but a year later this had risen to 2,000, with 10% of its inbound activity to the business now fines-related.

"It's a huge, huge drain on our business," said Max Turner, relationship director at Zenith. The fleet management and leasing company has to scan each paper parking charge it receives to provide a digital audit trail.

"We are looking for the ability to process these fines quickly and efficiently," he continued. "But we have to deal with companies that have less sophisticated systems."

"It's got to be about investment not just income generation. You've got to reinvest to digitise."

Parking Eye is the largest private car park operator in the UK, managing some 3,000 car parks – 40% of the UK market – with clients including Aldi, Morrisons, Asda and some motorway services. It expects to issue 1.2m parking fines this year from approximately one billion vehicles it will identify entering and exiting its car parks by the automatic number plate recognition (ANPR) system it employs.

Joel Little, enforcement team leader at Parking Eye, said: "What we've tried to do is implement procedures that suit the hire and lease provider."

By working with the fleet industry the time taken to deal with a parking charge has been cut considerably. "It used to take about three months for the parking charge to reach the end-user, now everything gets completed in 28 days," he said. "We used to see about 50% of parking charges get stuck in our system, but it is very rare nowadays that we see less than 85% reach the end-user."

Imran Ahmad, head of citations for Enterprise Holdings, which includes vehicle rental brands Alamo, Enterprise and National, said the company saw a 70% rise in the volume of fines handled last year.

A team of 25 employees now deals with up to 20,000 violations a month. "We want to work with fine issuers on getting information back and forth electronically, rather than having to send a piece of paper or an agreement," said Ahmad.

■ See the next edition of *Fleet News* for more on CCIA.

Companies pressed to upgrade paper processes that are a huge expense for fleets

By Gareth Roberts

Private parking operators have been lambasted for employing 'outdated' paper-based systems that leave the fleet and leasing industry facing mounting costs.

Motoring-related fines are acknowledged to be a legal, financial and HR administrative nightmare for fleets.

While driver education has a part to play in reducing the burden, the fleet industry is calling on the administration of parking fines to be modernised.

"The entire process is stuck in the dark ages," said John Pryor, chairman of fleet representative body ACFO.

"The whole system must be digitalised; we don't want fine notification and bits of paper being sent through the post."

Data collected from contract hire and leasing companies for last year's FN50 reveals that more than 450,000 fines were handled at a collective cost to companies and drivers of almost £18 million.

The paper-based processes used by the private parking sector were singled out for particular criticism at last week's Company Car in Action (CCIA).

At a debate hosted by ACFO, Caroline Sheppard, chief adjudicator of the Traffic Penalty Tribunal, said the issue should be raised with the Driver and Vehicle Licensing Agency (DVLA). "One solution we should look at is whether there should be dual registration at the DVLA," she said.

However, Sheppard added that whoever was responsible for the "ridiculous requirement" to produce lease agreements needed their "head examined".



"The entire parking fines process is stuck in the dark ages"

John Pryor, ACFO

Telematics will save Northern Powergrid £140k a year

Company expects to improve driver safety and boost customer service

New technology will aid deployment of engineers

By John Charles

Northern Powergrid is predicting that telematics data will deliver fuel savings of more than £140,000 a year after fitting the technology to almost half its fleet.

The technology has been installed into some 800 vehicles, which includes the majority of its vans and trucks as well as its pool car fleet.

However, with its company car fleet operated under an employee car ownership (ECO) scheme, the organisation told *Fleet News* it has "no plans" to fit them with telematics.

Installation of the technology has taken around seven months to complete and, in addition to predicted fuel savings, the electricity distribution company expects it to improve driver safety, reduce accidents and boost customer service.

All future commercial vehicles joining Northern Powergrid's fleet will be fitted, as standard, with telematics, which can also help with vehicle accident investigations and prevent fraudulent third-party claims.

Northern Powergrid decided to equip its vehicles with telematics devices after monitoring how the fleet management tool helped subsidiary company Integrated Utility Services, a provider of power, water and gas infrastructure for the public and private sectors, further improve its operations.

Geoff Earl, head of safety, health and environment at Newcastle upon Tyne-based Northern Powergrid, said: "This investment will help us support our people, customers and business while delivering safety and environmental improvements every day."

The "significant investment" by Northern Powergrid in the technology, supplied by Trackyou, includes: forward-facing cameras, a function to electronically record daily vehicle safety checks, a system that registers which driver is driving which vehicle and where and a panic button so the company can organise assistance in the event of an emergency.

The technology will also help support Northern Powergrid customers, as it can ensure the closest available engineer is deployed to any potential issues on its electricity network that may be causing a power cut for local people.

The company is responsible for a network that delivers electricity to 3.9 million homes and businesses in the north east, Yorkshire and northern Lincolnshire.

"Having real-time information about our fleet means we can ensure it is used to maximum efficiency"

Geoff Earl,
Northern Powergrid

3.9m

Number of homes and businesses served

800

Number of installations

As part of the investment, all vehicles have also been fitted with a special in-cab 'traffic light'.

The dashboard-mounted LED display runs from green through amber to red, depending on the driver's actions.

With improved awareness, it can help drivers avoid harsh acceleration or braking and improve anticipation of changes in road or traffic conditions.

As a result, says Northern Powergrid, it encourages safer driving techniques which will help reduce potential accidents and, by increasing the amount of time a driver's vehicle runs in the green, save fuel and reduce associated CO₂ emissions.

Northern Powergrid says the fuel savings of more than £140,000 a year will be reinvested into the business.

Safety is a key corporate focus for Northern Powergrid and the company is a long-time Driving for Better Business champion.

The campaign is led by RoadSafe, which aids the Department for Transport's ambition to support and promote good practice in safer fleet management and occupational road safety.

Earl said: "Having real-time information about our fleet means we can ensure it is used to maximum efficiency to support our customers and ensure we are able to be there for our employees if they need us."

"This is particularly important when our people have to work in remote locations, sometimes in challenging weather conditions."

"The in-cab traffic light display and extensive safety features the technology brings to our fleet will encourage safer, eco-friendlier driving and help us to achieve our goals to keep our people safe and reduce accidents, fuel use and our carbon footprint."

The electricity distributor purchased the Trackyou devices and pays a monthly service charge for air time and access to the web-based service which supports the technology. It did not disclose specific costs in relation to its fitment.

The Trackyou system uses in-vehicle GPS satellite technology mated with intelligent mapping services.

The data is transmitted to provide fleet decision-makers with real-time information to keep track of where vehicles are and what they are doing at all times.



PUT YOUR



BEST FLEET



FORWARD

BIK FROM **15%** | **MPG** COMBINED UP TO **83.1** | **CO₂** EMISSIONS FROM **88g/km**



To find out more and to book a test drive go to **fiat.co.uk/fleet**
or call our business centre free on **0808 168 6813**



fiat.co.uk/fleet



THE NEW ALFA GIULIETTA WITH ALFA TCT. IT'S THE AUTOMATIC CHOICE.

Introducing the New Alfa Giulietta Tecnica with the Alfa TCT's gearbox offering the comfort of an automatic with responsiveness of a twin clutch, for maximum efficiency and driving pleasure.

Featuring dual zone climate control, front and rear parking sensors and the new Uconnect™ LIVE service to keep you up to speed with traffic reports, music, news and the latest social network feeds.

CO₂ from **99g/km**

BIK from **19%**

MPG up to **74.3**

P11D from **£20,595**

For more information, call our Business Centre free on 0808 168 7188 or email alfaromeo.fleet@alfaromeo.com

La meccanica delle emozioni



Model shown is the Alfa Giulietta 1.6 JTDm 2 120 hp Alfa TCT Tecnica at £20,650 OTR* including Alfa White Paint. Range of official fuel consumption figures for the Giulietta Tecnica range: Urban 55.4 - 60.1 mpg (5.1 - 4.7 l/100km); Extra Urban 74.3 - 88.3 mpg (3.8 - 3.2 l/100km); Combined 65.7 - 74.3 mpg (4.3 - 3.8 l/100km). CO₂ emissions 113 - 99 g/km. Fuel consumption and CO₂ figures are obtained for comparative purposes in accordance with EC directives/regulations and may not be representative of real-life driving conditions. Factors such as driving style, weather and road conditions may also have a significant effect on fuel consumption.

Infiniti continues huge growth with plans to double UK sales

New country director Barry Beeston wants to work more closely with Nissan



Infiniti Q30 1.5D SE
P11D Value: £21,445
BIK: 21%
Mpg: 68.9
CO2: 108g/km

Barry Beeston: 'We are expanding our main dealer network'

By Matt de Prez

Infiniti has ambitious plans to double its sales volume this year, and new country director, Barry Beeston, believes fleet sales will be key to that growth.

Having seen fleet business increase by more than 30% while corporate sales director at Nissan, Beeston has joined Infiniti at a time he feels the brand is on the brink of a step change.

The company sold 1,195 cars last year, a 60% increase on 2014, with 54% going to fleet.

According to the Society of Motors Manufacturers and Traders (SMMT), Infiniti is the UK's fastest growing car manufacturer.

It has sold 996 cars year-to-date, while recording a 40% increase last month compared with May last year.

So far, 46% of sales are from fleet, but the figure can be heavily influenced by one large deal as volumes are still relatively low.

Beeston said: "I really believe there's a great opportunity within the fleet market, with our new products Q30 and QX30 coming later this year.

"Their credentials are very strong, as are predicted residual values. Wholelife costs and CO2 levels are very positive as well."

The British-built Q30 is a key fleet model for the Japanese manufacturer, according to Beeston.

Before the company can maximise on fleet sales, however, he wants to build infrastructure and back-office support, to give fleets confidence in the brand.

"You have to have a relationship with the customer through the whole lifetime of the vehicle," said Beeston.

By utilising the significant resource at Nissan, he aims for the two businesses to work closer together behind the scenes in a similar arrangement to the Volkswagen Group.

40%

Year-on-year increase
in May registrations

1,195

Number of cars
registered in 2015



Infiniti Q30 review:
[fleetnews.co.uk/
infiniti-q30-review](http://fleetnews.co.uk/infiniti-q30-review)

Externally, the brands will be separate, while back-office operations are shared. This will allow Infiniti to leverage significant efficiency savings.

But Infiniti's dedicated fleet team will remain separate, with plans to grow from a staff of three to 10, headed up by a national fleet manager.

Beeston believes ensuring that clients deal with dedicated professionals that are fully compliant with the products and brand is key.

"For me it's about building a solid platform of growth for the future," he said.

"In terms of our brand, we want to be perceived as a premium manufacturer with premium products.

"We need to maintain the balance between brand perceptions and interacting with the fleet industry and having the scale to do so.

"We are expanding our main dealer network and embarking on an authorised repairer strategy, so a combination of these will give us greater coverage, from an after-sales perspective."

The company currently has 11 dealers and 10 authorised repairers that cover key regions such as Birmingham, Reading and London.

The current goal is to reach 26 dealers and 18 authorised repairers within five years.

Beeston said: "We have a number of dealers in different stages of development. There are numerous opportunities in the pipeline."

Commenting on his career change, he added: "I saw it as great opportunity. I think Infiniti is about to take a step change in the UK, driven by the product, and it gives me the chance to run all elements of an operation in the country,

"I'm looking forward to that challenge and I think the brand is in the right place to make that step change."

A HIGHLY POLISHED BUSINESS PLAN.

New DS 3

It's easy to overlook the importance of design in the cut and thrust of today's commercial world. New DS 3 will keep your conscience clear in that respect. A striking new look, efficient and powerful engines and the refinement and attention to detail that DS is famous for all come as standard. As does Bluetooth®, 7 inch colour touchscreen, DAB radio and air-conditioning.



DS *prefers* TOTAL

Official Government fuel consumption figures (range): Urban cycle, Extra urban, Combined (litres per 100km/mpg) & CO₂ emissions (g/km); Highest: New DS 3 THP 165 S&S 6-speed manual 7.1/39.8, 4.6/61.4, 5.6/50.4, 129. † Lowest: New DS 3 BlueHDi 100 S&S manual 3.8/74.3, 3.2/88.3, 3.4/83.1, 87. MPG figures are achieved under official EU test conditions, intended as a guide for comparative purposes only, and may not reflect actual on-the-road driving conditions.



DS AUTOMOBILES

SPIRIT OF
AVANT-GARDE

*BiK from £37 per month**

CO₂ from 87g/km[†]

up to 83.1 mpg[†]



Discover more at DSautomobiles.co.uk
or call the DS Fleetline on 0800 285 1705[†]

www.DSautomobiles.co.uk

*Based on New DS 3 PureTech 82 manual Chic. Model shown: New DS 3 BlueHDi 100 S&S manual Prestige - BiK: £50 per month. BiK figures based on 20% basic rate of Company Car Tax. † Call charges to this number may apply. For more information please check with your network provider.

THE BIG PICTURE

By Stephen Briers, editor, *Fleet News*



Well, the weather did us no favours, but the UK's best fleet driving show still pulled in the crowds.

Company Car In Action (CCIA) saw around 750 fleet decision-makers drive almost 300 car and van models over two days at the Millbrook Proving Ground in Bedfordshire.

It was great to see so many vehicles tested on the four courses, especially the hill route and 4x4 course, which was in greater use than ever thanks to its own dedicated stand.

"Company Car In Action saw around 750 people drive nearly 300 vehicles"

Ironically, the weather at Millbrook was pretty good; it was the rest of the country that suffered, with reports of flooding widespread. Many fleets told us they were disappointed not to make it this year – but from a health and safety point of view they made the right decision not to travel.

Those that had fewer elements to battle experienced a number of enhancements to the show, including an outdoor 'pit-stop' refreshment and networking area, debates on parking fines and outsourcing, and driving until 6pm on day one.

One other change was our decision to audit visitor numbers this year via the leading global exhibition auditor BPA. *Fleet News* has always been completely transparent about its visitor numbers and the jobs and fleet responsibilities of those visitors, producing a comprehensive report which it shares with its manufacturer partners, warts and all.

However, we felt that an independent view would further underline the fact that CCIA is the UK's leading driving show for fleets.

So, roll on our next major event for *Fleet News* readers – Fleet Management LIVE on October 19-20 at Birmingham NEC. Hope to see you there!

YOUR LETTERS

FUEL TAXATION

Diesel duty is just a revenue raising exercise

EDITOR'S PICK



Darren wrote:

Having read 'Government considers diesel duty hike to tackle air quality' (fleetnews.co.uk, June 9), should this not read "Government considers diesel duty hike to raise tax revenue"?

Let's be honest, this will do little if nothing at all for air quality – just raise tax revenue. Diesel drivers

aren't driving around for fun. They are going to work, carrying out their jobs, doing the shopping – journeys which can't really be avoided. It will just cost more, which will come out of people's pockets, giving them less disposable income, which in turn prevents people buying things, causing a downturn in the economy.

■ The editor's pick in each issue wins a £20 John Lewis voucher.

Dylan Setterfield added:

This is the view of one politician (albeit the transport minister) – that it was "something the Chancellor will need to look at", but was later played down by the Treasury. Not increasing fuel duty in

the last budget was a missed opportunity, but pump premiums for diesel remain minimal, against recent history, and future increases are highly likely. However, we all know it is not really about improving air quality.

MOBILE USE

Paying a fine is too good for them

Rob Swain wrote:

Having read 'Motorists call for tougher penalties for using mobile phones while driving' (fleetnews.co.uk, June 14), penalty points and a fine are not a deterrent. I would suggest that anyone caught using a phone should have to drive over their phone as the penalty. As most phones cost hundreds of pounds and the contract even more, this may be the better deterrent.



Little or
large...

...something for
all fleet sizes,
to suit you

Fleet Management LIVE is the event made for fleet decision-makers.

Whether you are a fleet manager looking for a new supplier or want to discuss the latest vehicles; or you are finance director who wants to find out just how to improve fleet efficiency, Fleet Management LIVE is where the industry gathers.

With over 80 suppliers offering everything you need to run a fleet efficiently, eight tailored best practice sessions, seminars for non-traditional fleet managers, fuel clinics and briefings for those new to fleet management, imagine how much you could fit into just one day. In fact, there's so much going on, your bespoke agenda will be as unique as your fleet. Register today.

www.fleetmanagementlive.co.uk

 Follow us on Twitter @FleetLive

FleetNews
FLEET
MANAGEMENT
LIVE

In association with



19-20 October 2016
NEC, Birmingham

Supported by:

FleetNews

HR Grapevine

DRIVING
business

DIRECTOR
OF FINANCE

Fleet
Leasing

Greater Birmingham
Chambers
of Commerce

acfo The Premier Organisation
for Fleet Operators

icfm
International Council of
Fleet Managers

THE NEW EVENT
FORMAT FOR THE
COMMERCIAL
FLEET SUMMIT

CommercialFleet
SUMMIT & EXHIBITION



THE PLACE TO MEET COMMERCIAL FLEET BUYERS

Make sure these buyers evaluate YOUR vehicles and services.

Why exhibit?

- A cost-effective way to meet customers
- Opportunity to be aligned with leading commercial fleet brands
- Excellent networking opportunities
- Meet both van and truck fleet operators under one roof
- Build your prospect database
- Differentiate yourself from your competitors
- Showcase new products and technology
- Receive a high level of return on investment

If you supply vehicles or commercial
fleet services, book your stand today

In association with



Call **Kate Howard** today on **01733 468146** or email **kate.howard@bauermedia.co.uk**
to find out about exhibiting and sponsorship opportunities.

www.commercialfleetvanandtruck.co.uk

YOUR LETTERS

AIR QUALITY

Fixing roads will reduce emissions

Iain wrote:

Having read 'Low emission CV use "must be increased" to improve London's air quality' (commercialfleet.org, May 26), I think this is yet another layer of regulation to stifle business and increase costs.

Why can't we just invest in the roads infrastructure and keep vehicles moving?

I believe congestion caused by endless traffic lights – which are not synchronised together – with useless bus lanes wasting half the road's capacity are the biggest contributors to poor air quality.

ELECTRIC VEHICLES

Selling power a good move

Gordon wrote:

Having read 'Earn up to £1,000 per vehicle by "selling" EV [electric vehicle] battery power' (Fleet News, May 28), this Nissan concept will make use of Solar PV more rewarding for those who install it and reduce peaks and troughs the National Grid will see more of as EVs start to gain ground. Well done Nissan!

ROAD SIGNAGE

Context matters with signs

Les Hammond wrote:

Having read 'Company drivers have a woeful lack of road knowledge' (fleetnews.co.uk, May 18), this is not surprising as information available to drivers is oriented to what the sign says – not why it's there. Most people can work out what a sign says, but few can work out why it was put in a particular place.

RISK MANAGEMENT

'Self-calibration' key to reducing road accidents

Craig Waters, Road Safety Educators, Australia, wrote:

Having read 'Drivers unaware of how dangerous they are on the road' (fleetnews.co.uk, June 2), our findings are that drivers were never trained to self-calibrate against anything other than a crash – and therefore believe they are good until a crash happens.

The calibration is then against one instance, not against continued risk which may result in a crash, "therefore, I am a great driver". It is only when the risks are known and an active part of the managed process that calibration steps into 'internal reality' and brings ongoing safe risk management.

This issue has been caused by 50 years of driving instruction telling drivers they are great, when what they are actually great at is following an instruction or doing as they are told. Three generations are now



actively involved in this high-risk easy-to-do process.

