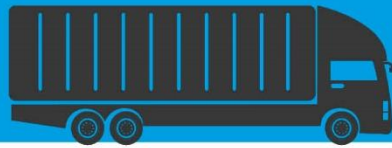


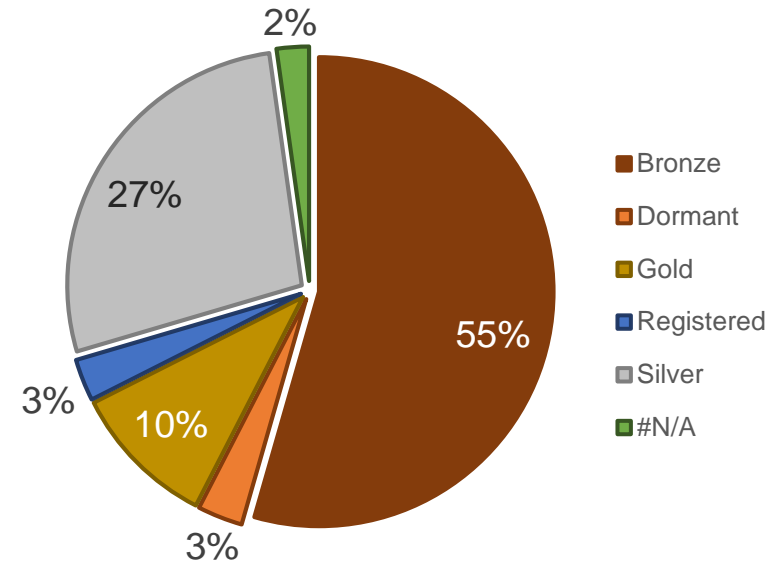


FORS satisfaction survey



Responses

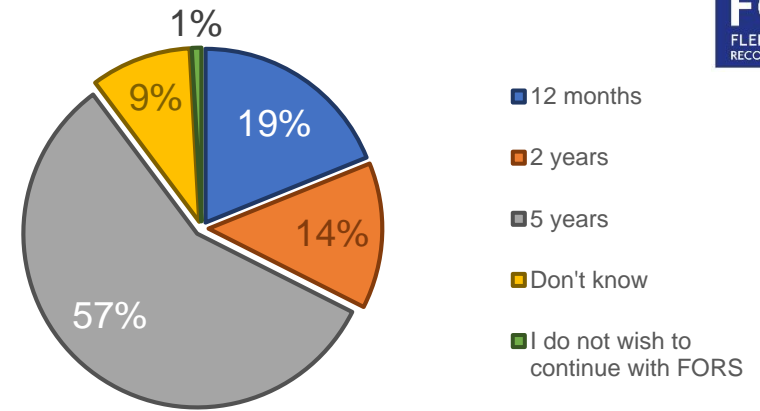
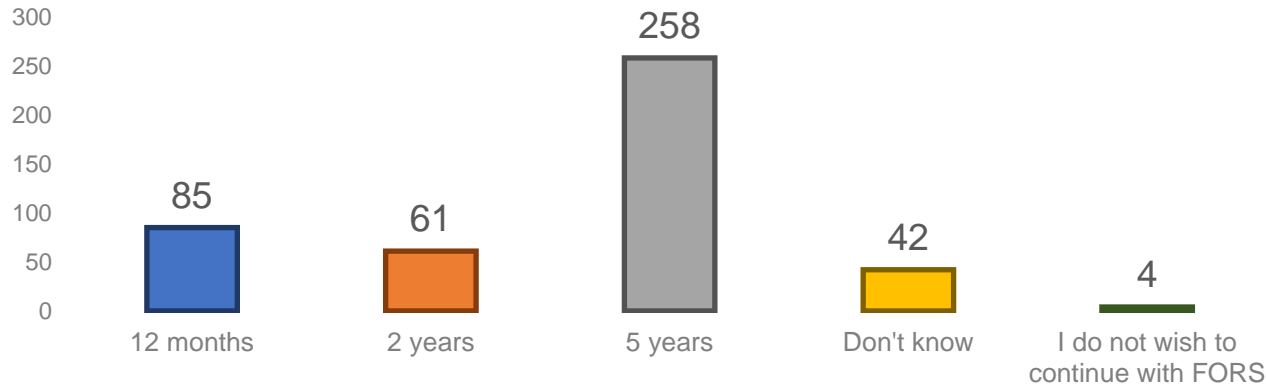
A total of 450 responses collected, representing a 22% increase on the amount of responses collected in last year's survey.



