

# RESEARCH SUMMARY

<b>Title</b>	HGV Training	
<b>Objective</b>	To evaluate whether the current suite of FORS training meets the needs of Fleet Operators, Managers and Drivers to bring about effective behaviour change and contribute to TfL's Surface Outcomes of Safe and Efficient Deliveries in London	
<b>Date</b>	February 2016	<b>Agency:</b> Future Thinking
<b>Methodology</b>	Quantitative research consisted of 250 telephone surveys with Transport Managers (sample was sourced from the FORS Operators database) and 182 face to face interviews with drivers. A total of 52 qualitative tele-depth interviews were conducted with Transport Managers (28), HGV Drivers (20) and Training providers (4).	

## Abstract

It is felt by those in the commercial driving industry (transport managers, drivers and trainers) that driving in London has become intense in recent years and increasingly challenging. FORS is perceived as raising driving standards, with overall awareness of the scheme high and many aware that it is now national. Overall performance of courses and Toolkits is very good, both are perceived as useful. Similarly, FORS trainers are rated highly on most competencies. Most are likely to attend FORS training/use FORS learning resources in the future and to recommend training to others.

## Key findings

There is a strong sense that FORS raises quality standards across the HGV sector. Many operators are reliant on accreditation for winning contracts and believe that FORS makes it difficult for unscrupulous businesses to operate. Overall awareness of FORS is very high and the training delivers well on most measures.

- The majority of managers had heard of FORS training and 55 per cent attended training. 89 per cent had heard of Toolkits and 61 per cent used them
- Among drivers, 55 per cent had heard of training courses and 25 per cent had attended and 34 per cent had heard of Toolkits and 18 per cent had used them
- Drivers and Managers feel FORS courses have increased their technical knowledge and broader awareness of compliance requirements.
- While training/use of Toolkits is lower for drivers, many managers are committed to moving their companies forwards with regards to compliance and training, although some struggle with time to manage the various processes
- FORS trainers are perceived very well, many believe they are knowledgeable and engaging. The majority are likely to attend training or use FORS learning resources in the future

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