Calibration is not part of any driver training I have viewed globally. I am yet to find a licensed driver in youth, adult, fleet and seniors (car, bus, truck and motorcycle) that actively self-calibrates risk.

HAVE YOUR SAY Email: fleetnews@bauermedia.co.uk Comment online: fleetnews.co.uk
LinkedIn: UKfleetmanagersgroup Twitter: twitter.com/_FleetNews

Fleet News is published 26 times a year by Bauer Consumer Media Ltd, registered address Media House, Peterborough Business Park, Lynch Wood, Peterborough, PE2 6EA. Registered number 01176085. No part of the magazine may be reproduced in any form in whole or in part, without prior permission of the publisher. All material published remains the copyright of Bauer Consumer Media Ltd. We reserve the right to edit letters,

copy or images submitted to the magazine without further consent. The submission of material to Bauer Media whether unsolicited or requested, is taken as permission to publish in the magazine, including any licensed editions throughout the world. Any fees paid in the UK include remuneration for any use in any other licensed editions. We cannot accept any responsibility for unsolicited manuscripts, images or materials lost or damaged in the post. Whilst every reasonable care is taken

to ensure accuracy, the publisher is not responsible for any errors or omissions nor do we accept any liability for any loss or damage, howsoever caused, resulting from the use of the magazine.

ISSN 0953-8526.
Printing: Headley Brothers Ltd, Kent



Complaints: Bauer Consumer Media Limited is a member of the Independent Press Standards Organisation (www.ipso.co.uk) and endeavours to respond to and resolve your concerns quickly. Our Editorial Complaints Policy (including full details of how to contact us about editorial complaints and IPSO's contact details) can be found at www.bauermediacomplaints.co.uk. Our email address for editorial complaints covered by the Editorial Complaints Policy is complaints@bauermedia.co.uk.

Contact us

Fleet News, Media House, Lynchwood, Peterborough, PE2 6EA.
Email – fleetnews@bauermedia.co.uk

Question:

What is the craziest thing you've ever eaten?

Editorial

Editor-in-chief

Stephen Briers 01733 468024
stephen.briers@bauermedia.co.uk

Sheep's brain, in ignorance, on a nibbles board in Morocco. Very creamy

Deputy editor

Sarah Tooze 01733 468901
sarah.tooze@bauermedia.co.uk

Kangaroo steak

News editor

Gareth Roberts 01733 468314
gareth.roberts@bauermedia.co.uk

Zebra

Features editor

Andrew Ryan 01733 468308
andrew.ryan@bauermedia.co.uk

Pickled squid

Head of digital

Jeremy Bennett 01733 468655
jeremy.bennett@bauermedia.co.uk
Sheep's brain (Morocco, unknowingly)

Web producer

Christopher Smith 01733 468655
christopher.smith@bauermedia.co.uk

Out of office

Staff writer

Matt de Prez 01733 468277
matt.deprez@bauermedia.co.uk

Out of office

Photos Chris Lowndes

Production

Head of publishing

Luke Neal 01733 468262

I ate a live snail as a child, which my brother brought up in his best man speech at my wedding

Production editors

Richard Davis 01733 468310

Big Mac

Finbarr O'Reilly 01733 468267

Guinea pig – dunno about crazy, but it was disgusting

Designer

Erika Small 01733 468312

Alligator

Advertising

Commercial director

Carlota Hudgell 01733 366466
(maternity cover)

Group advertisement manager

Sheryl Graham 01733 366467

Account managers

Sean Hamill 01733 366472

Lucy Herbert 01733 366469

Lisa Turner 01733 366471

Stuart Wakeling 01733 366470

Marcus Woods 01733 366468

Head of project management

Leanne Patterson 01733 468332

Project managers

Lucy Peacock 01733 468327

Kerry Unwin 01733 468578

Telesales/recruitment

01733 468275/01733 468328

Events

Event director

Chris Lester

Event manager

Sandra Evitt 01733 468123

Senior event planner

Kate Howard 01733 468146

Publishing

Managing director

Tim Lucas 01733 468340

Group marketing manager

Bev Mason 01733 468295

Office manager

Jane Hill 01733 468319

Group managing director

Rob Munro-Hall

Chief executive officer

Paul Keenan

Subscribe to Fleet News

01635 588495

subscriptions@email.fleetnews.co.uk

Subscription rates:

£85 UK (two years £145, three years £195), £135 Europe and Eire (two years £230, three years £315)

FleetNews

BUYING GROUP

BETTER DEALS, QUICKER.

A free members-only service dedicated to getting better prices for cars and vans.

The right vehicle at the right price.

- 1 The combined demand from hundreds of businesses like yours
- 2 Multiple companies competing for your vehicle order
- 3 A service that's completely free to use
- 4 Special vehicle offers brought to you when available



FNBG is free to use and enables companies to make the right buying decisions each time they need a new car or van. We'll show you how much money you're saving and we'll even bring you special offers on relevant vehicles.

If you're interested in better deals, quicker, go to **www.fnbg.deals** and complete the FNBG preregistration form to secure your membership.

BETTER DEALS, QUICKER.

FLEET OPINION

AUTONOMOUS VEHICLES

Telematics key to driverless success

By Nick Walker

“What use is telematics technology in a world of autonomous cars, when things like speed and driver behaviour will literally be out of our hands?”

That is the question that was posed to me recently in discussions around the future of motoring as we move further towards driverless vehicles.

Actually – and I know I might be expected to say this – the role of telematics will be key to the development and growth of autonomous vehicles. The fact is that we are still a long way off a world dominated by them, and we are likely to have a lengthy period of transition with a mix of different vehicles on the road. That could be a very interesting time.

Telematics will be key to understanding how those vehicles are behaving and interacting with one another. But, more than that, it is going to be about data management.

Autonomous cars are going to have a strong need to be monitored in terms of vehicle health as well as location and ensuring they're not behaving erratically. That is going to generate a huge amount of information and it's going to be the job of telematics providers, not motor manufacturers, to interpret that mass of information and make sense of it for their fleet customers.

The future driver is going to become less interested in their vehicle; they are not going to be worried about when it needs a service or not. It's even possible the car will eventually drive itself to the garage – but that is really a long way off.

So all these alerts around vehicle faults, vehicle management and vehicle maintenance are going to need to be flagged, because the driver is going to be disconnected from their vehicle.

But whatever the autonomous vehicle of the future looks like, it is still going to have tyres, batteries, alternators, gearboxes and all the other vital components that keep a vehicle moving, but which cause a breakdown if it fails.

That's why telematics, alerting the driver or fleet manager to those issues, will still be vital in keeping that vehicle healthy and on the road, where it should be, and not in a repair garage draining a business of cash due to breakdown. ”

“Autonomous cars will need to be monitored in terms of vehicle health, location and behaviour”



Nick Walker
Managing director,
RAC Telematics



Duncan Pickering
Market development
manager,
IAM RoadSmart



For more fleet
opinion from the
industry, visit
[fleetnews.co.uk/
opinion](http://fleetnews.co.uk/opinion)

SCHEDULING PRESSURES

On time – but at what cost to safety?

By Duncan Pickering

“The pressures we face in everyday life seem to be getting greater. And one sector for which this has never been truer is that of the beleaguered delivery driver or courier.”

With a seismic shift in the way we shop, the role of the delivery driver has never been more crucial to the fabric of UK society. And as a result of this, many of them are being presented with an unrealistic schedule of drop-offs and collections that are causing them to take unnecessary risks when it comes to driving. Could company car drivers be facing similar pressures?

An IAM RoadSmart staff member said nine out of 10 people she spoke to in the commercial sector said that, to meet the schedules they had been given, on paper it would require them to break the speed limit all day.

According to campaign group Driving for Better Business, every day of the year more than 150 vehicles driven on company business crash. Every year, there are 14,000 road deaths and serious injuries involving people at work.

We are finding that many businesses, both large and small, are putting little thought into the capacity of their drivers, traffic conditions and schedules – and forcing them to break the law and compromise safety as a result.

Businesses need to be working a driver risk management schedule into the way they work, and senior managers should not ignore the importance of road safety when implementing sales and delivery targets. For any company that has road delivery as part of the way it works, road safety has to become a part of its culture. And that culture must begin with the CEO, MD, directors and management.

Realistic journey management, supported by investment in technology, must be a part of this. Already the earliest sat-nav systems cannot take into account changing traffic conditions, while Google maps and the like can. Technology is becoming more affordable, with little excuse for not using it.

So we urge businesses to do the right thing: ensure road safety is appropriately prioritised in the boardroom and that road safety is not sacrificed in the pursuit of marginal gains to profitability. ”

“We are finding that businesses are putting little thought into the capacity of their drivers”



A PARLIAMENT OF OWLS

A JOURNEY OF GIRAFFES

A ROMP OF OTTERS

...AND A C4 CACTUS OF AWARDS

OK, so it's not quite the official collective noun for awards, but it could be. After all, the Citroën C4 Cactus has won 36, so far. But then again, it's not really a surprise when you consider you get up to 91.1 MPG, a minimalist 7" touchscreen, sofa style seating* and incredibly low running costs. All wrapped up in revolutionary design.

Find out if the C4 Cactus can win over your fleet by emailing enquiries@citroenbusiness.co.uk or call us on 0800 285 1705* to arrange a test drive today.

CRÉATIVE TECHNOLOGIE

Official Government Fuel Consumption Figures (litres per 100km/mpg) and CO₂ Emissions (g/km) (Range). Highest: C4 Cactus PureTech 82 manual with Urban 3.5/80.7, Extra Urban 3.0/94.2, Combined 3.1/91.1, 82 CO₂. MPG figures are achieved under official EU test conditions, intended as a guide for CITROËN prefers TOTAL. Model shown: C4 Cactus PureTech 82 manual Flair. *Calls are free of charge from all consumer landlines and mobile phones. If you are calling from a business phone, you should check with your provider



'I'M EMPLOYED TO BRING THE UP TO FLEET STANDARD'

Hands-on fleet manager Adrian Davies has cut operational costs by 10% by bringing 'truck fundamentals' to cars and vans. *Stephen Briers* reports

In just three years, Adrian Davies has snipped 10% off fleet costs, a £500,000 saving from the operation's £5 million budget.

The Genus fleet manager brought to the bovine artificial insemination business a fleet career largely grounded in the heavy truck sector. The highly regulated, safety-focused nature of truck management gave him "great fundamentals" to apply to the car and van fleet.

"I've gone from dealing with professional drivers to dealing with people with a driver's licence," he says. "So I've brought the fundamentals of the professional driver into this fleet, such as vehicle checks and monitoring."

Davies contextualises his job in unassuming terms: "My role is to put the driver in a suitable vehicle that they are happy to drive and that they look after – and the constant reinforcement of policy."

Pushed harder, he elaborates that it's also about getting suppliers and manufacturers to work harder for the business, and he employs unusual tactics to get everyone

onside and pulling in the same direction.

"It's an easy conversation to have, especially if you approach the dealer, funder and manufacturer in the same room as a team," Davies says. "We get them to work together for the greater good which cuts out potential issues. And it also reduces the number of meetings I have to have!"

He adds: "From the fleet manager perspective, it's giving them the vision of where I'm taking the fleet and where it needs to be to get them on board to support that journey. I work the suppliers as hard as possible to make sure that the company gets the most value for money and to make sure that any third party suppliers are doing the job we need, such as local garages."

This requires constant interaction with suppliers, such as daily conversations with account managers, to ensure they use their influence to make Genus's vehicles a priority.

"Too many times fleet management is a bolt-on to another job; for me, it's my role," Davies says. "I am employed to bring the fleet up to standard with the correct policies in place and with everyone understanding their role within the fleet."

Davies inherited a dual-badge policy of

Volkswagen and Škoda for the 250-strong car fleet but negotiated improved terms by being more exact on the number of vehicles, type of models, trim levels and replacement cycles.

The priority is fit-for purpose vehicles: ones that enable drivers to do their jobs at a price that the company is prepared to pay. Included in the package were items such as parking sensors and rubber mats.

Davies describes them as "the little details that make the difference – things that show the company is looking after them".

He also improved the terms for the 380 solus-badge Vauxhall vans, despite adding a number of extras to the standard vehicles after consultation with drivers.

"When I started I spoke to as many drivers as possible to identify their basic requirements," Davies explains. "Everyone south of Cheshire wanted air-conditioning and everyone to the north wanted temperature gauges to check how cold it was."

The Genus fleet is unusual in that every vehicle operates in rural areas with drivers working outdoors, so vans needed to have tailgate rear doors, not barn doors. It





Adrian Davies:
'Every driver has
my mobile number'



FACTFILE

Fleet manager Adrian Davies
Time in role Two years, 10 months
Fleet size 630-380 vans, 250 cars
Funding method Contract hire with maintenance
Replacement cycle Four years/120,000 miles
Funder Zenith
Brands on fleet Cars – Volkswagen, Škoda; vans – Vauxhall



also uses a lot of crew cabs, which limited its options when it came to choice of manufacturer.

However, the main reason why all the van business is with Vauxhall is its extensive commercial vehicle dealer network. It meets Genus's servicing needs and helps to reduce off-road times. Indeed, since August 2013, average vehicle off-road times have reduced from 19 days to 11.

Implementing the right policy for vehicles was only part of the equation. Davies recognised, thanks to his background in HGV fleet (see panel, below), that driver discipline and monitoring were just as important for effective fleet management.

He calls it the "building blocks to support the vehicle", making drivers aware of their duty of care to the company and other road users, and the company's duty of care to them.

However, he is also keen to put the power for policy enforcement into the hands of managers by making them aware of the rules and their responsibilities.

This is never more important than when it comes to using telematics data to tackle driver behaviour and fuel costs.

"It's OK to have the detail of cost, but it's what you do with it afterwards – how you make managers aware of the individual costs and how they were caused," he says. "It's a mistake not to share the data with the business."

He inherited a tracker system which has since been switched for full telematics, measuring speed, start and finish times and incidents. The next step is to trial front-facing

"We use telematics data to analyse vehicle performance and for managers to be aware of the health and safety of their workers"

Adrian Davies, Genus

cameras. The data is fed to the managers and to the health and safety team, with the reports overseen by Davies.

"We use the data to analyse vehicle performance and for managers to be aware of the health and safety of their workers," he says.

Genus is midway through a three-hour classroom-based training exercise with all its drivers. The course has been developed in-house and tailored to the company's specific operations, focusing on, for example, driving in small villages, micro-climates, parking and speeding.

In addition to acting on the findings of the telematics data, managers are also responsible for applying the two-strike rule for at-fault incidents, where drivers are charged for the excess.

The policy helps to remind drivers of their responsibilities towards their vehicles, but Davies does have a warning for other fleets

'FALLING INTO FLEET' LEADS TO WEALTH OF KNOWLEDGE

Adrian Davies has been with Genus for almost three years, but admits he "fell into fleet" after taking a temporary job as a fleet administrator at logistics firm TDG after graduating from university.

It proved to be a solid background, introducing him to the world of licence checking, database management, O-Licences and compliance, as he worked his way through to becoming fleet manager. "The laws and regulations we had to adhere to gave great fundamentals for fleet," he says. "We think about it as drivers, not vehicles, so we do walk-around checks, rest breaks – it's bringing truck discipline into smaller vehicles."

When the business was acquired by Norbert Dentressangle, he helped to bring the two fleets together before leaving to join NCP as fleet coordinator.

After a little over a year, he joined Genus, bringing his HGV knowledge to the company's 380 vans and 250 job-need cars.

considering implementing a similar scheme: non-reporting of damage which results in an accumulation when the car goes back, increasing the end-of-contract charges.

"You have to have a robust policy around vehicle checking by managers or a third party," he says. "We introduced a vehicle inspection before they can choose their next car. If they haven't looked after it, they get a pool car instead and we charge them for the avoidable costs."

"They will not get access to a new company car until they have demonstrated that they can look after the pool car."

The inspection has been in place for 12 months and appears to be acting as a deterrent; Genus has yet to enact the pool car. It





Adrian Davies has driver training in his sights in the next 12 months

has, though, resulted in a “dramatic” reduction in end-of-contract charges, which has contributed £100,000 to the total cost savings.

Davies has one member of staff in his fleet team – fleet administrator Jenni Allen – and describes himself as a “hands-on fleet manager”, using the leasing company for operational support only, such as booking repair and maintenance.

“Every driver has my mobile number and I regularly go to team meetings to talk to drivers about the issues in their area. It’s only then that I can address them to ensure we stop those problems,” he says.

It has been a three-year, three-part journey to get the fleet to a position where Davies feels it is operating efficiently and effectively:

the first six months were spent fact-finding and establishing himself in the business; the next 12 were about proving the changes to the business; now it is about driver training and looking at next steps.

“That will be a joint decision between the business and me,” Davies says. “It’s an ongoing conversation about fleet numbers and costs, and will depend on the business requirements and vehicle technology.”

On a personal level, evolution is already taking place as his role expands to take on a global travel project across the 70+ countries in which the FTSE250 company operates (“everywhere there’s a cow in a field”, he quips). He also manages property and mobile phones in the UK.

Added to this, Davies is starting to look at a ‘one-size-fits-all’ policy for the European fleet, to enable managers and purchasers in countries without dedicated fleet resource to understand that part of their business. The challenge is learning the intricacies of local tax and business laws.

His approach to each new addition to his CV follows the same fundamentals: “Correct policy and correct pricing – it’s the two Ps,” as he puts it.



For more fleet profiles,
visit: [fleetnews.co.uk/
industry-profiles](http://fleetnews.co.uk/industry-profiles)

'WE PROBABLY PUNCH ABOVE OUR WEIGHT BUT WE WANT MORE'

£7.5m invested in vehicles, sites and tech means the company is ready to increase its fleet presence. *Matt de Prez* reports



A new vehicle inspection system introduced as part of a £7.5 million investment will speed up sales and lay the "foundation" for growth for remarketing company Aston Barclay.

The system, which goes live at the end of this month across the company's four sites – Chelmsford, Leeds, Prees Heath and Westbury – will feature the National Association of Motor Auctions (NAMA) inspection standards in response to pressure from fleet customers for national consistency. The grading will be used alongside Aston Barclay's own grading, which is based on cosmetic repair

FACTFILE

Company Aston Barclay
Established 1984
Managing director Glenn Scarborough
Experience 25 years
Number of sites Four
Investments £7.5m over five years

costs. "It [the new system] will increase the speed and accuracy of our inspections and lays the foundations for further developments with vendors and buyers in this area," says Glenn Scarborough, managing director of Aston Barclay.

The market is demanding more transparency on vehicles prior to sale, according to Scarborough, but this brings additional time and cost, which has slowed down pre-auction processes over the past five years.

"There is demand from buyers and sellers to provide more information which predominantly covers the imaging and inspecting of vehicles," he says. "The costs incurred to provide these services include IT, staff, cleaning, additional vehicle movements and the cost of storing cars for longer."

Aston Barclay sells vehicles for a number of FN50 companies, including Alphabet, LeasePlan and Zenith, and the de-fleet process can vary, with some leasing companies having external processes carried out prior to sale and others requiring inspection information to be returned before authorising the sale.

The company can turn around a sale within 24 hours, under ideal circumstances, but fleet vehicles, which generally come in over a staggered time period, can be on-site for a week or more. To mitigate this issue Aston Barclay has a team of four inspectors at each site, working around the clock to assess each vehicle as it starts its journey through the remarketing process. Each inspection takes around 20 minutes to complete. The car is then cleaned and photographed before being parked ready for sale.

