

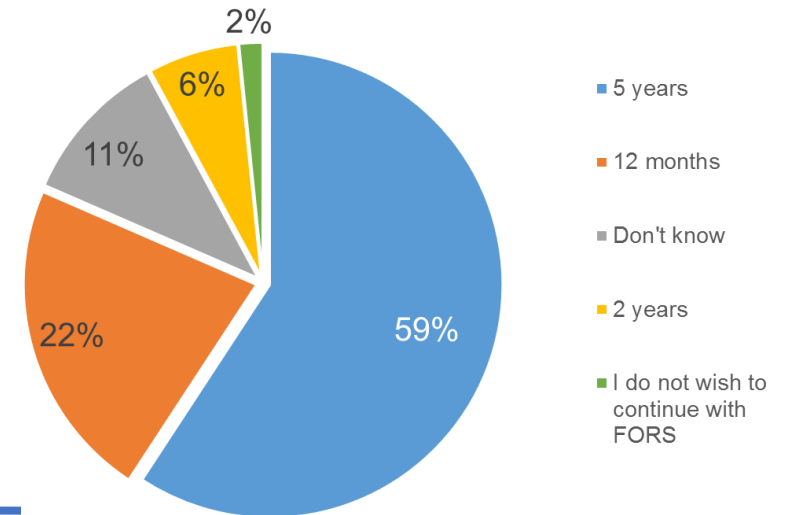
# Overview of FORS members' satisfaction in the scheme



This survey was carried out in December 2018 and a total of 368 responses were collected

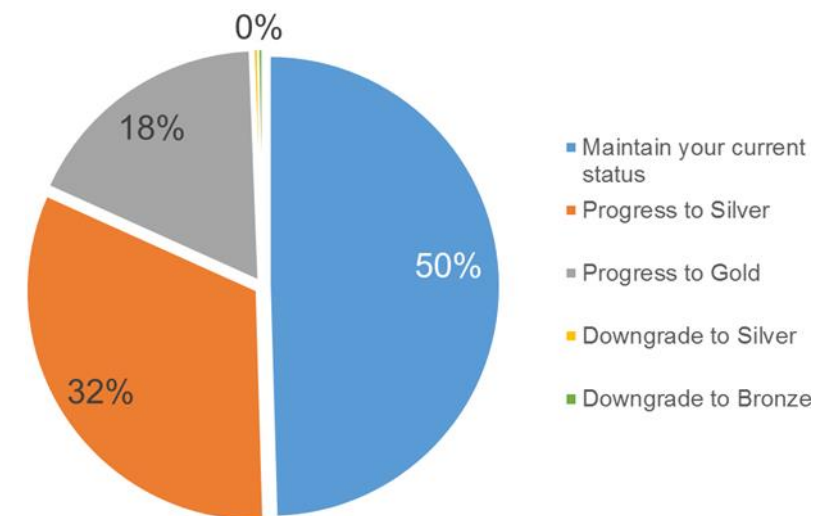
## Maintaining FORS accreditation

Out of the total respondents who participated in the survey, 65% intend to maintain their accreditation longer than 12 months with 59% intending to maintain it for at least the next five years.



## During that time...

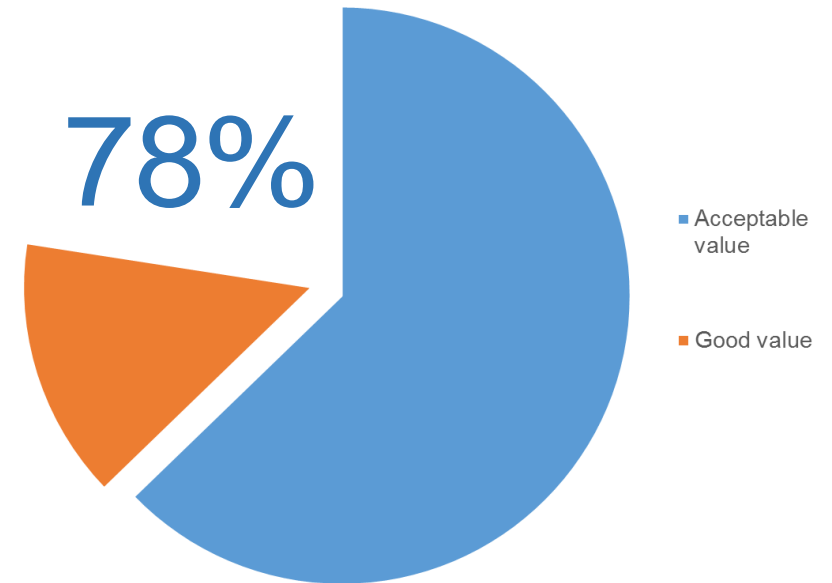
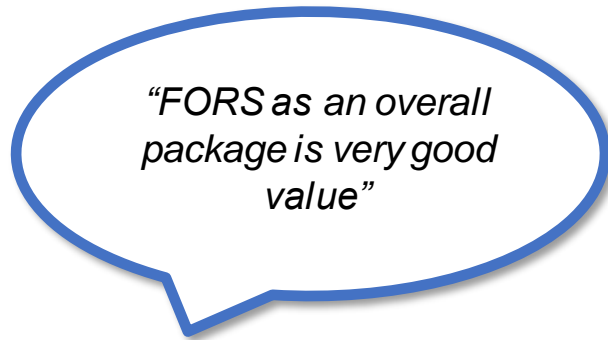
Members are split, with 50% intending to maintain their current status and the other 50% intending to progress to either Silver or Gold\*.



