



SCOTTS EFFICIENCY PROGRAMME SAVES £240,000

introduction

Scott Bros Ltd. is a haulage and plant hire business, which was established in Thornaby-On-Tees in 1971. Originally the company provided tipper lorries to local authorities and the building and construction industries, but over the years the business operations expanded to become one of the largest haulage, plant hire and recycling contractors in the North East of England, offering a complete package in excavation, haulage and tipping.

Scott Bros operate a fleet of over 40 vehicles, including six and eight-wheeled tipper wagons, skips, road sweepers, an eight-wheeled grab wagon, three low loaders and a wide range of construction plant.

The Scott management believe their business has developed and grown because of being customer focused, offering flexible solutions with a team of dedicated, hardworking drivers and staff.

There was, however, no history of a formal training programme in the company. "I was interested, but sceptical, when Van Hee said that if I properly trained all my drivers and Traffic Office staff, that I would save money on fuel costs" said Peter Scott, Transport Manager of Scott Bros Ltd before the programme started.

The first two-year stage was so successful that the company has embarked on a second two-year programme to focus on customer service and achieving Driver CPC status for all drivers.

programme objectives

- improve fuel efficiency
- reduce the cost of running the fleet
- increase efficiency of Traffic Office operations
- improve journey planning
- achieve a higher level of customer service
- all drivers to achieve Driver CPC

special challenges

- no history of regular training in the company
- driver scepticism about the value of a formal training programme as opposed to day-to-day experience
- to devise a programme with little or no disruption to drivers' normal working day
- to accommodate early and late shift work

people involved

- 50 drivers
- 15 Traffic Office staff at Supervisor and Quality Level

NVQ driver assessment

The NVQ qualification is based on assessment of key driving skills and how well the driver does their job. The Van Hee Assessor went out with each Scott driver over one complete shift, including all the early and late shifts as well, thereby not affecting their existing work efficiency levels. They assessed knowledge and observed ability, identifying where the driver needed further guidance. Then after a sufficient period to address any issues, the assessor joined the driver for a second full shift and final assessment.

driver CPC

As well as key driving skills, the Driver CPC training covers:

- pre-shift checks covering roadworthiness of the vehicle
- employment rules and responsibilities
- health and safety
- reduced fuel consumption - Safe and Fuel Efficient Driving
- route planning
- legislation
- time planning

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A special section of the second stage of the training programme covers Customer Service from the importance of creating the right first impression to dealing with difficult or dissatisfied customers, leading to an NVQ in Customer Service Level 2.

NVQ traffic office

Included Operational and Supervisory activities including:

- overall planning
- time management
- route planning
- staff management

The second stage of the office training leads to an ITQ Level 2 NVQ qualification for IT users which covers:

- using artwork and imaging software
- using the Internet and Intranet
- email
- word processing
- spreadsheets
- database
- simple website design
- operate a computer

outcomes

Drivers

The drivers completed national tests and ended up with nationally recognised, and transferable certificates.

- 50 drivers gained NVQ Level 2 and NVQ Level 3
- they then went on to take the specialist course on Safe and Fuel Efficient Driving (SAFED)

When the second stage of the programme is completed all drivers will have an NVQ In Customer Service Level 2 and will be Driver CPC qualified up until 2019.

Traffic Office Staff

- all 15 traffic office staff gained NVQ Level 2 - Operational
- all 15 went onto gain NVQ Level 3 - Supervisory Skills

The second stage will see all 15 achieve an ITQ Level 2 NVQ.



John Charlton, Managing Director of Van Hee, presenting certificates to another successful Scott Bros driver

benefits to client

“The training courses have given our drivers extra confidence and shown them how to drive in a fuel efficient way. Fuel is a very significant cost for all haulage companies so it is important our drivers do all they can to help. The end results of the training has proved a saving of around £3,000 per truck per year in fuel costs. With 40 trucks that is some £240,000 over two years. From being pretty sceptical when we started out, both drivers and management are now very pro-training. We can all clearly see the benefits for both the company and the drivers. The training programme also significantly sees all our drivers CPC qualified up to 2019.”

Peter Scott
Transport Manager, Scott Bros Ltd.

costs

Van Hee arranged the whole four-year programme to be on a fully funded basis with no cost to Scott Bros.

The NVQ assessments of the programme were provided under the Train to Gain programme.

The Safe and Efficient Driving course was covered by the SAFED Initiative.

Driver CPC is also fully funded.

timescale

Over 4 years.