To compete for fleet contracts, Aston Barclay offers a range of de-fleet services including collection, storage, and full preparation. Scarborough says the business is keen to expand its defleet operation and is looking at increasing capacity, to deal with greater volumes.

The £7.5m investment (derived from business growth over the past five years) has included revamping its premises, with the most recent being its Brook Lane site in Westbury, which has had £750,000 spent on improved facilities for buyers, improved staff offices and a new viewing gallery for its vendor customers.

It has also invested £700,000 in its transport fleet with six new Scania transporters and two new MAN transporters, plus bespoke Pegasus trailers from Rolfo. The custom

Glenn Scarborough:
 'Our relationship with customers means we get regular feedback and are able to react quickly'



"We see every sector as an opportunity and we'd like to develop fleet representation"

Glenn Scarborough, Aston Barclay



In ideal circumstances, Aston Barclay can turn a sale around within 24 hours

trailers improve load flexibility by enabling additional vehicles to be carried, reducing the time needed for loading and unloading at customer locations.

As part of upgrading its vehicle collection and inspection strategy, Aston Barclay has also installed dedicated imaging studios at its Prees Heath, Leeds and Westbury sites. These feature new turntables with full ground and elevated lighting.

This allows for vehicles to be imaged from every angle and uploaded to online sales catalogues.

Aston Barclay's Chelmsford site is set to get a new inspection bay and further investment is planned for Leeds to bring it up the standard of the other centres with new auction halls and client services. The Leeds site is already arguably the company's biggest success. It was acquired in 2011 to give the business national coverage, but Scarborough says: "We bought it at a time when the market was difficult. The existing site had closed due to poor business so we took a big risk."

"We underestimated how quickly we could get it up and running and it took a lot longer to find sellers and buyers."

Nonetheless, the branch is now successful thanks to having the right team in place and investment in facilities and infrastructure. The site was named LeasePlan UK's auction provider of the year for 2015.

Scarborough, who took control of the business alongside brother David when their father retired in 2010, says: "Our business has a shallow management structure, the people who run the group are spread across the four locations and they deal with the buyers and sellers every day. This relationship with the customer means we get regular feedback and are able to react quickly."

"They have the confidence and authority to make decisions, giving huge flexibility and power at a local level. They also know how to get the right people into the auction rooms and that's a big part of what makes us successful."

Historically, Aston Barclay dealt with smaller outright purchase fleets but Scarborough says: "We rarely come across managed fleets now. More businesses are moving

£7.5m

Investment over five years

20-40%

Sales via Live online system



For more industry profiles, visit: fleetnews.co.uk/industry-profiles

towards leasing and management companies so we tend to target them for volume."

He continues: "We see every sector of the industry as an opportunity and we'd certainly like to develop our fleet representation further. Once you come out of the top 10 leasing companies there are fewer and fewer big players. We'd like more but I think we probably punch above our weight."

Aston Barclay's other major investment has been in the adoption of new technology. Its Live online auction service, which originally launched in 2009, has been fully optimised for both desktop and mobile devices.

While the company embraces the web and has seen between 20-40% of sales be made through Live, it maintains that the success of an auction is based around the marketplace environment. Online catalogues and vehicle reports have made it much easier for buyers to make decisions ahead of visiting the site but Aston Barclay believes most buyers thrive in a traditional auction environment where they can monitor prices and see what competitors are buying.

Scarborough explains: "What we are interested in is getting the best price for a car. This means getting people to bid, so we have to provide the widest platform possible. We don't want to force a particular route, if people choose to bid online or in-hall we don't mind. It's about using a competitive market place to generate prices and using it in different ways through technology. Without lots of bidders there isn't the same drive for people to bid up prices."

Moving forward, the company will be looking at alternative methods of selling by auction. This includes the possibility of selling cars that aren't on the premises. "Pre-selling could make things cheaper for us and our customers," Scarborough says. The aim would be to try and auction the car before it comes off lease and transport it straight to the new buyer.

However, it is "fraught with issues", says Scarborough. "You need cooperation from the user and getting accurate information, photos and condition reports before de-fleet is difficult, especially when you factor in the time lag before sale."

FLEET EVOLUTION

Members of the Michelin Fleet Panel met to discuss changing dynamics in the market, which is seeing booming SUV sales, whilst the popularity of traditional diesel cars start to dip.

"SUVs now represent the single largest segment of the car market in Europe, accounting for 22.5% of the new cars registered in 2015 – resulting in 3.2 million new SUVs on our roads," said Andy Fern, Michelin's Head of Fleet.

Steve Chandler, Process Improvement and Purchasing System Manager at Lex Autolease, told the panel: "In the last four years the number of SUVs in our fleet has more than doubled. Today it accounts for nearly a 16% share, versus just 7% in 2012.

"That's phenomenal growth and shows a real step-change in how these models are perceived by company car drivers, fleet managers and business owners."

In the UK, the SUV market has now overtaken Germany to claim top spot in Europe, with 630,370 registrations in 2015. Michelin expects this huge pool of cars will require replacement tyres during 2017/2018 – by which point it is aiming to have the first CrossClimate fitments for SUVs on the market, enabling drivers to benefit from a premium summer tyre with winter capability.

Addressing the split of SUV types on the market, Peter Wood, Key Account Manager

at Michelin, said: "The premium SUV market grew last year in Europe by 15%, but the value sector – defined by cars such as the Nissan Qashqai – grew a staggering 27% to represent 74% of all SUV sales.

"Across SUVs at both ends of the scale there's an overwhelming preference to fit premium tyres – in a market dominated by 17" and 18" sizes, and growing fast. Fleets and consumers tell us that with a heavier vehicle, they want the reassurance of a better and more robust tyre."

Asked by the panel what the future had in store for SUV tyres, in a world where 'tall and thin' tyres were becoming the de facto choice on alternative fuel vehicles, Fern replied: "We are now seeing Qashqai models on 18" 215 section-width tyres. For a car that high, that's well on the way to being tall and thin.

"Narrow tyres with a large diameter make it possible to improve performance simultaneously in different areas thanks to their lower rolling resistance and better aerodynamics. The way tyre technology has evolved means we can now give more cars the grip and performance they need with a narrower footprint tyre – although the OEMs remain ever mindful of aesthetics, particularly on bigger cars such as SUVs."

The Fleet Panel also discussed how last year's new car registrations had seen

diesel fall from a 50.1% to a 48.5% market share, with petrol and alternative fuels both increasing. One panel member blamed a fall in the recorded annual travel distances per vehicle.

He said: "We have seen the miles dropping, so whereas diesel used to be an automatic decision for many buyers, more fleets are now considering smaller turbo petrol engines which offer good fuel economy and get pretty close to diesel.

"The rise in Euro 6 diesels requiring AdBlue is also going to be felt in the market. We've got some premium brand cars only doing 6,000 miles before the AdBlue needs topping up. Drivers aren't necessarily all that aware of AdBlue until the warning light appears on the dashboard, and if they're buying it off the shelf it can be expensive. It's undoubtedly going to have an effect on fuel choice moving forward."

Chris Joyce, Director at Fleet Hire, added: "AdBlue is definitely impacting on the purchasing decisions of some rental companies. A lot of cars don't show the level of AdBlue in the tank, which means there is a risk a vehicle could go on hire and within a few miles the dashboard warning light comes on.

"It's therefore easier for the rental companies to go down the petrol route, or to take diesel vehicles from a manufacturer which doesn't use AdBlue."

The Michelin Fleet Panel

A group comprising representatives from the UK's biggest leasing and fleet management companies, together with major private fleet operators. Membership is voluntary and participants are not required to be Michelin customers.



Andrew Gullery
Zenith



Andy Williams
Alphabet (GB)



Blaine Colston
Inchcape Fleet Solutions



Chris Joyce
Fleet Hire



Darren Adams
Hitachi Capital



Dominic Hutchinson
Hitachi Capital



Gavin Williams
Days



Harry Hill
Totalmotion



Justin Patterson
Addison Lee



Kit Wisdom
Alphabet (GB)



Martyn Rees
Unipart



Paul Sykes
Hertz



Sharon Edwards
ARI



Steve Chandler
Lex Autolease



"SUVs now represent the single largest segment of the car market in Europe, accounting for 22.5% of the new cars registered in 2015 - resulting in 3.2 million new SUVs on our roads."

Andy Fern, Head of Fleet, Michelin



The Qashqai has become Nissan's highest-volume car ever in Europe

Saving fuel and cutting CO₂

Darren Lindsey, Michelin's Head of Government & Public Affairs, demonstrated the impact which would be seen if every vehicle was fitted with the latest generation of tyres on the market, offering the lowest rolling resistance.

"If we all moved across to tyres which are A-rated for fuel-efficiency under EU tyre labelling, it would deliver a saving of 8 million tonnes of CO₂ in the UK alone. That's the equivalent of taking 10% of cars in this country and making them carbon neutral in an instant.

What's more, the technology to do that exists and is available to fit at your local tyre retailer today," advised Lindsey.

He gave the example as a reminder of the importance for both fleets and consumers of maintaining vehicles to a high standard throughout their life.

"It's all very well bringing a new vehicle onto the market which emits impressively low levels of CO₂ - but the vehicle needs to be maintained in that condition. The premium tyres fitted by OEMs as original equipment are integral to the amount of CO₂ their vehicles emit. If they are put onto a set of tyres that perform less down the line, the environmental advantage falls away.

"Just because this change in performance doesn't show up when the car is emissions tested at its MOT doesn't mean it should be ignored."



Darren Lindsey, Head of Government & Public Affairs, Michelin

Email: michelin-contact@uk.michelin.com

Telephone: 0845 3661590

Visit: www.michelin.co.uk



FleetNews

BUYING GROUP

BETTER DEALS, QUICKER.

A free service that combines the demand of hundreds of businesses to deliver competitive prices for cars and vans



The problem... and the solution

Companies like yours tell us that leasing or buying a car or van can be complicated, time-consuming and confusing. There are so many vehicle suppliers and funding options to consider, while the amount of time it takes to get a good deal can be a major distraction for smaller companies.

Instead of spending their time running their core business, companies feel that they waste time negotiating with vehicle suppliers with no guarantees that they are getting a good price or the best service.

What smaller companies really want when they are sourcing new cars and vans are value for money, swift answers and a hassle-free service.

Wouldn't it be great if you could get the right vehicle at the right price,

quickly and simply, from a business you can trust. Well, now you can.

THE SOLUTION

Since 1978 Fleet News has been dedicated to helping you reduce costs and increase effectiveness. Fleet News Buying Group (FNBG) is the perfect extension of this approach. By combining the demand from hundreds of businesses like yours, we get bigger price discounts from our panel of top leasing companies and dealer groups who compete to win your business.

FNBG is free to use and enables companies to make the right buying decisions for their business each time they need a new car or van. We'll show you how much money you are saving and we'll even bring you special offers on relevant vehicles when they are available.

Who is FNBG for?

FNBG is for company owners and directors who are responsible for buying or leasing cars or light commercial vehicles. They want to get a good deal but they do not have the benefit of a dedicated fleet manager or fleet procurement support.

► IS THIS YOU? THEN READ ON. ◀

The benefits to you

FNBG is different to any other offer in the market. Our service is free to you because we take a fixed marketing fee from the leasing company or dealer group for every transaction.

The marketing fee is the same irrespective of the vehicle you choose or the company which supplies it, which means we have no bias about your choices.

We will provide you with a personal account manager and we guarantee you will receive your quotes within one hour.

How does FNBG work?

Fleet News Buying Group has partnered with leading leasing companies and dealer groups who will provide competitive pricing for your cars and vans.

When you register your company with FNBG you just need to provide information about your vehicles and when you are intending to procure. This is called the Customer Action Plan (CAP), which is a non-binding agreement between you and FNBG.

When the time comes to make the transaction, FNBG has created a simple five-step process:

1. We contact you as agreed in the Customer Action Plan.
2. We help you specify the vehicle and provide real quotations, simply and quickly from our vehicle suppliers.
3. We show you how much money you can save.
4. We confirm your order and you authorise it.
5. We check that you're happy with our service.

Once you have a vehicle shortlist (3 or 4 choices), you can start the buying process.

Once the order is placed, the supplier will let you know when you can expect to take delivery. Your personal FNBG account manager will always be on hand to help you with any queries.

www.fnbg.deals



Giving you confidence...

- 1 We provide you with all the information, reviews and funding advice you need to decide which car or van is best for your business.
- 2 We offer a service that has your best interests at heart.
- 3 You have a choice of all brands – car and van – from an independent business that you can trust.

Saving you time...

- 1 Multiple quotes delivered to you within one hour.
- 2 A mutually agreed action plan based on your individual requirements and a timescale that suits your business needs.
- 3 A personal FNBG account manager that you can trust.

Saving you money...

- 1 The combined demand of hundreds of businesses like yours
- 2 Multiple companies competing for your business
- 3 A service that's completely free to use
- 4 Special offers brought to you when they're available

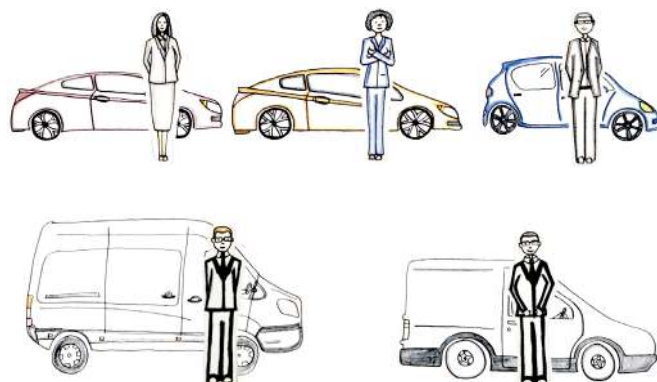
What happens next?

FNBG will begin trading in August 2016 and is now looking for expressions of interest from businesses like yours.

Demand is likely to be high and we would advise a quick response to be among the first to benefit from this service.

Registration and the agreement of your Customer Action Plan will be completed with you in early August and trading will start immediately.

If you're interested in better deals, quicker, go to **www.fnbg.deals** and complete the FNBG preregistration form to secure your membership.



TRANSPARENT ✓

UNBIASED ✓

HAPPY IF YOU'RE HAPPY ✓

BETTER DEALS, QUICKER.



Award-winning XE is the fleet choice

More and more operators attracted to low CO₂ and competitive mpg

The new Jaguar XE has propelled the brand on to more fleet choice lists than ever before. Already, the new model has been showered with awards, in no small part due to a clever combination of driver appeal and low running costs.

Ultimately though, what is important is the driver – the person sitting in the vehicle every day, and what they feel about the car.

Dan Mulchinich, area business manager at chemical provider Univar, took delivery of a Jaguar XE 2.0-litre diesel R-Sport six months ago.

"My previous company car was an Audi A5 S-Line, but when I saw the Jaguar on the list I had to investigate," he says.

"The new shape stands out, and the fact it is affordable was a surprise. The styling was striking. I had a go in a demonstrator, and I thought the handling was better than my previous car. The fact it was in the same price bracket made it a bit of a no-brainer. I'm not a typical petrolhead but, because

I do a lot of miles, the car has to be comfortable and enjoyable."

Mulchinich's first six months in the XE have impressed – he has recommended the car to colleagues and other company car drivers on the fleet. It was not just comfort and driving ability that did it, though – he was also impressed with the vehicle's low running costs.

"I've been achieving excellent fuel economy, which I wasn't expecting. On a conservative drive I can achieve 66-67mpg," he says. "CO₂ emissions are 99g/km, which is a big bonus too. I save on the tax and, because I pay and reclaim my fuel, I save on the fuel economy too."

Jeff Hughes, Univar's UK transport manager, is responsible for 180 company cars, and added the Jaguar Land Rover brands to the choice list last April. The

company's choice list includes just four manufacturers. Already, Univar has seven JLR vehicles on fleet, with two more on order.

Vehicles are run on a 48mo/90k operating cycle through a contract hire agreement.

Hughes says driver appeal was the main motivation for Jaguar joining the list.

"Our company car policy is aimed at attracting and retaining staff, and it's important we offer them a selection of badges and options they are happy to choose from," he says. "We have four bandings, and we try and get our drivers in the best car possible. Any support terms we get from manufacturers are passed straight on to the drivers."

Although the policy is designed around staff, Hughes explains operating costs are important. "It's a balancing act between what they'd like to order, and what we allow them to," he says. "While some drivers pick their

company car with their heart, for the majority it's all about the cost.

"The new range of models were the reason we added the badge to our choice list – and the arrival of the F-PACE SUV on the horizon is another draw."

Hughes explained that the latest technology included in the XE and XF range was important to Univar's high mileage drivers. "Anything that can help address safety concerns is an obvious benefit," he says. "Tools such as autonomous braking, lane departure warnings and voice commands keep our drivers hands on the wheel and their eyes on the road, while active cruise control is a big bonus."

It's not all about the cars themselves, however. "We go into great detail before adding a car to our choice list, but we consider the whole package from a manufacturer before doing so," says Hughes. "We look for a good range, excellent pricing and manufacturer support terms, and the people and relationships we have with that brand."

"It's much easier when you have someone to deal with who is approachable, with expertise to guide you in the right direction, and we get that with Jaguar."

"CO₂ emissions are 99g/km, which is a big bonus"

Dan Mulchinich,
Univar



JAGUAR

Visit jaguar.co.uk or call the Business Centre on **0845 600 2214**



Public sector

INSIGHT

Pressures on budgets mean that local authority, bluelight and NHS Trust fleets face continuing challenges over efficiency and operations. In this section we look at how these obstacles are being overcome

INSIDE

38 | **Procurement**

Telematics framework takes savings to 'the next level'

41 | **Superfleets**

Public sector fleet mergers achieve great efficiencies

44 | **Police telematics**

Two operators discuss costs saved from installing telematics

46 | **Cycle safety**

Driver training and technology are helping to save lives

50 | **Five ways to cut costs**

Examples of huge savings achieved from innovative schemes

Sponsored by



TELEMATICS FRAMEWORK TO TAKE SAVINGS TO THE 'NEXT LEVEL'

Crown Commercial Service hopes the launch of a new telematics agreement will help public sector fleets focus on wholelife cost improvements. *Andrew Ryan* reports

The launch of a telematics framework last month by the Crown Commercial Service (CCS) will help public sector fleets move to the "next level" in reducing costs.

Previously, the agreements covered four areas – vehicle purchase, vehicle lease and fleet management, supply and fit of tyres and vehicle conversion – most of which focused on upfront costs.

However, fleets should look at the wholelife cost of vehicles to make ongoing savings; and telematics has a key role to play in this, says Tammy Carter, fleet category lead for CCS.

"I joined CCS just under two years ago and we started to look at our fleet strategy for the next parliament and beyond," she says.

"We knew from benchmarking that, with the frameworks we had in place, the different fleets coming together and the power of that spend, we would drive best value.

"We knew we were getting a good price for public sector fleets buying vehicles and likewise leasing vehicles.

"Although our frameworks such as vehicle purchasing and tyres were looking very much at the upfront cost of getting a vehicle on the road, we identified that what was really key was actually the wholelife costs and understanding the journey of that vehicle until it was disposed of.

"We looked at how we could start to influence that more.