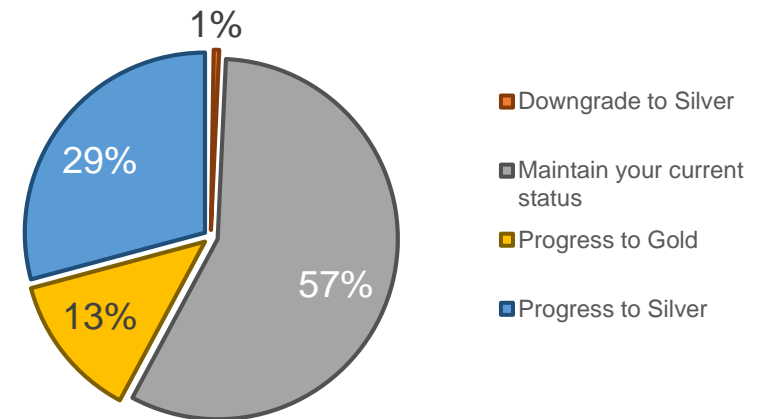
Maintaining FORS accreditation

71% of respondents intend to maintain their accreditation longer than 12 months which represents a 6% increase on last year's findings. Of this 71%, 57% intend to maintain their accreditation for at least the next 5 years.

Those not wishing to continue with FORS and those who responded 'don't know' have also fallen compared to last year, decreasing from 2% to 1% and 11% to 9% respectively.

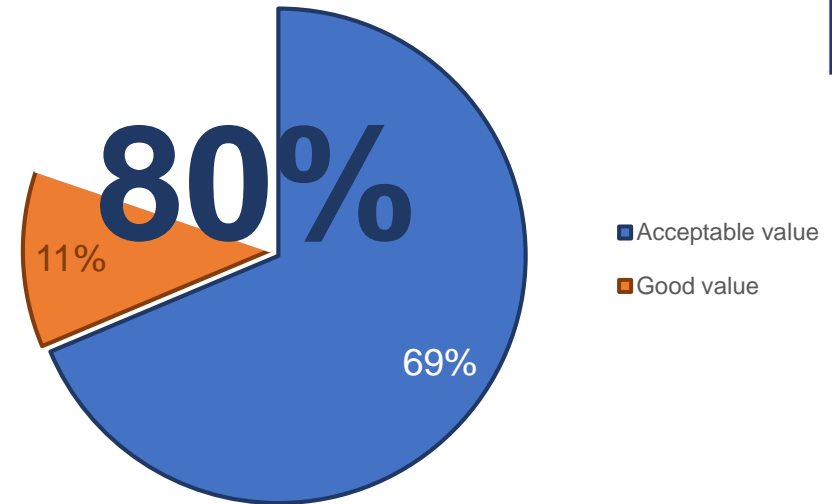


During this time respondents were evenly split on whether to progress, with 57% intending to maintain their current status and 42% wanting to progress to Silver or Gold. Out of the 408 responses to this question, only 3 (0.01%) respondents indicated they wanted to downgrade to Silver or Bronze.



Cost of FORS

Of those surveyed, over two thirds felt that FORS represents acceptable value, with a further 11% believing it represents good value. In comparison to last year those surveyed who felt FORS represented good or acceptable value increased by 2%.



FORS Auditors

Those surveyed were asked to rate their auditor's knowledgeability, professionalism and impartiality. The findings were overwhelmingly positive with 85% or more of respondents rating auditors good or very good for each category, which again represents a small increase (2%) on last year's findings.

KNOWLEDGABILITY

88% of members rated their last FORS auditor's knowledge as either good or very good