\*(Based off of 323 survey responses)

## Cost of FORS

Of those surveyed nearly two thirds felt that FORS represents acceptable value, with a further 15% believing it represents good value.



## FORS Auditors

(5 options ranging from very poor to very good)

### KNOWLEDGABILITY

**87%** of members rated their last FORS auditor's knowledge as either good or very good

### PROFESSIONAL

**86%** of members rated their last FORS auditor's professionalism as either good or very good

### IMPARTIAL

**84%** of members rated their last FORS auditor's impartiality as either good or very good

## Free benefits

*"FORS Practitioner course was very good, excellent knowledge gained"*

88%

### MEMBERS' CONFERENCE

of respondents attended the free FORS members' conference

63%

### DRIVER CPC TRAINING

of respondents have attended the free driver training

### WORKSHOPS

of respondents have attended the free workshops

86%

98%

### eLEARNING

of respondents have accessed the free eLearning

93%

### TOOLKITS

of respondents have accessed the free toolkits

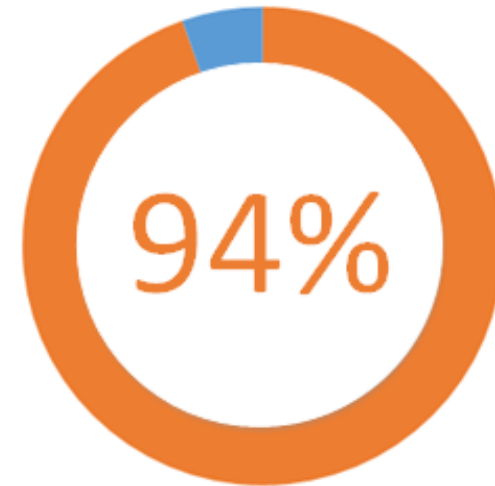
## FORS eNews

(3 options ranging from not helpful to very helpful)

Of those surveyed 94% found the eNews to be either helpful or very helpful



FORS produces weekly eNews articles which keep members up to date with what's going on in FORS



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## FORS Helpline

(5 options ranging from very poor to very good)

Of those surveyed 67% rate their experience of the FORS helpline either good or very good



Further help and information is available by calling the FORS helpline on **08448 09 09 44** or by emailing [enquiries@fors-online.org.uk](mailto:enquiries@fors-online.org.uk)



## Key challenges to address



### VAN FLEETS

3%\* of those surveyed feel that the scheme is focused on HGVs and that more should be done to cater for vans, particularly organisations with van only fleets



### WORKSHOP LOCATIONS

Members are generally happy with locations of the workshops.  
However, around 4%\* of those surveyed feel that workshops are too London centric and they would like more courses to be delivered in other parts of the UK



### COST TO SMALL BUSINESSES

Although the majority of those surveyed are happy with the cost of FORS around 2%\* of those surveyed still feel that the scheme represents a financial burden to small businesses with 1 or 2 vehicles

## Areas for more support



### THE FORS WEBSITE

Of those surveyed a minority find the website hard to navigate, stating that on some occasions it can be difficult to find what they are looking for and tutorials or guides could help



### LESS JARGON

A small proportion of those surveyed feel that FORS uses too much 'jargon' within its website and Standard, feeling language could be simplified to make it easier to understand