"If a fleet wants to take savings to the next level, it needs to be able to manage in-life costs once it is operating a vehicle"

Tammy Carter, Crown Commercial Services

So, as a direct response, we wanted to improve the optimisation of a fleet, to improve driver technique, and look at driver training to reduce accidents.

"If a fleet wants to take its savings to the next level, it needs to be able to manage in-life costs once it is operating a vehicle, and we see telematics as being key to effectively doing this."

The new agreement was developed in conjunction with police, ambulance, local government and central government organisations and features a range of suppliers, all of which are small and medium-sized businesses.

Carter says a number of public sector fleets already use telematics, but "there was a real interest in the technology and through some customer forum groups we identified there was a need for more visibility of how their fleets were being run".

She says fleets had expressed a significant amount of interest in the telematics agreement since the CCS announced it was developing it.

"We haven't got any award of contract yet as it is such early days, so it will be a little while before we see those," says Carter.

"The telematics agreement is a little bit different to the other frameworks as fleet operators will need to go to their commercial board to ask for investment as there is an upfront cost to ultimately save money."

However, the CCS expects public sector organisations to be able to save £3 for every £1 invested in telematics through a range of benefits, which include:

- Gaining a better understanding of driver behaviour which can help improve safety by identifying driver training needs.
- Potential reduction of insurance premiums.
- Aiding wholelife cost analysis and management through effective driver behaviour management, fuel consumption and future vehicle selection.

"When you look at the telematics frameworks, the actual costs per unit and the cost of the data are not massive amounts when you compare them to other things," says

**VEHICLE
TELEMATICS**

**VEHICLE
PURCHASE**

GET THE MOST FROM THE CCS FRAMEWORK

Fleets should take a holistic, forward-looking view of their operation to make the most of the CCS framework, says Tammy Carter.

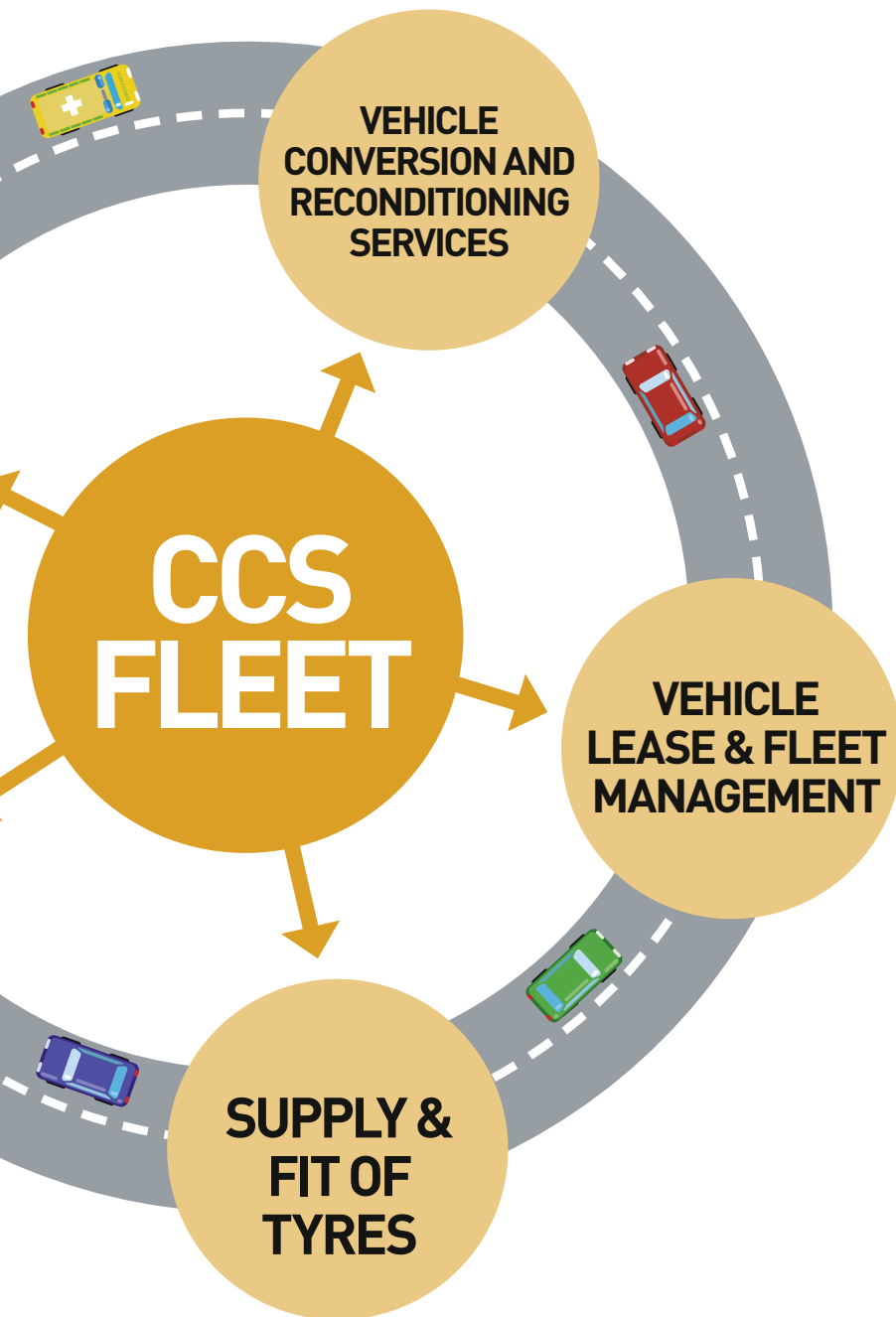
"For the vehicle purchasing agreement, fleets should make sure they are really thinking about their fleet and what it's going to be in the future, so they can aggregate their own volume, if not the volume with other organisations, as well as looking at the specifications of the vehicles that they want to use," she says.

"In terms of the fleet management and leasing agreement, we have

our fleet portal which fleets can use to get value, but they can also use the expertise of the fleet management and leasing companies listed on the framework to help drive savings.

"However, I think our big recommendation to all of the customers is to look at wholelife costs, and to understand that they need to forward plan," she adds.

"Ultimately, organisations need to determine what they want their fleets to do and what the best fit is for that, rather than keep replacing vehicles like-for-like."



Carter. "But the ability to drive through savings and initiatives and be able to manage an efficient fleet is what is key."

The CCS is not currently developing any other new fleet frameworks, but is about to go out to market for the replacement of its tyre framework, as that expires later this year.

Carter says the organisation is also looking to develop a new fleet portal, which could be launched in around 18 months' time.

"The new portal will be more dynamic in its thinking," she adds. "The current one allows customers to go in and ask for quotes for any vehicle, and it will return them from all leasing companies."

"Likewise, fleets can get current prices of vehicle purchases, but at the moment they have to say 'I want a quote for a Vauxhall Astra', for example. We want to move to more of a 'I need a car that can do this, or a van with this payload, what is the best fit for this requirement?' dynamic and it will come up with all appropriate vehicles."

"That dynamic thinking will ultimately bring the frameworks closer together."

£3

Amount of savings expected for every £1 invested in telematics

SPONSOR'S COMMENT

By Ed Hummel, sales director at Essential Fleet Services:



Local authorities are fighting on all fronts, financial pressures grow, public expectations rise, and councils have the challenge of planning the capability to respond.

It is clear that tighter budgets are driving new waves of outsourcing in the public sector. There is a constant review of what constitutes core and non-core activity for local authorities.

The drive for efficiency, while maintaining standards, has often been seen as a trade-off. This challenge requires new thinking to solve an age old problem.

According to the Arvato Outsourcing Index, the second half of 2015 saw Government outsourcing spend leap by 55%, with public sector organisations agreeing on deals worth £2.31 billion.

In the fleet sector, it is key to find a model that works in partnership with the supplier to achieve cost savings and raise standards. Many of the fleet services are essential to council stakeholders and delivering an effective and safe service is the starting point for any operation.

At Essential Fleet Services we took our experience of working with 42 local authorities to develop an outsourced model that ensures the right specialist vehicles are available when needed. This is underpinned by a service that is flexible, safe and fully compliant.

It's an approach that is attracting a lot of interest from councils. It releases capital, drives down cost, while guaranteeing service levels, health and safety standards and compliance – allowing councils to focus on front line service delivery.

With over 40 years' experience in specialist fleets we are well placed to roll-out this service across the UK.



Essential

Turn your challenges into opportunity with outsourcing

Essential Fleet Services can help you reduce costs to meet budget constraints

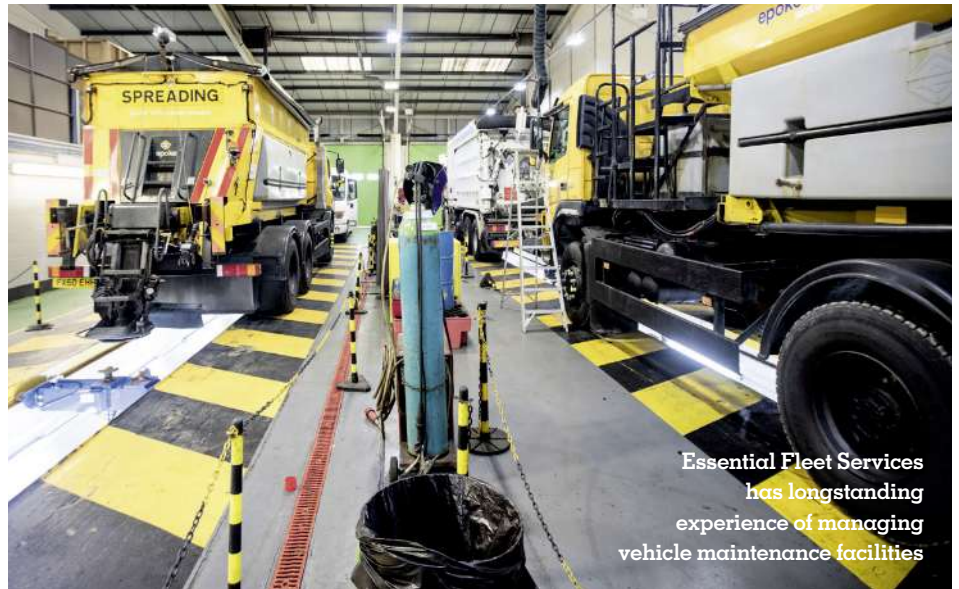
Local government experts have warned the planned £3.5 billion cuts to public services will mean financial constraints for councils for the next few years. Local authorities face a clear choice between saving on costs by reducing services or finding new, more efficient ways to deliver essential services.

Specialist fleet management expert Essential Fleet Services has developed an outsourcing model that works in partnership with local authorities to deliver significant cost savings while enabling the same high quality standards and service.

A fully outsourced model means a commercial partner takes responsibility for the day-to-day management and maintenance of the fleet. It ensures the right specialist vehicles are available when needed, that the service is flexible, safe and fully compliant and that it is supported by the most environmentally-friendly and fuel-efficient vehicles offered on a longer-term contract hire or short-term rental basis.

"We're able to quickly deploy a team of highly trained staff to mobilise the contract"

Ed Hummel, sales director,
Essential Fleet Services



Essential Fleet Services
has longstanding
experience of managing
vehicle maintenance facilities

Commenting on the trend, Ed Hummel, sales director at Essential Fleet Services says: "Perhaps it's not surprising that this fleet model is attracting a lot of interest from councils. It releases much needed capital, drives down operating costs and outsources an essential service to a partner that can guarantee high service levels, health and safety standards and compliance and deliver ongoing cost savings that run into millions for each local authority. This approach is entirely compatible with local authority objectives of ensuring better places to live, care for the environment and creating local employment."

"With over 40 years' experience in specialist fleets we are well placed to roll-out this service across the UK. In terms of outsourced arrangements, we're able to quickly deploy a team of highly trained staff to mobilise the contract and ensure our best practice of managing workshop facilities is quickly transferred to our customers."

Essential offers the buying power of well-developed relationships with its strategic supply chain. It has longstanding experience of setting up and managing vehicle maintenance facilities and currently works with 42 local authorities, delivering a range of fleet services.

A commercial sector approach to procuring everything from vehicles to parts and labour can deliver cost savings, while maintaining service levels. Budget savings made on fleet services can be channeled to maintain other services.

"The challenge for councils is to make best use of the money that is available and to take difficult decisions now to avoid storing up problems for the future," says Hummel. "A longer-term view to the delivery of fleet services can unlock much needed capital and ensure services into the future. Working with a trusted commercial partner can protect jobs and provide wider benefits."

Typically, fleet costs, behind staff budgets, can be one of the biggest areas of expenditure for a council. Essential Fleet Services argues that utilising the knowledge and experience of professional vehicle funding and fleet management specialists will help to identify where cost savings can be made and where best practice is not being followed.



PUBLIC SECTOR



CREATED
TO MEET

AUSTERITY DEMANDS

A number of large public sector organisations have merged to achieve greater fleet efficiencies through economies of scale.

Christopher Smith reports

As the pressure on the public purse continues to bite, Government bodies and local authorities are looking to merge to save money and resources.

Environment Agency, which sits under the Department for Environment, Food and Rural Affairs (Defra), is taking the fleet lead as part of a wider shared service programme across the department.

Environment Agency head of fleet services Dale Eynon has become head of Defra group fleet services and is responsible for vehicles and plant in the new programme, which began in early April.

"Every Defra body doesn't need its own fleet department," he says. "We had the biggest number of people and largest asset base, so it was the logical choice."

Integrating vehicles from other bodies within Defra wasn't the first shared service deal for Eynon, as the Environment Agency had previously been working with the Rural Payments Agency to manage 200 vehicles.

Under the new structure, there is no mandate for Defra bodies to use the new group fleet services department – instead, Eynon has to sell the benefits.

"There's a presumption of cooperation, but we will show the cost benefits," he says.

The new group fleet services team is welcoming staff from other organisations, as well as looking at how to transfer services from incumbent providers.

"In some cases there is potential for TUPE transfer, and in other cases it is about reviewing existing service agreements, and investigating how to transfer those into our operation," says Eynon.

"In a way, we're running an internal hire service



MAKING SAVINGS BY WORKING TOGETHER: HOW OTHER FLEETS HANDLE MERGERS

Several public sector organisations have seen savings by working together on projects or buying groups in addition to the Crown Commercial Service frameworks (see page 38).

While the forces themselves may be separate entities, 28 bluelight fleets have come together to form their own buying consortium.

Arranged by West Midlands Police, the southern deal saw forces from Cornwall to Northumbria club together to take advantage of standard, unified specifications and make savings. More than 2,000 vehicles will be delivered over the two years of

the contract. A similar deal has been arranged for forces in the north of England and Scotland.

John Gorton, head of transport at Kent and Essex Police, says: "The move towards vehicle buying frameworks means we are operating with the efficiencies of a 44,000-vehicle fleet. The more efficiencies we can drive, the more we can save."

In Scotland, unlike the police, healthcare provision is not currently operated by a single authority, but fleet support services are merging. The new National Fleet Support Unit provides operational assistance to the country's 22 health boards.

Michael Jackson, who is leading the new body, says: "NHS Scotland requires a fleet structure that is flexible and resilient and has an appropriate skills mix in order to maximise service improvement, efficiencies, and ensure the operation is responsive to its future needs."

"Investment in the establishment of a National Fleet Support Unit, together with the procurement of fleet systems, will ensure that agreed management and engineering duties, currently undertaken many times at NHS Board level, are carried out once nationally and consistently for NHS Scotland."



that people will use to obtain all their fleet services."

One challenge for Eynon is funding. At present, the team is not funded centrally so the new 'customers' for fleet will have to pay a proportional contribution to use the group fleet services department.

"It's always difficult to ask for money, but a small contribution gets you big savings," he says. "Even with that contribution, the benefits they'll gain much, much outweigh that – and we can back that up with evidence."

The benefits aren't just limited to the organisations sharing Environment Agency's services – the agency itself is likely to benefit.

"We become a bit bigger and more attractive to our partners," says Eynon. "We can probably get marginally better value. In addition, we want to develop environmental and health and safety benefits across the fleets."

In its first year, the fleet services team has a savings target of £500,000.

"We think we'll be able to see more savings in the future – looking at areas like demand management, grey fleet, and mobility solutions," adds Eynon.

Government agencies Countryside Council for Wales, the Forestry Commission and the Environment Agency merged their Welsh operations in April 2013, under the new Natural Resources Wales (NRW) body.

Bruce Cochrane, mechanical engineer and fleet manager at Natural Resources Wales, explains some of the challenges they faced.

"We had to take three very differently operated fleets and come up with a model that would effectively serve the new body," he says.

"We had three different fleet management systems, vehicles outsourced with partner companies as well as in-house workshops and facilities."

After the bodies merged, the fleet team had to bring together all operations under a new set of policies.

"We had legacy documents for each organisation, and needed to adapt them to create the best fit for the needs of NRW," says Cochrane.

A travel decision tree helped the newly-formed organisation bring about a drastic change to its car fleet.

Cochrane explains: "Staff use a travel decision tree to make an informed decision on the best method to get somewhere on a journey-by-journey basis."

"We invested in Skype systems, and encouraged staff to use public transport where possible."

We wanted to challenge the way our staff drive. Moving away from an employee car scheme was hard, but now we have 400 fewer vehicles on fleet, and people are still able to do their jobs."

The fleet savings programme is expected to save £900,000, but Cochrane says this saving has to be earned. "People have to put the effort in to make it work – we can't just keep doing it the old way."

Tony Chalk, head of fleet at Police Scotland, managed one of the largest public sector mergers in recent years, integrating fleet departments in 10 police authorities across the country three years ago.

The merger brought about centralised management of 3,600 vehicles and 149 staff, now down to 3,450 and 109 respectively.

The key benefit for Chalk was the ability to centrally purchase a standard specification of vehicle.

"We had several different fleets all buying different makes, models and specifications of vehicles that could be streamlined," he says.

The latest vehicle purchase agreement, as part of the Northern Police fleet buying group (see box out) is expected to save Police Scotland in the region of £500,000 over two years.

New technology systems brought greater visibility of the fleet, and a structure of three area managers was introduced to monitor workshops and vehicles.

Chalk confesses that the varying pace of change within the organisation was one of the most difficult factors of the merger.

"All teams were going through the same pain, but it was occasionally frustrating when another team, such as HR or facilities, were not at the same point in the process," he says. "In a fleet department merger, they would be there to support you more."

He advises others likely to be in a similar position to look for guidance and best practice outside their own sector.

"Don't just look internally at how you do things," he adds. "Look at other organisations, including the private sector, and see how things could be done differently."

"Don't get too focused on 'the way it's always been done'. A merger is the ideal time to look at your fleet and make sure your processes and policies will still work in five years' time."



£500k

First year savings target of Defra combined fleet

£900k

Savings target for Natural Resources Wales combined fleet




Chiltern Consortium case study at: fleetnews.co.uk/chiltern-consortium



"People have to put the effort in to make mergers work – we can't just keep doing it the old way"

Bruce Cochrane, Natural Resources Wales



Unlock up to
18% annual cost
savings across
specialist fleet

Drive down the cost of specialist fleet management

Is your authority facing any of these issues?