PROFESSIONAL

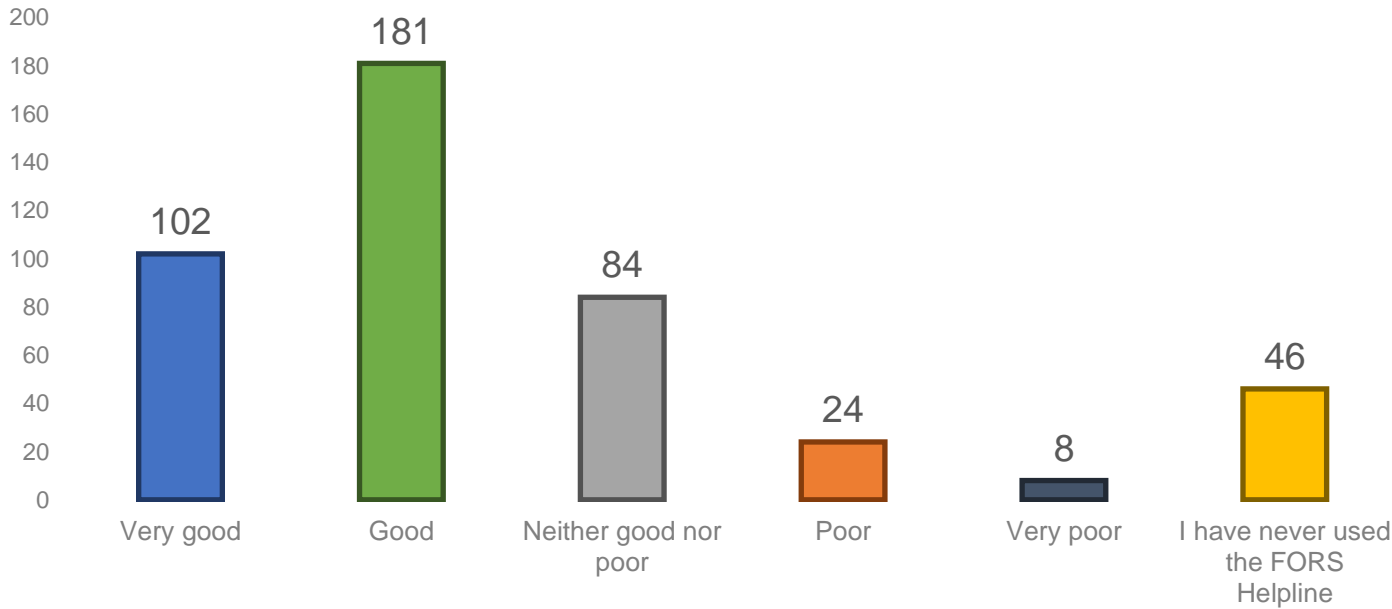
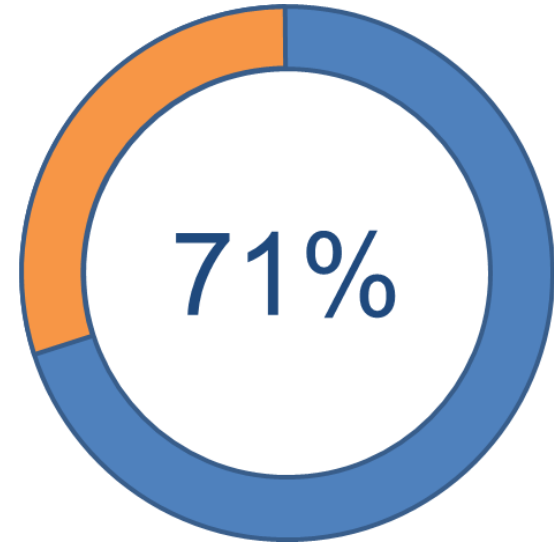
88% of members rated their last FORS auditor's professionalism as either good or very good

IMPARTIAL

85% of members rated their last FORS auditor's impartiality as either good or very good

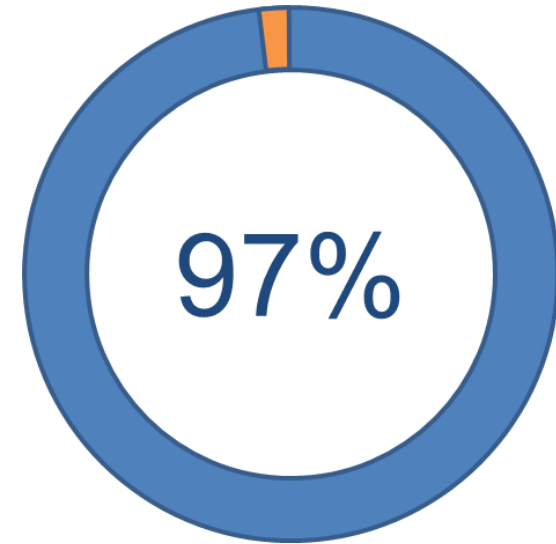
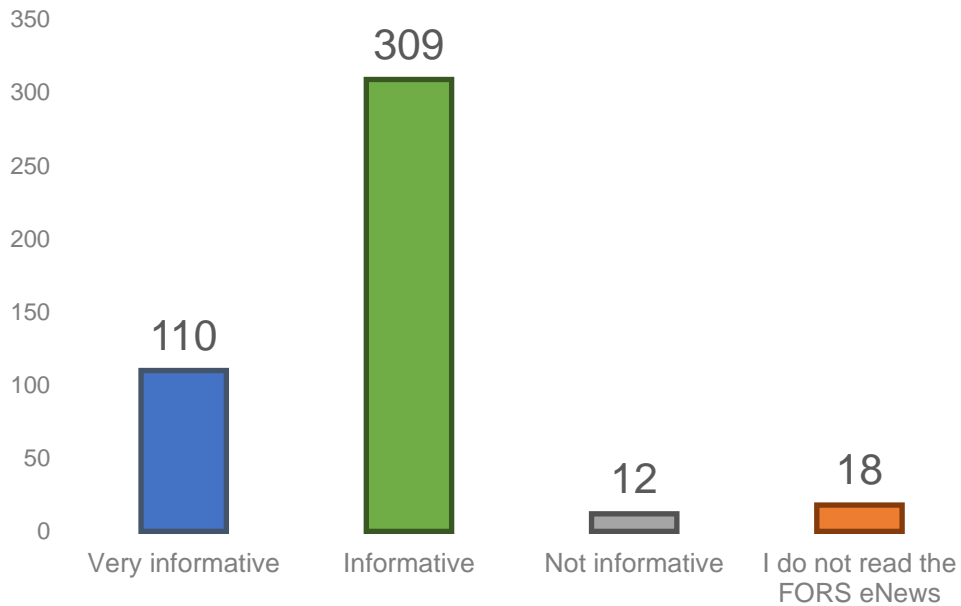
FORS Helpline