- Austerity-driven budget cuts
- Pressure to find savings and drive higher service levels
- Spare workshop capacity that could be utilised to generate revenue
- Legal obligations and vehicle safety compliance challenges

Essential has the experience and knowledge to deliver real cost-saving benefits, enabling you to focus on delivering front-line services.

essentialfleet.co.uk/freshthinking



Essential Fleet Services Ltd
T: 01522 503400
W: essentialfleet.co.uk

'TELEMATICS HELPED US CUT OUR FUEL USE BY 27% A YEAR'

Graham Crow, Northamptonshire Police

Police fleets are increasingly adopting telematics to cut costs in the face of austerity. **Andrew Ryan** asks two police fleet operators how the technology has helped them

When and why did you introduce telematics?

Graham Crow: We have a fleet of 420 vehicles and we finished putting telematics into 370 cars in October 2013. The original concept was to improve driver behaviour, vehicle utilisation, make cost savings and potentially be able to carry out dispatch and also some police investigation through IDR (incident data recording). We had to make an initial investment of £350,000 but we made that back in a very short space of time. Our figures from April 2016 show that we are doing nearly 900,000 miles fewer than our baseline figure in 2013, and we have reduced our annual fuel use from about 16,000 gallons to 11,600.

Our original aim was to reduce fuel use by 9%, and we've managed to reach 27%. So I've been able to reduce my fuel budget year-on-year and we've been able to return money to the centre. For our cars fitted with CAN (bus) – which is quite a substantial part of the fleet – we are seeing a 13% improvement in fuel economy. It may seem strange having a target for incidents a year, but we aim for something like 210 collisions, which includes dinking a wheel right through to a collision with another car – they are all counted the same. We were always above that 210, but we went right down to 169 before last year when we crept up to about 185.

That is still 12% below our target, so we are reducing collisions through better driver behaviour, maybe by not going as fast and being a bit more cautious going into a car park bay: just taking that bit of extra care.

Steve Thompson: We've had telematics in our cars for more than seven years and one of our main focuses when we took on the technology was to reduce the amount of collisions we had and their associated costs. We managed to cut our inci-

£350k

Initial telematics investment made by Northamptonshire Police

34%

Incident rate reduction achieved by West Yorkshire Police since implementation

"One of the big changes we've made in the past couple of years is that we now use telematics to concentrate on vehicle utilisation"

Steve Thompson, West Yorkshire Police



dent rate by 34% and are maintaining that level of collisions.

That is still a big focus, but we have now set up a driver standards board across the force where we have a look at all incidents that have happened in the period leading up to the board meeting. At the same time, we view the telematics data from the vehicles and then make decisions around whether we look at driver training or any other actions that the force feels it needs to take.

How has your use of telematics developed since then?

Steve Thompson: One of the big changes we've made in the past couple of years is that we now use telematics to concentrate on vehicle utilisation. We have geofences set up all around our police station and we can now see how the vehicles are being used. That has allowed us to revisit how many vehicles we keep on the fleet. In 2011/2012 we did 19.67 million miles: in the past four years the use of telematics has contributed to us being able to reduce this by more than 2.3 million annually. During the same time we have seen an improvement in our actual vehicle fuel economy, which is now averaging 35.7mpg from the 30mpg recorded in 2012. We originally started with a fleet of 1,200, now for the first time we've dipped under 1,000 vehicles so we are getting better utilisation out of the existing fleet, which is saving us a lot of money.

Do you use telematics for officer deployment?

Graham Crow: No, but the system that we employ is also used by Norfolk and Suffolk Police which does use it for deployment. We are now looking at something called 'saas'



(software as a service) and using the telematics as a sat-nav. That means our provider hosts, through a third-party secure site, our data so our IT department doesn't have to worry – apart from the policing of it. The control room will be able to see the cars on a map and will be able to send a message through that goes straight on to a vehicle's sat-nav and that system will then plot the officers' route. That's not in yet, but we are working towards that now.

Steve Thompson: As a force we took the decision not to use the telematics as a deployment tool, as we have another system in place which is used for this.

What other benefits have you found?

Graham Crow: Our other really big saving is that previously, if we had a notice of intended prosecution for a speeding or parking offence come in, that could potentially take weeks or months to identify who was driving the car at that particular time. Our drivers use their ID cards or warrant cards to log in to a car and, providing it's one of our 370 vehicles with telematics, we can now input its registration number on a date/time report and it comes up with who the driver was, what speed they were doing and whether it was on a bluelight run. We can then process that very quickly and if someone has been speeding they get taken to task. But if it's a marked car with its blue lights on, then that can be pinned down and sorted very quickly. What used to take hours of work we can now probably resolve in 20 minutes.

Steve Thompson: Drivers have to swipe into the vehicles using their police ID card, so we always know who is driving the vehicle: if you don't swipe in, the vehicle does not start.

1

Graham Crow, head of transport and travel, Northamptonshire Police
Fleet size: 420
No of vehicles with telematics: 370

2

Steve Thompson, head of transport, West Yorkshire Police
Fleet size: 1,000
No of vehicles with telematics: 550

If we get any speeding offences through traffic cameras that are deemed not a police operational job, the driver of the vehicle is easily located and they end up with the penalty points and fine.

What advice would you have for other police fleet managers considering adopting telematics?

Graham Crow: The one area where we haven't done so well, which is a caution to anybody adopting telematics, is that there is a lot of data and you need somebody, especially in the early stages, to dig into the data, look at it, determine what it's telling you and come up with some recommendations. Some of it can be done through reports, but if you've got a data analyst then they can look at what the information is and interpret what they are seeing.

Chiltern Transport Consortium (which attends to the fleet requirements of Thames Valley Police, Bedfordshire Police, Civil Nuclear Constabulary and Hertfordshire Constabulary) has employed a data analyst right from the outset to reap the best benefit from the data provided by its telematics system.

There is so much data to get stuck into and if you are trying to improve utilisation, for instance, you want somebody away from this desk able to look at it and come up with some assumptions. You can go and challenge that and then remove cars, hold them back in pool, and if you find they haven't got enough you can feed them back. If you have got enough cars then you can feed them to another team that hasn't got enough vehicles, or you can reduce your fleet size if it turns out you have got too many.

Cycling is undergoing a renaissance. The rise of the Mamil (middle-aged man in lycra) has coincided with a push to encourage more people on to bikes to promote exercise and reduce congestion on the UK's roads.

It is estimated that around five million people cycle three or more times a week, with more than 15m getting on their bikes at least once a month.

This could be set to rise dramatically as the Government, which launched its cycling and walking investment strategy earlier this year, has pledged to double cycling activity by 2025 by making "cycling and walking the natural choice for shorter journeys".

However, while cycling has many benefits, it is also full of danger: Department for Transport figures show that in the 12 months leading up to September last year, 3,340 cyclists were killed or seriously injured in the UK.

Transport Research Laboratory figures show that 75% of accidents involving cyclists occur within urban areas, meaning cycle safety is growing in importance for public sector organisations that operate primarily in towns or cities. "It is a real issue for us," says Monica Guise, sustainable logistics manager at the University of Birmingham, who, as well as managing its fleet and campus logistics, is also responsible for encouraging cycling across the city.

"It is important we look at this in a holistic way and that our fleet is able to be driven with cyclists and pedestrians in mind."

To do this, the university sends its drivers on safe urban driving courses held by cycle training organisation Bike Right, which includes drivers cycling through Birmingham city centre to gain first-hand experience of the challenges faced by cyclists.

"When we first put the drivers on the course they were very sceptical," says Guise. "Some of them hadn't been on a bike for 30 to 40 years. So one of the first things we had to do was teach them to ride a bike again."

"There was also a lot of 'oh, I don't think I fancy it' and 'oh, I can't, I've got to go off and do something else', but they come back really quite exhilarated and proud of themselves that they'd managed to ride through the city centre."

"It also got them thinking 'wow, it's quite dangerous, but I understand how those cyclists feel', and it makes them more aware of how much space they should give them."

3,340

Number of UK cyclists killed or injured in 12 months leading up to September 2015



"We need to be holistic: fleets should be driven with cyclists and pedestrians in mind"

Monica Guise, University of Birmingham

It also helps make the drivers aware of a vehicle's blind spots and instances when a driver cannot see a cyclist in their mirrors.

"Until you get the drivers on a bike they do not really appreciate the feeling of riding through a congested city centre and it's not until you do that that you appreciate how important it is to be seen," says Guise.

"Would I recommend on-bike training? Without a doubt. We've found that our drivers' attitudes are definitely changed by it."

The safe urban driving course used by the University of Birmingham has been developed by – and is accredited to – the Fleet Operator Recognition Scheme (FORS).

So far, more than 23,000 drivers – from the public and private sectors – across the country have been on the FORS programme, which meets the Construction Logistics and Cyclist Safety (CLOCS) standard, as well as requirements of managing work related road risk.

The seven-hour course – split evenly between theory and practical content – also counts towards the 35 hours of driver certificate of professional competence (CPC) training that lorry drivers need to complete every five years.

City of Edinburgh Council has worked with Cycling Scotland, the country's national organisation for the promotion of cycling, to develop on-cycle training sessions for its drivers.

Employees returned to the classroom to learn about vulnerable road users, including pedestrians, motorcyclists and scooter riders as well as cyclists, and how best to share the road with them.

A second element to the course gave participants the opportunity to develop their own cycling skills, which enabled them to develop driving plans to ensure other road users' safety.

Lesley Hinds, transport convener for City of Edinburgh Council, says: "The council is committed to promoting cycling as a primary mode of transport, but if we are to encourage cycling among our citizens we must ensure that they are given a safe and accessible environment in which to do it."

"By raising awareness of this with our drivers, we are leading the way to creating an equal relationship between drivers, cyclists, pedestrians and other road users alike."

KEEPING CYCLISTS SAFE

With the number of cyclists on UK roads increasing, public sector fleets are turning to driver training and technology to reduce accidents involving their vehicles and vulnerable road users. *Andrew Ryan* reports

Keith Irving, chief executive of Cycling Scotland, adds: "It is especially important that any organisation operating HGV vehicles ensures that they are operated safely and with utmost consideration of other road users."

"Education and practical training are essential to generating mutual understanding by putting lorry drivers in the position of those who travel by bike, both in theory and in practice, so that they are much more aware of people on bikes while on the road."

Guise says that while a culture change needs to happen for some drivers, cyclists should also take responsibility for improving safety.

"A lot of improvement has to come from drivers, but there is a lot to come from the cyclists as well," she says.

"Cyclists may not be aware of where the blindspots are for a vehicle, and we see some speeding along, criss-crossing across traffic, so there's almost a need to take it one step further and educate cyclists about urban driving."

THE TECHNOLOGY THAT HELPS FLEETS SAVE LIVES

Many public sector fleets are using technology to increase cycle safety.

Ealing Council last year won two awards for its work in developing a new lorry safety system which warns drivers when cyclists and pedestrians are likely to collide with a vehicle.

The Cycle Safety Shield uses cameras to filter out inanimate objects, such as bus stops and fences, to monitor and detect only pedestrians, cyclists and motorbikes and eliminate blind spots. An alarm warns the driver if they get too close.

A trial of the system in 2013 and 2014 found 15 potentially serious collisions with vulnerable road users had been avoided. It is now being fitted on all of the

council's large goods vehicles. The system won both the fleet safety analysis and action category at the Brake Fleet Safety Awards 2015 and the best innovative transport city honour at the Transport Innovation Deployment for Europe event.

Bassam Mahfouz, cabinet member for transport and environment at the council, says: "This innovative piece of kit, installed on Ealing vehicles, makes such a positive difference."

City of Edinburgh Council is also using technology to boost cyclist safety. It has integrated Cyclecar's system into its 40-plus fleet of waste and recycling trucks, as well as 360-degree CCTV

hard disk recording equipment.

Cyclecar comprises an illuminated sign that lights up to alert anyone travelling towards a vehicle when it is turning

left, and a speaker announcing the manoeuvre for additional warning.

Sensors on the side of the vehicle also detect when a cyclist travels alongside it, alerting the driver with an audible message. The system will operate and detect a cyclist if they undertake a lorry, should the illuminated sign not be activated.

The hard disk recording system can accommodate up to 16 cameras and two audio inputs. Lesley Hinds, of City of Edinburgh Council, says: "This equipment has been well received by drivers and crews and is performing well."



FleetNews

PORTFOLIO

WHAT WE DO IN YOUR INDUSTRY

Fleet News magazine

The leading business publication for the fleet sector, offering insight, analysis, best practice and in-depth profiles of fleets and suppliers every fortnight. But don't take our word for it: 96% of readers say *Fleet News* is the most useful fleet publication (*Fleet News* reader survey). Every issue is packed with information that helps companies to run efficient and effective fleets – and our readership of 16,000 is restricted to named decision-makers, running fleets of 10-plus vehicles.

Commercial Fleet magazine

Commercial Fleet offers insight into the world of light commercial vehicles and trucks to provide operators with detailed analysis on key topics such as operations, safety, remarketing and the environment. Case studies in every issue provide best practice advice to help you to improve your efficiency. The magazine is supported by the commercialfleet.org website and events.



Driving Business magazine

This quarterly magazine is sent to managing directors and finance directors at 25,000 small to medium enterprises (SMEs) that are running fewer than 50 vehicles. Focusing on the key elements of running cars and vans, *Driving Business* provides practical advice to reduce cost and improve safety with a minimum of time and effort.



Websites and newsletters

The *Fleet News* website is an extensive library of best practice advice, fleet case studies, news and tools. Compare car and van running costs, check how much tax employees will pay and find out which models use the least fuel with our easy-to-use tools. We also send *Ignition*, a monthly newsletter which contains car reviews and interviews not included with our print magazine.



Fleet events

Fleet News events are the biggest and best in the sector. Our annual awards night attracts more than 1,500 people; the FN50 Dinner sees 950 leasing, manufacturer, rental and supplier companies networking and *Commercial Fleet* Summit provide insight into key areas of fleet operation; monthly roundtables enable 10-15 fleets to discuss issues and share solutions.



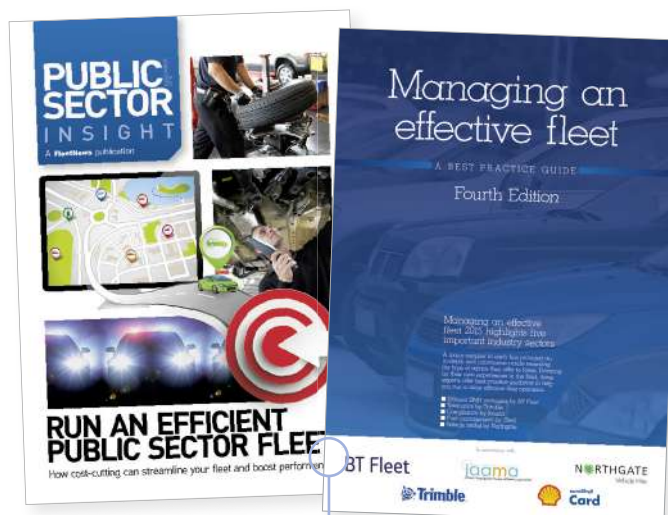
Fleet Leasing magazine

Fleet Leasing provides insight and analysis to board level executives, senior management and regional sales staff at contract hire and leasing companies. Its objective is to inform and educate about fleet trends, new models and technological developments, once a quarter, supported by a website regularly updated with the latest leasing news.



Bespoke publications

Magazines, supplements, brochures and digital products are produced for commercial partners. These bespoke publications inform fleets about companies and topics relevant to their business. They include manufacturer and supplier reports, in which *Fleet News* journalists interview key personnel to unearth the developments of interest to fleet operators.



Best practice guides

Special supplements that complement the magazine, our best practice guides look at areas that are core to fleet management or which are topical, such as electric vehicles. They provide you with the knowledge you need to make the right decisions. We also publish reports into the Fleet200, which analyse the UK's biggest fleets, and the FN50 contract hire and leasing sector.

5 WAYS PUBLIC SECTOR FLEETS HAVE CUT COSTS

Ongoing Government austerity measures are continuing to put pressure on public sector budgets, meaning resourceful fleets are introducing a wide range of initiatives – often innovative – to deliver substantial savings. [Andrew Ryan](#) reports



REDUCING GREY FLEET MILEAGE

Sussex Community NHS Trust has saved around £500,000 after the reduction of its grey fleet mileage by almost one million miles.

When head of logistics Jim Thomas and his department started to track mileage, they found it amounted to six million miles a year, at a cost of £3 million.

To reduce these figures, Thomas created a travel bureau, promoting it as a one-stop shop for anyone who does business mileage and wanted to change the way they travelled.

He also introduced a pool of 20 hybrid and electric vehicles (EVs), split between most of the trust's key sites, which meant those needing a car did not need to drive to work but could walk, take public transport, bicycle or car-share.

Thomas adds: "Between 2013/14 and 14/15, we saved 17% on grey fleet mileage, which equated to 949,500 miles and, based on an average reimbursement of 50p per mile, that comes to roughly £500,000. And the pool cars showed an ROI of 38% in their first year."



£500K
SAVED



FITTING SOLAR PANELS TO VEHICLES

South Central Ambulance Service is expecting to save £174,000 over the five-year lifecycle of 97 emergency vehicles after fitting solar panels to their roofs.

These frontline vehicles, which cover the four counties of Buckinghamshire, Berkshire, Oxfordshire and Hampshire, carry a secondary battery which is used to charge the mobile data technology, some medical equipment, blue flashing lights and radio.

Previously, the ambulance crew either sat in their vehicle with the engine on between jobs charging up the secondary battery or went back to an ambulance station to plug into the electricity shoreline system.

This meant they were unable to respond to calls while the battery was being charged or changed.

The solar panels mean it is no longer necessary to charge using either of these methods, meaning there are savings from shoreline charging, battery replacement costs, fuel savings and vehicle off-road time.

CO₂ emissions will also be reduced by 6.5 tonnes. The solar panels have a 10-year life expectancy.



£174K
SAVED



THE NEW VOLVO V40 **MAKE A STATEMENT**

Through its luxurious touches and cutting-edge innovations, the new Volvo V40 will drive a clear statement about your business. Its iconic T-shaped LED lights, for example, provide drivers with a striking, unique presence on the road. But as they emit twice as much light as their halogen equivalents, they can illuminate your fleet's safety credentials, too.

VISIT VOLVOCARS.CO.UK/V40BUSINESS

89G/KM CO₂

**84.1 MPG
(combined)**

18% BIK

HUMAN MADE FOR BUSINESS

Official fuel consumption for the Volvo V40 D2 R-Design manual in MPG (l/100km): Urban 74.3 (3.8), Extra Urban 88.3 (3.2), Combined 84.1 (3.4). CO₂ emissions 89g/km. MPG figures are obtained from laboratory testing intended for comparisons between vehicles and may not reflect real driving results.

3

FITTING DYNAMIC SPEED LIMITERS

South East Coast Ambulance Service NHS Foundation Trust has reduced fuel consumption by 13% – equivalent to more than £800,000 a year – by fitting a dynamic speed control system to its 300 ambulances.

The initiative formed part of a three-phase driver safety system in 2014 that also included fitting internal and external CCTV cameras to vehicles and telematics to monitor driver behaviour.

The dynamic speed controller restricts vehicle speed to 62mph, but disengages in 'bluelight' mode, while also controlling torque and engine revs.

Additionally, as the vehicle's acceleration profile is controlled, wear-and-tear is improved, as is ride comfort.

The technology has been fitted to all accident and emergency vehicles and is to be introduced into patient transport services vehicles and other support vehicles on the fleet.

The organisation, which spends approximately £6.6m a year on fuel responding to emergency calls, is re-investing the saving into frontline services.



4

FITTING ALLOY WHEELS

West Midlands Ambulance Service has cut its annual maintenance bill by £300,000 by fitting alloy wheels to its 368 ambulances. The organisation has found that alloys provide better heat dispersion than standard steel wheels, which reduces wear-and-tear on brake discs and pads.

This has allowed the trust to extend service intervals on the ambulances, which cover 40,000 miles a year, meaning that, as well as discs and pads, consumables such as oil and filters are not replaced as often. "It was an idea that we had internally and trialled on a few vehicles," says Tony Page, general manager fleet services at West Midlands Ambulance Service. "We tried venting the brakes by fitting ducting to where the front fog lights are, but fitting alloy wheels made a fairly significant difference and allowed us to extend maintenance intervals from 6,000 miles to 9,000 miles."

The alloy wheels were trialled on 50 vehicles to begin with, where it was found to save around £40,000 in parts and more than 3,500 man hours annually. This success saw the initiative extended across the fleet.



5

USING ELECTRIC POOL VEHICLES

Oxford City Council is saving thousands of pounds a year by using three electric pool cars rather than allowing employees to use private cars for business journeys.

The Energy Saving Trust analysed the business case for the council in 2013 as part of its Plugged-in Fleets initiative.

It compared grey fleet costs at 10,000 miles per annum, over three to six years, against the wholelife costs of the Nissan Leaf. The cost savings from using the Leaf were £720 over four years and £2,645 over six years.

A staff workplace survey found that 82% of journeys were within the Oxford ring road – a range suitable for EVs.

The council created a centralised pool car booking system and introduced a policy that employees could only claim grey fleet mileage in exceptional circumstances.

"There was no big uproar about removing the grey fleet and getting people to use pool cars because there were clear alternatives," says Jennifer Carr, sustainable energy officer at the council. Other EVs operated by the council include two Citroën C-Zeros and six electric bicycles.





The difference is ABAX™



ARE YOU DRIVING OFFSIDE?

Think you know the rules? Think again.
Using your company van to take your mates
to the match could result in tax penalties.

KNOW ABAX. KNOW THE RULES

Send SMS: TRIPLOG to 88440 for more
information, appointments and latest offers

www.abax.co.uk/driving-offside



DON'T GET HIT BY HMRC TAX PENALTIES

Most employees don't realise that driving their company van privately to take their mates to the match or to do their weekly

shop could mean they, as well as their employer, could face tax penalties. These can be as high as five figures!

KNOW ABAX. KNOW THE RULES

Send SMS: TRIPLOG to 88440 for more information, appointments and latest offers

www.abax.co.uk/driving-offside

KNOW ABAX. KNOW THE RULES

WE'VE GOT THE SKILLS AND TACTICS:

We are the world's leading supplier of electronic mileage logs. A smart GPS tracking solution that automatically documents all driving via GPS. Minimising the amount of tax paid and eliminating the risk of HMRC tax penalties.

EXPERTS WHO KEEP YOU ONSIDE:

At ABAX we follow and know the HMRC recommendations regarding mileage for personal and company cars, so you can be sure you are on the winning side.

With the experts at ABAX you will:

- Avoid tax penalty hits
- Save money on fuel
- Be more effective
- Automatically document all driving
- Increase your service levels
- Receive a lifetime warranty
- Receive 24/7 customer support

KNOW ABAX. KNOW THE RULES

Send SMS: **TRIPLOG** to 88440 for more information, appointments and latest offers

www.abax.co.uk/driving-offside

159,152

ACTIVE DEVICES

90%

WOULD RECOMMEND
ABAX TO OTHERS

20%

REDUCTION ON FLEET
RUNNING COSTS





The difference is ABAX™



ENJOY BEING MATCH SIDE

**ENTER OUR COMPETITION AND BE IN WITH A CHANCE
OF WINNING TICKETS TO A PREMIER LEAGUE GAME
OF YOUR CHOICE**

Go to www.abax.co.uk/driving-offside and register your details

Closing date 31.07.16

See Terms and Conditions at www.abax.co.uk/competition-terms-and-conditions

KNOW ABAX. KNOW THE RULES

**Send SMS: TRIPLOG to 88440 for more
information, appointments and latest offers**

www.abax.co.uk/driving-offside

FleetNews

BUYING GROUP

BETTER DEALS, QUICKER.

A free members-only service dedicated to getting better prices for cars and vans.

We do the work, you get the benefits.

- 1 Multiple quotes delivered to you within one hour
- 2 A mutually agreed action plan focused on your new vehicle requirements
- 3 A personal account manager that you can trust
- 4 Access to vehicle information, reviews and funding advice



Your personal account manager will provide multiple competitive quotes within one hour, using an action plan agreed with you and tailored to your business supported by useful data and tools on our members-only website.

If you're interested in better deals, quicker, go to **www.fnbg.deals** and complete the FNBG preregistration form to secure your membership.

BETTER DEALS, QUICKER.

The company has come far since Easi-Drive was formed 15 years ago

Accident management company plans to service fleet market

In 2001, brothers Simon and Daniel Bellamy launched Easi-Drive with just three staff and five vehicles.

Today, the accident management services company operates out of four depots, has a fleet of 1,400 vehicles, employs more than 250 staff and last year had a turnover of £47 million.

EDAM Group is an outsourced service provider to the insurance, legal and automotive sector. These services include outsourced claims management, repair management, legal services and replacement vehicles.

It offers nationwide coverage from its depots in Manchester, Hitchin, Horsham and

Bristol, while its extensive fleet of vehicles can cater for all requirements in the marketplace from small car, 4x4 and prestige through to sports car or van.

EDAM Group can also source HGVs, cranes, motor homes, refuse collection vehicles and refrigerated vans as well as other specialised vehicles.

However, the company is set to grow even further in the next year, as in April it secured a seven-figure funding package from Yorkshire Bank.

Key to its future growth ambitions is a move into the fleet sector, where it believes its strong core values of being people-made and service driven

will help it thrive in a competitive business arena.

"Predominantly, the Easi-Drive brand has operated in the bodyshop hire sector," says Tony Greenwood, Business Development Director.

"We are proud of our heritage but we want to grow, so we are looking at moving our business into new markets, predominantly into fleet, the dealership retail market and insurance.

"We already have an existing very successful and robust credit hire model, and we will use the same approach of partnership and transparency to grow in this area.

"People seem to really appreciate those values, and we've operated with them since we were formed in June 2001."

EDAM Group has six core values. It is passionate about what it does, but above all has fun doing it. It is always respectful and it works as one team.

It takes pride in always finding innovative ways to do things and always has the highest level of integrity.

Greenwood says these values are fundamental to its desire to deliver excellent customer service. The company has recently appointed a customer experience manager who ensures clients receive a high level of service, while it has also allocated a dedicated trainer qualified as a World Host Trainer.

The international training programme, most famously used for the 2012 London

About EDAM Group

The EDAM Group is a collaboration of companies working towards the same goal: the comprehensive first-class delivery of post-accident services.

It comprises four partners:

- Easi-Drive provides a comprehensive post-accident management solution, assisting customers nationwide involved in road traffic accidents.
- WheelsforGood is a charity which aims to give something back to the community by helping out worthy causes related to wheels, transport or the motoring industry.
- Complete After Care is a full-service, integrated, rehabilitation provider offering advice and support for those people with personal injuries following an accident.
- Medi-Trust is a specialist team of medical experts which provide independent examinations following an incident in which personal injuries have been sustained.

EDAM Group subscribes to the Association of British Insurers (ABI) and attained the highest accreditation, authorised and regulated by the Financial Conduct Authority and the Claims Management Regulator.

Company timeline

2001 Easi-Drive was founded in Manchester on June 4, 2001, by brothers Simon and Daniel Bellamy. It had three staff and five vehicles	2003 Bought its first prestige car	2004 Undertook first credit repair	2006 Opened branch in Hitchin. Had 250 vehicles, 14 staff and a turnover of just under £3m	2009 Opened Bristol depot
--	---	---	---	----------------------------------

"One of the things that is prominent in the business is the mantra that we start with the customer and work backwards"

Tony Greenwood,
EDAM Group



Olympics, focuses on key issues such as communication, information sharing and customer retention. "We're delighted to be in a position to offer this world-renowned training to our staff," says Steve Turner, managing director of EDAM.

"Customer service is key to us and our priority is to ensure a smooth end-to-end service to all our clients. We're all about one team at EDAM and our peer-learning strategy will enable us to learn together, collaboratively."

This focus on providing excellent customer service is reflected in EDAM Group's net promoter score of 67, while its CSI scores are nine out of 10.

"One of the things that is prominent in the business is the mantra that we start with the customer and work backwards," says Greenwood. "It's not a one-size fits all: it's all about being flexible."

An example of this was when the company extended its business hours to

improve customer service and meet increased demand, he says.

"We are now 24/7. We offer a true partnership approach, trading on openness, trading on transparency, using efficient processes with an experienced team," adds Greenwood.



0330 333 3344
edamgroup.co.uk

2010 Won Manchester Evening News Business Award for firms with turnover of between £10m and £25m. Opened £1.6m purpose-built office premises in Wythenshawe

2011 Opened Horsham depot. Became a 24/7/365 operation with 2,500 hires and a turnover of £24m, a fleet in excess of 800 vehicles and 150 staff

2015 Employed Steve Turner as managing director and had a group brand launch as EDAM Group. This umbrella brand includes Easi-Drive, Wheels for Good, Complete Aftercare and Medi-Trust brands. Easi-Drive turnover rose to £35m, with a fleet of more than 1,000 vehicles, and more than 250 employees

2016 Celebrates 15th birthday. Grows fleet to 1,400 vehicles, announces plans to recruit up to 60 staff over next year

The launch of the DVLA's online licence-checking system has made the process quicker than ever before, but what effect has it had on fleets and should they make checks more frequently? *Ben Rooth* reports

LICENCE

CHECKING

ONE YEAR ON

INCREASED FREQUENCY OF LICENCE-CHECKING: **PROS AND CONS**



PROS

- Swift and easy identification of at-risk drivers
- Peace of mind
- Full compliance with duty of care and insurance requirements



CONS

- Increased costs linked to more frequent checks
- Increased admin burden for organisations doing checks themselves
- Potential issues surrounding securing data

Twelve months ago, the Driver and Vehicle Licensing Agency (DVLA) transformed the way fleets checked the driving licences of employees. It scrapped the paper licence counterpart and introduced an online system to allow companies to check how many penalty points a driver has or what vehicles they are eligible to drive.

Large fleets and their third-party licence-checking providers can carry out checks in real-time through the Government's online Access to Driver Data (ADD) system.

At the click of a mouse, fleets in possession of a driver's permission, known as a 'mandate', have the convenience of instant access to up-to-date penalty point information and details on the vehicles that can be driven.

For those fleets that don't employ a licence-checking company, the cost of establishing this service is between £25,000 and £30,000. In addition, there is an annual fixed cost of between £6,000 and £11,000 for line rental and a fee of 90p per inquiry.

The Association for Driver Licence Verification (ADLV) points out that further costs include the development and ongoing support and maintenance of software that can process the information that needs to flow between drivers and the ADD system.

Alternatively, fleets can use the DVLA's free View or Share Your Driving Licence system which allows the driver to generate a code using their driver licence number and national insurance number.

This subsequently allows the same checks to be made on one occasion within a 21-day period.

Fleet professionals say the online systems have made the licence-checking process "more accessible" and "streamlined".

"Commercial online checking systems experienced an increase in checking of nearly one-third since the counterpart ceased to be a means of checking driving licences last June," says Richard Payne-Gill, deputy chairman of the ADLV.

"We anticipate that our members, who account for 88% of all commercial electronic checks, will process more than 2.5 million checks this financial year.

"More checking means more risk is being identified earlier – and that ultimately makes the UK roads safer."

"More checking means risk is identified earlier – ultimately making UK roads safer"

*Richard Payne-Gill,
ADLV*

Many fleets typically check licences once a year, although this frequency is increased if a driver has penalty points on their licence.

Chairman of the ADLV and director of Licence Bureau Malcolm Maycock says: "Switching all licence checking to an online system provides the perfect opportunity for fleets to frequently check the licences of any employees who drive on business. Industry bodies such as the Freight Transport Association and Fleet Operator Recognition Scheme recommend bi-annual checks, whereas the traffic commissioners for Great Britain have recommended that driver data should be checked and subsequently rechecked a minimum of four times a year.

"The ability of fleets to check licences in real-time should encourage this to be carried out frequently, not only at the initial point of employment."

Richard Brown, managing director of Licence-check, also feels that more frequent licence-checking should take place.

"Increased checks are increasingly being demanded as a result of changes in insurance as well as new health and safety guidance," he says. "Those companies that require people to drive any vehicle in the course of their business and fail to carry out such checks are falling below the basic standards they're required to observe in these respects."

In essence, more frequent licence checks demonstrate that a company is taking its duty of care obligations seriously both to its own employees and other road users.

Industry experts also maintain that the failure to enforce this has the potential to result in legal, reputational and financial repercussions, should a driver be involved in an incident. "Put simply, more frequent checking identifies risk earlier so appropriate action can be taken," says Payne-Gill.

Colin O'Keefe, head of business development at First Travel Solutions, which also provides a driver licence checking service, adds: "Organisations that check licences regularly are operating safe in the knowledge that they have performed their duty of care.

"With the DVLA estimating that one million people are just three points from disqualification, any organisations with a workforce that drives for business is likely to have employees



WHAT YOU NEED TO KNOW: MANDATES AND E-SIGNATURES

Fleets need to secure a driver's permission before they can check their licence.

Those organisations that don't want to get a single use code every time they do this must obtain a signed mandate from the driver.

Traditionally, a paper document – the DVLA's D796 form – with a 'wet' signature was required. This option remains available to fleets. However, the DVLA can now approve a process allowing electronic signatures, known as e-signatures, on a case-by-case basis.

In both cases, the mandate will last for a maximum period of three years from the date of consent.

The information required on D796 includes the name of the employer to whom the data will be released; the personal details of the driver including full name, address, date of birth and driving licence number; as well as a wet signature and the date.

Richard Brown, managing director of Licencecheck, says: "For the e-signature process, essentially the same personal details have to be confirmed by the driver and the employer.

"The licence-checking agency will have to be declared to the driver as part of the informed consent process. The DVLA has prescribed the information that has to be provided to the driver and the process to be followed in order to secure permission to use e-signature.

"In both cases, the permission ceases to be valid if the driver withdraws their permission within this period, or if the driver leaves their employment within this time or they cease to drive on behalf of their employer.

"There is no limit on the number of checks that can be performed during the currency of the mandate."

FleetNews

BUYING GROUP

BETTER DEALS, QUICKER.

A free members-only service dedicated to getting better prices for cars and vans.

We're happy if you're happy.

- 1 We offer a service that has your best interests at heart
- 2 You have a choice of all brands – car and van – from an independent business that you can trust
- 3 No catches, no fees, no contracts, no unpleasant surprises



FNBG is the only buying group that charges suppliers the same fixed marketing fee irrespective of the vehicle purchased or supplier used. Whatever you choose, FNBG remains completely independent and only focuses on fulfilling your needs.

If you're interested in better deals, quicker, go to **www.fnbg.deals** and complete the FNBG preregistration form to secure your membership.

BETTER DEALS, QUICKER.



who are close to being legally unable to drive for a period of time. Regular checking can help identify potential candidates who can then be worked with to minimise risk."

However, the cost of checking and rechecking driving licences up to four times a year – or more frequently – can prove expensive for a large fleet. If an organisation carries out the checks itself or processes the information in-house, it can also result in an increased administration burden.

The licence-checking process can become onerous for those fleets that don't secure a mandate form from, for example, a newly-recruited driver allowing their licences to be checked.

Fleets that carry out free licence checks through the Share Your Driving Licence system need to get a new code from each driver every time.

"The onus will be on fleet managers to get all employees to consent and share which, depending on the size of the fleet, could be a significant undertaking," says O'Keefe.

Brown adds: "It will take time to collect this code from each driver and additional time to go online and check the information. Where an agency is used, the driver mandate process allows as many checks and rechecks as required under the same blanket permission over a maximum three-year period, but the DVLA charges a fee for each search that has to be passed back to the customer. This fee could become significant with repeated checking."

Maycock adds that, in addition to the increased administrative burden, fleets also need to consider the security and storage of data.

He explains: "Checking licences in-house relies on the repeated process of drivers providing a code for each check, which is purely reliant on the HR manager and the driver."



CASE STUDY: MITIE



Getting new employees in a company car on their first day at work has been the biggest benefit of the online licence checking service for Mitie.

Simon Gray, head of fleet management at Mitie, says: "Previously, we had been reliant on our employees bringing their counterpart licence with them, but now they

can provide us with the code we require to check that there's no issue with them driving a company vehicle."

"We used to find that new members of staff would often forget to bring their counterpart licence which delayed this whole process – but that's no longer an issue for us."

Mitie provides facilities management, property management and healthcare services to a wide range of public and private sector organisations and has around 7,500 fleet drivers working across the UK.

The company uses fleet management software provider Jaama's products to licence check all of its drivers regardless of whether they drive a company vehicle or use their own car on

company business.

Mitie has made a commitment to ensure all staff get home safely at the end of a working day, and licence checking helps with this.

Gray adds: "From a duty of care perspective, you've got to keep on top of licence checking and I believe that the DVLA's online system has simplified this process."

"We've always placed a premium on the safety of our people and the public which is why all of our drivers have their licences checked every six months as standard."

"However, if any of our drivers acquire more than six points then we carry out more regular checks depending on the perceived level of risk."

"To my mind, our system has always been robust and consequently we've no plans to change it."



fleet, leasing and rental software specialists



Key 2

Fully integrated web-based vehicle, asset and driver management software and driver licence checking



jaama.co.uk

tel: 0844 8484 333

enquiries@jaama.co.uk



"Under these circumstances, the security and storage of data could also be an issue if multiple drivers are having their licences checked at once, and these records are subsequently downloaded and stored.

Will Murray, research director at eDriving Fleet, which provides tailored driver safety guidance globally, adds: "To go beyond simple compliance, it's only when the data provided by licence checks is analysed effectively and combined with other risk data such as collisions, telematics and driver assessment that its full value is realised.

"Such analysis can be both time-consuming and undoubtedly has the potential to increase a fleet operator's administrative burden, which is where the added value can be provided by an external licence checking company or risk management specialist."

Brown reiterated Murray's point that retrieving the data is only part of the compliance reporting process.

He adds: "Fleets should also consider what they are going to do with the results that come back and their own compliance reporting requirements, as the larger the fleet, the more this becomes a chore.

"It's also worth remembering that licence-checking companies have a great deal of experience and knowledge that can be called upon if and when this is necessary.

"It's the management service and peace of mind that comes with this rather than the licence check itself that is being charged for."



What else changed in the Government's red tape challenge? Fleetnews.co.uk/red-tape-challenge

CASE STUDY: NG BAILEY



Engineering, IT and facilities services company NG Bailey has found the new online consent system, frequently referred to as 'e-consent', "invaluable".

The system allows drivers to give permission for their licence to be checked via an online process rather than filling in and posting back the old paper D796.

Fleet manager Ronnie Wilson has already noticed how this facility has streamlined the consent process by reducing the admin burden and saving money.

"Previously, we would have to send the paper mandate out and then either wait for it to be returned to us or, if that didn't happen, chase the driver to return it," he says.

"With more than 2,000 drivers working nationwide, the return of the D796 frequently got forgotten or overlooked.

"Following the introduction of the new online system last June, we began employing a driver licence-checking agent to ensure that these mandates are secured on our behalf via e-consent."

The new e-consent process has not been

rolled out across NG Bailey's entire workforce yet as some drivers do not have mobile devices that can support the agent's app. These employees are still emailed the D796 mandate which they print off and return by post.

"This situation is improving as mobile devices are replaced," says Wilson. "We check licences annually, unless they're deemed to be high risk. If they've got nine or more points then we instruct our agent to check their licence every three months and actively work with them to ensure safe driving practices.

"We've no plans to change the regularity – despite it having become easier to do as a result of online checking – as our current system works well."

Licence 2 Check

Fully integrated or stand-alone driving licence verification service from Jaama

- No costly set up fee – pay per check
- 'real time' licence checking – instant verification
- Go paperless with eConsent – significantly reduces administration
- ISO27001 information security – your data secure in our hands
- Accurate driver risk profiling – detailed overview of individual drivers
- Smart management – automated notification of exceptions and anomalies
- Powerful integrated report functionality



jaama.co.uk
tel: 0844 8484 333
enquiries@jaama.co.uk



jaama
fleet, leasing and rental
software specialists

Grosvenor Leasing launches management service for small fleets

'easi-Fleet Management' will handle all aspects of operations for a fixed cost

Grosvenor Leasing has launched 'easi-Fleet Management', a fixed cost fleet management service for companies with small fleets of cars and vans. It is available for businesses using all traditional funding methods, including contract hire, outright purchase, hire purchase and finance lease.

For a small monthly fee, clients enjoy maintenance management, accident management, fleet administration to process MOTs, road fund tax, fines and tariffs, updates to the motor insurance database (MID), rental management, fuel card management and the management of online driving licence checks – all provided with consolidated invoicing across all suppliers.

"We've been managing small fleets of cars and vans for over 35 years, but decided to formalise this service by giving it a name," said Giles Bolton, Grosvenor Leasing's head of corporate finance. "easi-Fleet Management seemed very apt due to how simple we make life for our customers – alleviating them of all the stress of running their vehicles.

"Many companies can find their cars and light commercial vehicles a time-consuming and costly distraction. Yet many struggle on, inundated with calls and emails, working with data on excel spreadsheets, bemoaning the stress and constant distraction that even a small fleet of vehicles can bring. Imagine what a relief it would be to hand everything over to our team of fleet management professionals and be able to access your vehicle and driver data at anytime on our web-based fleet management system."



Giles Bolton:
'National capability
with a personal touch'

"Handing everything
over to Grosvenor
Leasing means we
save time and money,
and the service and
support is excellent"

Robert McAllister,
Glenny

Stephen Duff, managing director of HSF Health, has been a customer of Grosvenor Leasing for many years. "By using Grosvenor Leasing we benefit from having our very own fleet department, removing the day-to-day hassles of running a small fleet – and we save money too," he says.

Robert McAllister, director of human resources at chartered surveyor Glenny, agrees. "For a business of our size it's not feasible to employ a dedicated fleet manager to keep on top of vehicle issues, suppliers and drivers," he says. "Handing everything over to Grosvenor Leasing means we save time and money, and the service and support is excellent."

Kim Peacock of Villeroy & Boch adds: "Switching over to Grosvenor Leasing was one of the best decisions we made. It is beneficial to our drivers having only one point of contact for fleet related issues, it also removes the day-to-day hassles, giving time to concentrate on other priorities."

Some company directors can be nervous about letting go of the management of such a vital aspect of their business, according to Bolton. "However, Grosvenor Leasing is already the fleet department to many small businesses as well as some of the largest and best-known companies in the UK," he says. "As a privately-owned business, with over 35 years expertise in fleet management, we are one of the largest companies to have resisted the temptation to adopt a call centre, process-driven culture, instead offering national capability with a personal touch."

In 2016 Grosvenor Leasing won the *Fleet News* Award for leasing company of the year – up to 15,000 vehicles.



easi FLEETTM
MANAGEMENT

For more information,
call one of our friendly
team on: 01536 536536
or visit our website:
grosvenor-leasing.co.uk

FleetNews

AWARDS
2016

SKANSKA

'We want everyone on the road to think about safety'

The engineering company has used a mix of telematics, working groups and staff training to become a safer fleet

By Andrew Ryan

Treating road risk with the same importance as activities such as working at height or in confined spaces has been critical in helping Skanska significantly reduce its vehicle collisions. Between March 2015 and March 2016, the civil engineering company's comprehensive risk management programme helped achieve a 17% fall in the number of incidents involving cars and 12% involving commercial vehicles.

The company's holistic approach to road safety sees it take a key role in a number of working groups, including the Chartered Institute of Logistics and Transport's Transport and Logistics Safety Forum.

Skanska is also committed to both the Fleet Operators Recognition Scheme (FORS) and the Construction Logistics and Cyclist Safety (CLOCS) standard, and requires supply chain members who take vehicles to Skanska locations in the Greater London area to achieve FORS silver accreditation and to become a CLOCS champion.

It is this committed approach to reducing road risk that saw it named safe fleet of the year in the *Fleet News* Awards. "Heavy goods vehicles are heavily regulated, but if you look at a van fleet there is little regulation around that and drivers don't say 'I'm a driver', but describe themselves as a highways maintenance man or an electrician – they look at the trade they do when they get on site," says Alison Moriarty, road risk manager at Skanska.

17%

Reduction in incidents,
March year-to-date

12%

Reduction in commercial
vehicle incidents

"So there's a disconnect there and what we've done is say that driving is a work activity, and that it needs to be monitored and assessed, with control measures put in place, just the same as we do for our construction industry. "We don't treat it any differently than working at height or in confined spaces: we take the view that it is a work activity and must be treated as such."

Fleet News: How do the employees react to that?

Alison Moriarty: We've included driving in our IFE (Injury Free Environment) programme which is the way we approach all safety issues. We did a lot of awareness sessions where we told our drivers that we want them to go home safely at the end of the day; we want them to continue their employment, so we don't want them losing their licences; and we don't want them to injure anybody. We tell them that if they are safe on the road, then all their loved ones are too because they are the same roads. We try and look at it a little bit wider than just driving for work. We've had great engagement from all our drivers.

FN: What has been the main focus for improving driving?

AM: It is through training and awareness, but the only skills training we do is if a particular issue comes up, so if a driver had three collisions and they were all reversing incidents, then we would do a slow-speed manoeuvring skills course. In the main, all our training is focused on behaviour. We have lots of different topics we do individual training sessions on, such as speeding, seatbelt use, drugs and alcohol. There are a lot of reasons why the accident rate has fallen, as we've put a lot of different policies in place and we've started to use telematics more widely now, but it's going the right way.

FN: What effect has telematics had?

AM: We wanted to roll telematics out slowly across the company, but as people have seen what they can do with it, it's really taken on momentum. At first, there was a little

"You don't want telematics to be seen as just a tool for getting the driver in to tell them off"

Alison Moriarty, Skanska



Skanska staff
celebrate
their win



Alison Moriarty, road risk manager, Skanska (centre), and Julie Madoui, head of fleet, Skanska (right), are presented with the award by Caroline Sandall, judge and deputy chairman of ACFO

bit of seeing whether we'd got things like tolerances for speeding right, but it's going really well. We are seeing a reduction in speeding offences already and it looks like we are making a significant difference in the amount of fuel we are using, so people now are obviously coming on board and more directors are saying 'I want this in my fleet'. Our use of telematics is very much focused on behaviour so it's about getting drivers in and saying 'we notice you are speeding, is there any reason you have to do that?', because we don't want to use the information to vilify the drivers. We also need to look at the management and ask if any issues are for other reasons, such as somebody being given an unrealistic target or are not being routed properly. To get driver engagement you don't want telematics to be seen as just a tool for getting the driver in to tell them off. It's not about that, it's all about holistically improving the way we operate.

FN: Skanska has set up a fleet steering group, comprising senior representatives from fleet, HR, health and safety, environment, operations and occupational health. What benefits has this had?

AM: When we started to look at the make up of the committee, we wanted the decision-makers who were influential and would have a say in its fleet policy and the initiative to be in that group. The danger is, particularly if you are doing policy, it would go through fleet and then health and safety, and then HR, and this takes time. We brought all those people together so we can move things through much more quickly. For instance, over a 10 to 12-month period we've reviewed every single fleet policy and written new ones. We get really good input from our operational people on the committee: you can come up with brilliant policies that are really good in terms of safety but then the operations people could say we can't do that because of a, b and c. Getting that buy-in at the time you are discussing it makes everything so much quicker and then when it goes out it's already acceptable to everybody that's going to have to use it. The group also raises the profile of fleet safety and you get its members going back into their daily work with that very much at the forefront of their mind as well.

FN: What's next on your fleet safety programme?

AM: More of the same. We have to finish rolling out telematics, but our strapline for the next few years is 'beyond compliance to excellence', so we are looking now at lots of different training programmes. We are looking at things like fatigue. Under EU rules for HGVs, drivers need to have a continuous rest period to ensure they are not fatigued, but there's nothing around that with van drivers. We've said we're going to do exactly the same for van drivers because you are not more or less fatigued depending on what regulation you are working under. We are trying to really raise standards and say "it might not be legislation, but we want to go further than just being compliant". For example, we did it with our drugs and alcohol policy, where we didn't just use the legal limits, we set our own limits (zero tolerance on illegal drugs and 30 milligrams of alcohol in 100 millilitres of blood compared to the legal limit of 80mg) because we don't want people having any drink or drugs in their system when they are working. We do random, post-incident and for cause tests, where someone is suspected to be unfit for work because of drugs or alcohol. If somebody is over the limit, that's gross misconduct and goes through the HR process.

Moriarty says Skanska's success in road safety is largely down to its holistic approach.

"We've got lots of good initiatives and policies, but I do think the thing that makes us very successful is the fact that we have got this overarching approach to just wanting our employees to drive safely and get home safely, whether they are working or not," she says.

"We extend our training to employees who don't even drive for work. At the moment we are doing a lot of awareness sessions around driver distraction, and that's for anybody.

"If you're an admin person or a finance person, it doesn't matter. We are doing those sessions as we genuinely want everybody on the road to just think more about safety, and I think that engages people and they understand that it is actually for their benefit, not just a company control measure."

FACTFILE

Organisation Skanska
Head of fleet Julie Madoui
Road risk manager Alison Moriarty
Fleet size 1,840 cars, 530 vans and 230 LGVs

Judges' comments

“Skanska has implemented controls at every stage and pulls people through the process: a sophisticated application of a thorough risk management programme, which incorporates people and vehicles, including the grey fleet. It is also sharing best practice and working with other fleets to help develop their safety schemes.”

SEAT ATECA

Company's first SUV brings latest technology for safety and fuel economy

NEED TO KNOW

- 360° cameras available in Top View pack
- CO₂ emissions from 112g/km
- Four-wheel drive available on 2.0-litre TDI

Simon Harris

It's impossible to understate the importance of the Ateca to Seat. Up to now, its line-up has covered just over half the car market. By the end of 2017, it will cover almost three-quarters.

In addition to bringing new customers to the brand, chief executive Luca De Meo has signaled its appeal to user-choosers (*Fleet News*, May 26). Ateca signals the beginning of a product offensive that will see Seat compete in two new sectors, as well as revitalising its two biggest selling models.

We're expecting to see a revised Leon appear at this autumn's Paris motor show, with a completely new Ibiza at Geneva in March 2017, the latter being the first Volkswagen Group small car to use the latest flexible MQB platform.

Later in 2017, Seat will launch a smaller SUV that will rival the Nissan Juke and Vauxhall Mokka.

The Ateca will arrive in the UK in September, three

£17,900

On-the-road price of entry-level model



For full running costs, visit fleetnews.co.uk/running-costs

months after the latest Volkswagen Tiguan, and it won't be a surprise to learn that both cars are closely related.

This means Seat's first SUV arrives on the market with the very latest technology in terms of safety, fuel efficiency and convenience, capable of rivaling some of the most desirable user-chooser models in the sector.

For fleets, the diesel engines are likely to be of most interest, particularly the 115hp 1.6-litre TDI, with CO₂ emissions of 112g/km. We were only able to try 2.0-litre diesels on the event, equipped with four-wheel drive, although two-wheel drive versions of the 150hp 2.0-litre TDI have CO₂ emissions from 114g/km, rising to 116g/km for DSG auto-equipped models.

But there are a few interesting petrol options too. The entry-level car, priced from £17,990 on the road, has a 115hp turbocharged 1.0-litre TSI three-cylinder engine, wearing an Ecomotive badge (like the 1.6-litre TDI). Fuel consumption on the combined cycle is 54.3mpg.

Perhaps more appealing is the 150hp 1.4-litre TSI, which comes with cylinder deactivation technology (running only on two cylinders when coasting or under light load to reduce fuel use), which has figures close to the 1.0-litre, making it all the more impressive. CO₂ emissions of 125g/km and 52.3mpg on the combined cycle aren't at all bad for a 150hp petrol medium SUV.

We drove the all-wheel drive versions in range-topping 'Xcellence' specification.



'Purposeful and agile' styling

This has CO₂ emissions of 128g/km and fuel economy of 57.6mpg on the combined cycle.

A two-wheel drive version of the same engine is available with a seven-speed DSG, while there is also a DSG-only 190hp 2.0-litre TDI.

Styling is subjective, but Seat seems to have done a great job of maintaining the main cues that identify the brand, creating a vehicle with much more presence. It looks purposeful and agile.

We put some of that agility to the test on a specially created obstacle course, which could only be completed safely with the aid of four-wheel drive, hill descent control and the additional ground clearance the Ateca has over the Leon Xperience all-wheel drive estate car.

We also used some other available technology to drive a short course completely blind (glass was covered with a vinyl wrap) using the 360° cameras available as option in the Top View pack. It also involved reversing up to a trailer in the precise position needed to hitch it to the tow bar using a guide on the screen.

The interior fittings are up to the high-standard we now expect from Seat, with perhaps fundamentally only the design alone separating it from what you'd get in a medium-sized Audi.

And the Ateca's agility off road hasn't affected its on-road behaviour. It feels nimble in all environments, and the 2.0-litre diesel engine is smooth, with a reassuring turn of speed.

All models come with LED daytime running lights, with entry-level cars having a five-inch touchscreen display and USB and SD card connectivity. SE models have an upgraded touchscreen display with Bluetooth integration and voice control. These also have full-link system for smartphones, displaying and using key apps through the touchscreen.

Disappointingly, only the Xcellence specification and First Edition limited run offer standard digital radio.

COSTS

P11D price	£27,370
BIK tax band (2016/17)	25%
Annual BIK tax (20%)	£1,369
Class 1A NIC	£944
Annual VED	£0 then £110
RV (4yr/80k)	£8,300/30%
Fuel cost (ppm)	8.72
AFR (ppm)	10
Running cost (4yr/80k)	37.53

SPEC

Power (hp/torque (lb-ft))	150/251
CO₂ emissions (g/km)	116
Top speed (mph)	122
0-62mph (sec)	7.5
Fuel efficiency (mpg)	57.6

KEY RIVAL

Ford Kuga 2.0 TDCi 180 AWD Titanium X
P11D price: £29,560
BIK tax band (2016/17) 27%
Annual BIK tax (20%) £1,596
Class 1A NIC £1,101
Annual VED £130
RV (4yr/80k) £8,975/30%
Fuel cost (ppm) 9.25
AFR (ppm) 0.16
Running cost (4yr/80k) 40.16ppm

Running cost data supplied by
KeeResources (4yr/80k)



Five-inch touchscreen, with USB and SD card connectivity as standard



Agile off road and 'nimble' in all environments

THINKING CAP



By Martin Ward, manufacturer relationships manager

cap hpi



Monday/Tuesday

Over to Milan – the second time in two weeks – this time to

drive the 'budget-priced' Fiat Tipo hatch and estate (there is a four-door saloon, but this is not destined for our shores). The word budget is used a lot, and can mean value for money with no frills. And that is exactly what the Tipo is – except with some frills.

The Tipo name first lasted from 1988 to 1995, and was a global success. The new version looks good, especially the Estate. It has loads of legroom, and a good sized boot. Interior quality is high standard, with fit and finish good and solid. We drove a 1.6-litre diesel 120hp with a six-speed manual gearbox around Milan, and it drove really well: quiet and smooth, and a great motorway cruiser. And the prices? Well, they start from £12,995 and go up to just under £20,000. Budget, or just good value?

"The most popular colour in the UK was white, which took 21.4% of sales"

Thursday Down to Millbrook for the annual SMMT press test day, with 38 of the latest models, and some classic cars. And what a well organised day it was. We were given some interesting facts: in 2015 UK automotive produced 1,682,156 vehicles, of which 77.3% were exported, with 57.5% of these going to EU countries, and 42.5% to non-EU Countries. The US took 10.9%, China 7.0%, 1.2% went to Israel and 1.1% to South Africa. The average price of every car exported was £20,900. And 2,368,477 engines were built here in the UK last year. The most popular colour bought by British motorists was white, which took 21.4% of sales. In second place was black, followed by grey, blue, red and silver. Orange squeezed in at number 9, taking 0.7%. The top selling car was Fiesta, followed by Corsa, Focus, Golf and Qashqai. SUVs rose by around 150%, while upper medium dropped in sales by 41.9%. Interesting.

MINI CLUBMAN

Model gains all-wheel drive, bringing user-chooser appeal and seeing off rivals



LED headlights and foglights included in Chili pack

NEED TO KNOW

- Chili pack represents 30% saving on individual options
- Available on Cooper S and Cooper SD
- Automatic transmission mandatory on diesel

By Simon Harris

The lower-medium sector is perhaps the most crowded and competitive. It's also the heart of the fleet sector, attracting mainstream and premium car manufacturers hoping to get a slice of some serious volume.

Mini realigned its Clubman model last year, taking it out of the small estate car niche and placing it in the lower-medium hatchback sector, targeting people who choose the Mercedes-Benz A-Class, Audi A3 Sportback, Volkswagen Golf and BMW 1 Series.

It launched with Cooper and Cooper S petrol models and a 150hp Cooper D. When I asked Mini executives last year if there would be an entry-level One model, it was denied, although now you can actually choose a Clubman One D which is the model that takes CO₂ emissions below 100g/km.

Also joining the range at this time are two all-wheel drive-equipped models.

You can choose All4 variants in Cooper S and Cooper SD grades, the latter only available with the familiar ZF eight-speed automatic transmission available in BMW models.

Adding All4 gives the Clubman range an equivalent specification to other premium hatchbacks, many of which have a four-wheel drive option on high-end models, as well as the benefit of improved traction and stability on poor road surfaces.

The engine in the Cooper SD produces 190hp, and, depending on specification, can have CO₂ emissions as low as 126g/km. This puts the car at the same level as the Audi A3 2.0-litre TDI 184 Quattro.

Orders have been open for All4 variants for a few weeks

COSTS

P11D price	£30,140
BIK tax band (2016/17)	25%
Annual BIK tax (20%)	£1,507
Class 1A NIC	£1,040
Annual VED	£0 then £110
RV (4yr/80k)	£9,225/31%
Fuel cost (ppm)	8.52
AFR (ppm)	10
Running cost (4yr/80k)	39.32ppm

SPEC

Power (hp)/torque (lb-ft)	190/295
CO ₂ emissions (g/km)	129
Top speed (mph)	138
0-62mph (sec)	7.2
Fuel efficiency (mpg)	57.6

KEY RIVAL

Audi A3 Sportback 2.0 TDI
Quattro S Line S-tronic
P11D price: £30,760
BIK tax band (2016/17) 25%
Annual BIK tax (20%) £1,538
Class 1A NIC £1,061
Annual VED £0 then £110
RV (4yr/80k) £9,429/31%
Fuel cost (ppm) 8.52
AFR (ppm) 10
Running cost (4yr/80k) 40.27ppm

Running cost data supplied by KeeResources (4yr/80k)



Part-leather upholstery and heated sports seats included

and Mini says there is currently around a 10% take-up.

The all-wheel drive system is new for the Clubman and different from that offered in the Countryman, optimised for the more sporty characteristics of the car compared to the semi-crossover Countryman.

The 190hp 2.0-litre engine certainly ensures the Clubman has plenty of pace, with a 0-62mph acceleration time of 7.2 seconds, delivered smoothly by the auto transmission and without the wheel-spinning antics that might afflict a two-wheel drive car with that performance.

Around 50% of Mini customers select the optional Chili pack, which includes part-leather upholstery with heated sports seats, parking distance control, automatic air conditioning, LED headlights and LED fog.

The Chili pack is priced at £2,785 across all models, which might sound pricey, but represents a 30% saving on the Clubman compared with selecting the options individually.

The Clubman range now has the appeal to reach more user-choosers than ever, seeing off more derivatives of equivalent cars at rival premium brands, but we rather want to try the One D to see what the entry-level model means for a company car driver.



Fastback saloon body style, for those who prefer the look of a four-door

2.2 FASTBACK 1.5D SE NAV

MAZDA3

First sub-100g/km CO₂ version takes on lower-medium rivals with saloon option

NEED TO KNOW

- 105hp diesel makes its Mazda3 debut
- Available in hatchback and Fastback body styles
- 55 litres more luggage space in Fastback version

By Simon Harris

It's four years since Mazda introduced us to its Skyactiv strategy of saving fuel and reducing running costs through lightweight construction.

Both petrol and diesel engines also used revolutionary techniques to reduce fuel consumption and emissions, which allowed Mazda to resist downsizing petrol motors and adding turbochargers.

But with a diesel engine of 2.2 litres, you'd be forgiven for thinking downsizing had been replaced with upsizing. For three years, this was the only Mazda diesel engine available, which could have harmed its chances among fleets that reimburse fuel using AFR.

But in 2015, when the Mazda2 was launched, a new 1.5-litre four-cylinder engine made its debut, and was also part of the CX-3 lineup launched last summer.

For 2016, that 105hp engine has been added to the Mazda3 range, which had been crying out for something a little more competitive on CO₂ and able to match the bulk of job-need cars in the lower-medium sector on power.

We tried the engine in Mazda's 'Fastback' saloon body style, which competes in a diminishing niche in the UK. Of all the mainstream brands, only the Volkswagen Jetta offers something for those who prefer the look of a four-door over a hatchback.

But the Mazda3 is arguably more handsome as a saloon than hatchback, and offers a useful 55 litres of extra luggage space than the hatchback with the rear seats in place at 419 litres, although it falls some way short of the Jetta's 510.

Inside, the preponderance of black which is typical of Japanese mainstream cars is perhaps a tad overwhelming, but

COSTS

P11D price	£19,440
BIK tax band (2016/17)	19%
Annual BIK tax (20%)	£739
Class 1A NIC	£510
Annual VED	£0
RV (4yr/80k)	£4,850/25%
Fuel cost (ppm)	6.76
AFR (ppm)	9
Running cost (4yr/80k)	29.19ppm

SPEC

Power (hp)/torque (lb-ft)	105/199
CO ₂ emissions (g/km)	99
Top speed (mph)	113
0-62mph (sec)	11
Fuel efficiency (mpg)	74.3

KEY RIVAL

Volkswagen Jetta 2.0 TDI 110 SE

P11D price	£20,380
BIK tax band (2016/17)	21%
Annual BIK tax (20%)	£856
Class 1A NIC	£591
Annual VED	£0 then £20
RV (4yr/80k)	£4,725/23%
Fuel cost (ppm)	7.29
AFR (ppm)	10
Running cost (4yr/80k)	30.12ppm

Running cost data supplied by
KeeResources (4yr/80k)



'Clunky' central dashboard screen

materials are good quality, and I'm gradually growing used to the control interface and large central dashboard screen, which is still too clunky.

The 105hp Mazda goes up against rivals with engines ranging from 110-120hp, but it doesn't feel particularly lacking in performance. Perhaps this is in part thanks to the smaller, and therefore lighter, engine under the bonnet ensuring it feels well balanced when cornering and keener to maintain momentum.

It might be slightly disappointing that the CO₂ emissions are only just below 100g/km, at 99g/km, which is only one BIK tax band lower than the Mazda6 equipped with the 2.2-litre diesel, and some lower-medium sector diesels with similar power outputs have achieved less than 90g/km. But those cars have particularly tall gearing to achieve such low emissions, which affects their driving characteristics.

There is little to disappoint in the way the Mazda feels on the road, and maybe some drivers will be prepared to pay higher BIK tax for a car that's more enjoyable to live with day-to-day and that is also one of the best-looking saloons on the market.

Join the fleet EV revolution: be a Go Ultra Low Company

More than 30 organisations sign up to initiative, setting a new green standard

Fleets leading the electric motoring revolution are being awarded 'Go Ultra Low Company' status in a new campaign aimed at encouraging wider uptake of the technology. So far, more than 30 UK organisations have earned the title in recognition of their current use of electric cars and vans, as well as their plans to operate even more.

The new initiative, launched by campaign group Go Ultra Low, has been endorsed by the Government and the car industry and sets a new green standard for business motoring.

Transport minister Andrew Jones said: "It's great to see a growing number of British fleets going green. I would encourage other businesses to learn from these Go Ultra Low Companies and benefit from the huge fuel and tax savings offered by electric vehicles [EVs]."

"The UK is a world leader in the uptake of low emission vehicles and our long-term economic plan is investing £600 million by 2020 to improve air quality, create jobs

and achieve our goal of every new car and van in the UK having ultra-low emissions by 2040."

Among the new Go Ultra Low Companies, London Fire Brigade runs a car fleet of 57 vehicles, which will all become electric in 2016.

The University of Birmingham runs 15 plug-in cars and vans – representing 16% of its total fleet. Monica Guise, sustainable logistics manager at the university, commented: "The University of Birmingham is actively committed to seeking innovative ways to reduce carbon emissions from its transport fleet and has seen a number of benefits through the use of electric vehicles."

"Being part of Go Ultra Low enables the University to share its best practice and learnings with other organisations."

Poppy Welch, head of Go Ultra Low, added: "It's fantastic to see organisations from across the public and private sectors leading the way in the uptake of EVs. We want to encourage every business in the

UK to adopt these vehicles into their fleets and offer their employees the chance to drive or own an EV.

"Not only are EVs cleaner, but they can save businesses and employees money."

"Businesses large and small are going electric and choosing from the wide range of vehicles available today – from 4x4s and vans to hatchbacks and saloon cars."

Public and private sector organisations that already use EVs, or offer them to employees as company cars, are eligible for Go Ultra Low Company status, providing there is a commitment for EVs to make up at least 5% of their vehicle fleet by 2020.

Go Ultra Low exists to help UK organisations and motorists understand the benefits, cost savings and capabilities of the raft of EVs on the market.

The collaborative campaign is the first of its kind, bringing together a consortium of vehicle manufacturers, the Government and the Society of Motor Manufacturers and Traders (SMMT).

The first organisations to receive Go Ultra Low Company status include:

AMT Vehicle Rental
Autohorn Ltd
Cenex
Chargemaster
Chevin Fleet Solutions
Cornwall Partnership NHS
Foundation Trust

Co-wheels Car Club
Derbyshire Community Health
Services NHS
Drive Electric
eConnect Cars
Environment Agency
EV Charging Solutions

Gnewt Cargo
Greater Manchester Fire & Rescue
London Fire Brigade
Manchester Metropolitan University
Microsoft UK
North Somerset Council
South Gloucestershire Council

Spacestor
Transport for London
University of Birmingham
University of Nottingham
University of the West of
England Bristol
Vital Energi

UK organisations
can apply to become a
Go Ultra Low Company via
the Go Ultra Low website at:
goultralow.com/fleet



2.0 D2 GEARTRONIC SE NAV

VOLVO V60

The critical question of comfort is answered



Handsome load-lugger, with 'rakish' body styling

COSTS*

P11D price	£30,375
BIK tax band	20%
Annual BIK tax (40%)	£2,430
Class 1A NIC	£838.35
Annual VED	£0 then £30
RV (4yr/80k)	£6,900/23%
Fuel cost (ppm)	6.82
AFR (ppm)	11
Running cost (4yr/80k)	41.18ppm

SPEC

Engine (cc)	1,969
Power (hp)	120
Torque (lb-ft)	206
CO ₂ emissions (g/km)	111
Fuel efficiency (mpg)	67.3
Max speed (mph)	121
0-62mph (sec)	11.7
Test mpg	54
Current mileage	5,000

*Running cost data supplied by
KeeResources (4yr/80k)

By Maurice Glover

Are you sitting comfortably? That may be just one of the many questions that need to be answered by anyone going through the process of choosing their next car. But it is a critical consideration for the business motorist, as comfort is of paramount importance for those who spend extensive periods at the wheel on a regular basis. It is also the starting point for achieving the correct posture that helps maintain concentration levels over long distance travel.

After a week of fairly intensive use, our test car is living up to Volvo's reputation for delivering comfort that makes progress easier and, crucially, aids road safety. Despite being the entry level version, the D2 comes with well-shaped seats with generous proportions and quality upholstery.

Arriving at a destination feeling fresh and alert after 500 miles speaks volumes for an environment that's as good as you can find in C-sector transport, and automatic transmission makes the car even more suited to long-distance work. A worthwhile option, it has only six speeds but features a high top ratio for quiet, economical cruising and, even though modest engine output means initial acceleration is adequate rather than dramatic, shifts between ratios are usually difficult to detect. It makes the mid-size business model undemanding to drive with a relaxed demeanour that positions it somewhat above the average in job-need transport.

From any angle, the V60 is one of the more handsome load luggers, although rakish body styling means the business end of the car is less practical than some rivals because the lower roofline compromises internal height and potential cargo volume. However, a low rear door sill allows easy loading and a square-shaped floor area copes well with luggage and boxed items.

As a bonus, the rear seat offers better than usual comfort with adequate legroom in a robust package that appears durable with high build quality and a high degree of luxury.

Škoda Superb 2.0 TDI SE Business



Two months in and questions over quality have emerged for Superb: we've noticed some trim buzz around the

centre multimedia console, while a few weeks ago the metal strip around the top of the rear passenger door started to come away. It appeared to be a simple gluing issue, but a trip to the local Škoda dealer saw the entire strip replaced in a job lasting only about half an hour.

Since then, we've not encountered any other issues, so hopefully it was an isolated incident.

So far, our latest long-term hasn't topped the official 68.9mpg figures in quite the same way, although it did nudge 68mpg at one point before a traffic jam saw it slip back to 65mpg. The average is 59mpg, just four points higher than the previous generation model.

Our car comes with a number of driver enticements in its Business spec, such as digital radio, electric seats, drive mode selection, dual zone climate control, XDS+ electronic diff (which improves steering agility) and SmartLink.

There are far more likes than dislikes, such as the handbrake – which comes on automatically when you switch the ignition off – the huge boot and bags of rear legroom, and the price – you get all this for less than £23,000.

Stephen Briers

Focus Focus 1.5TDCi Titanium



Our long-term Focus is fitted with a number of safety and convenience features, some of which are standard

(such as Active City Stop and rear parking sensors) and some are in an option pack.

The Active City Stop, which is designed to avoid or mitigate low-speed collisions, is arguably too 'active'. When I drove into a car parking space recently it came on – to avoid me hitting a hedge. No, I was not driving at the hedge at speed. But I was obviously too close to it for the car's liking. At least I know the technology works.

I have also found that Parallel Assist (fitted as part of a £450 convenience pack) is not foolproof. On one occasion it took the nearside back wheel up the kerb. This perhaps illustrates the point that some fleets make about technology: drivers can become too reliant on it – I could perhaps have intervened, but I trusted the technology.

These are only two minor incidents, and the technology has otherwise proved excellent.

The blind spot monitoring system and cross traffic alert (which warns you if another car is coming when you are reversing) are particularly useful (yes I am still checking over my shoulder).

Sarah Tooze

See extended long-term tests at
fleetnews.co.uk/cars/car-reviews/

"The V60 is undemanding to drive with a relaxed demeanour that positions it somewhat above the average in job-need transport"

MARK DICKENS

HEAD OF FLEET SALES OPERATIONS AND REMARKETING, GROUPE RENAULT UK

Not a fan of resident parking zones, Mark Dickens also dislikes lane-hoggers. But he's never forgotten his childhood dream of being a racing driver, finding sales and marketing quite similar

Away from the office, I enjoy spending time with my family, Bristol Rugby, motorsport, and riding my Harley Davidson in the sun. Spare time usually involves one of these.

The three cars I'd like in my garage are: an Aston Martin DB7, a Renault Zoe and a motorhome.

The most pivotal moment in my life would be marrying my wife, Michelle.

I'd like to be remembered as successful, with my integrity intact.

My favourite film would be any *James Bond* – pure escapism.

One of my earliest memories associated with a car was my dad's rally car getting air in the Lombard RAC stages.

The book I'd recommend is *The 7 Habits of Highly Effective People*, by Stephen R. Covey.

If I was Prime Minister for the day, I would ban resident parking zones.

I would tell my 18-year-old self to stay fit and don't eat too much.

My pet hate is motorway middle-lane hoggers.



First fleet role I started my career as an apprentice mechanic, quite a few years ago now! And my first fleet role is this one.

I was appointed to this newly created role in October 2014 to drive Renault's mid-term plan for fleet in the UK. What makes me want to stay? Have you seen the raft of exciting new fleet product flying out of the Renault Design studios?

Career goals at Groupe Renault UK

Short term: to make the new Mégane fleet launch as successful as that of the Kadjar. Medium term: to succeed in delivering a strategic plan that underpins the investment the company is placing in fleet.

Biggest achievement in business

Difficult to say, as it would be all too easy to say "getting this far".

However, in recent times I would say the successful launch of the new Kadjar – both in terms of being able to offer significant volume before launch and establishing a strong starting position for ordertake and perception.

"I can only be successful if my team is too"

Biggest career influence A long since departed sales director who believed in my ability to transition from aftersales to sales and marketing.

Biggest mistake in business

Early in my career, I jumped ship from one dealership to another one for a bigger, better paid job, only for that dealer to go into administration.

Leadership style Inclusive – every one of my team counts. I can only be successful if my team is.

Childhood ambition To be a racing driver – I guess it's the thrill of the chase. Being in sales is close!

Next issue: Graham Short, fleet manager, Zip Water

Bold design, inspired
by Ford's acclaimed
Fiesta ST and Focus ST
performance models



New Focus ST-Line is sporty and economical

Ford has launched a new and exciting ST-Line model range, featuring vehicles with sporty styling inspired by Ford Performance and a range of powerful and efficient EcoBoost petrol and TDCi diesel powertrains.

The Focus ST-Line and Fiesta ST-Line are both available to order now.

With bold design, inspired by Ford's acclaimed Fiesta ST and Focus ST performance models, the new Focus ST-Line and Fiesta ST-Line models are designed for customers who aspire to the sporty image of Ford's ST models – but do not require the full performance delivered by optimised ST



engines and chassis with sports technologies.

Both Focus ST-Line and Fiesta ST-Line are offered with a range of powerful engines, including Ford's multi-award-winning 1.0-litre EcoBoost petrol engine; sport suspension and body styling;

unique alloy wheel designs; and sport seats, sport steering wheel and alloy pedals for the interior.

The Focus ST-Line – available in 5-door and estate models – is offered with petrol powertrains ranging from 125PS to 182PS and with six-speed manual and six-speed automatic transmissions, including 125PS 1.0-litre EcoBoost delivering from 108g/km CO₂ and 60.1mpg.

Diesel engines include Ford's 120PS 1.5-litre TDCi which delivers 99g/km CO₂ and 74.3mpg, making it especially appealing to company car drivers.

A 150PS 2.0-litre TDCi delivering from 105g/km and 70.6mpg is also available.

ECOBOOST WINS AWARD FOR FIFTH YEAR

Ford's tiny yet powerful 1.0-litre EcoBoost engine has been named best engine under 1.0-litre at the International Engine of the Year Awards for the fifth year in a row. Judges praised the combination of drivability, performance, economy, refinement and technology that continues to set the standard.

Available with 100PS, 125PS and 140PS, the 1.0-litre EcoBoost engine is available

in Fiesta, EcoSport, B-MAX, Focus, C-MAX, Grand C-MAX, Tourneo and Transit Connect, Tourneo and Transit Courier, and Mondeo.

Dean Slavnic, editor-in-chief of Engine Technology International magazine, said it was "a fantastic testament to how downsizing and greater fuel efficiency needn't mean sacrifice in other areas like power, refinement and drivability".



Limited availability

Over 650 guests already
attending, book now to
avoid disappointment!

FleetNews Events



The networking dinner of the year

1st November 2016

Park Plaza Westminster
Bridge Hotel, London



Headline sponsor

Associate sponsors



Toyota & Lexus Fleet



Book your table now – visit www.fn50event.co.uk

For bookings contact **Sandra Evitt** on **01733 468123** or email sandra.evitt@bauermedia.co.uk. Limited premium tables also available.



THE MINI 5-DOOR HATCH.

A WINNING SOLUTION.

Having won 'Best Supermini' in The Sunday Times Top 100 and voted as BusinessCar magazine's Premium Supermini for fourteen years in a row, the MINI Hatch has been a runaway success since its launch.

It's easy to see why. Sporting two extra doors, impressive leg room and bags of luggage space, it sets itself apart from competitors with a range of technology as standard, including MINI Navigation and Bluetooth®.

Visit mini.co.uk/5doorhatch



THE MINI 5-DOOR HATCH.

One, One D, Cooper, Cooper D, Cooper S, Cooper SD

92g/km CO₂ | 80.7 mpg (combined) | BIK 18%



Winner of the BusinessCar Premium Supermini of the Year 2016.

Official Fuel Economy Figures for the MINI 5-door Hatch Range: Urban 35.8-70.6 mpg (7.9-4.0 l/100km). Extra Urban 57.6-88.3 mpg (4.9-3.2 l/100km). Combined 47.1-80.7 mpg (6.0-3.5 l/100km). CO₂ Emissions 139-92 g/km. Figures may vary depending on driving style and conditions.



THE MINI 5-DOOR HATCH.

BUSINESS AS UNUSUAL.

MINI Fleet & Business Sales