Of the 399 respondents who used the FORS helpline, 71% found their experience to have been either good or very good. This represents a 4% increase on last year's findings, showing the team has taken members' previous comments on board when working on improving the FORS helpline.



FORS eNews

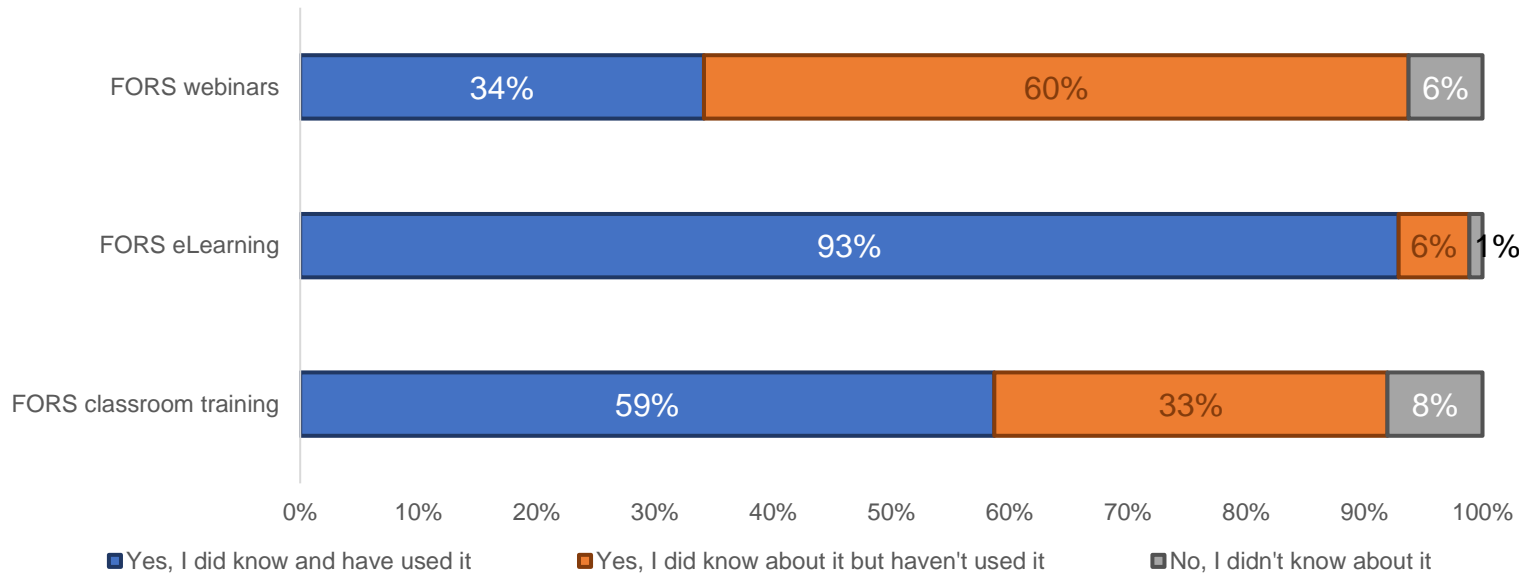
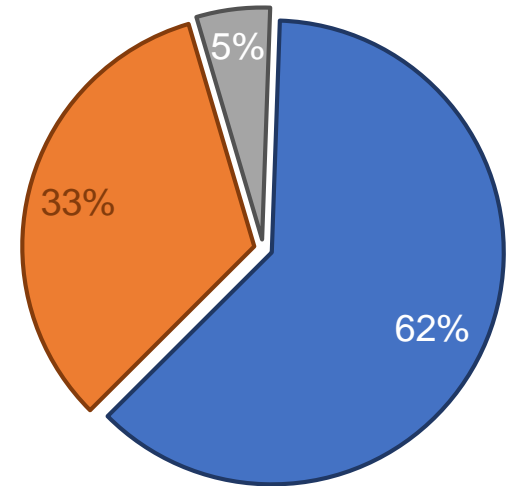
The survey found that 96% of respondents read the FORS eNews and, of those, 97 per cent found it to be informative or very informative. Again, this represents a small increase of 3% on last year's survey results.



FORS Benefits

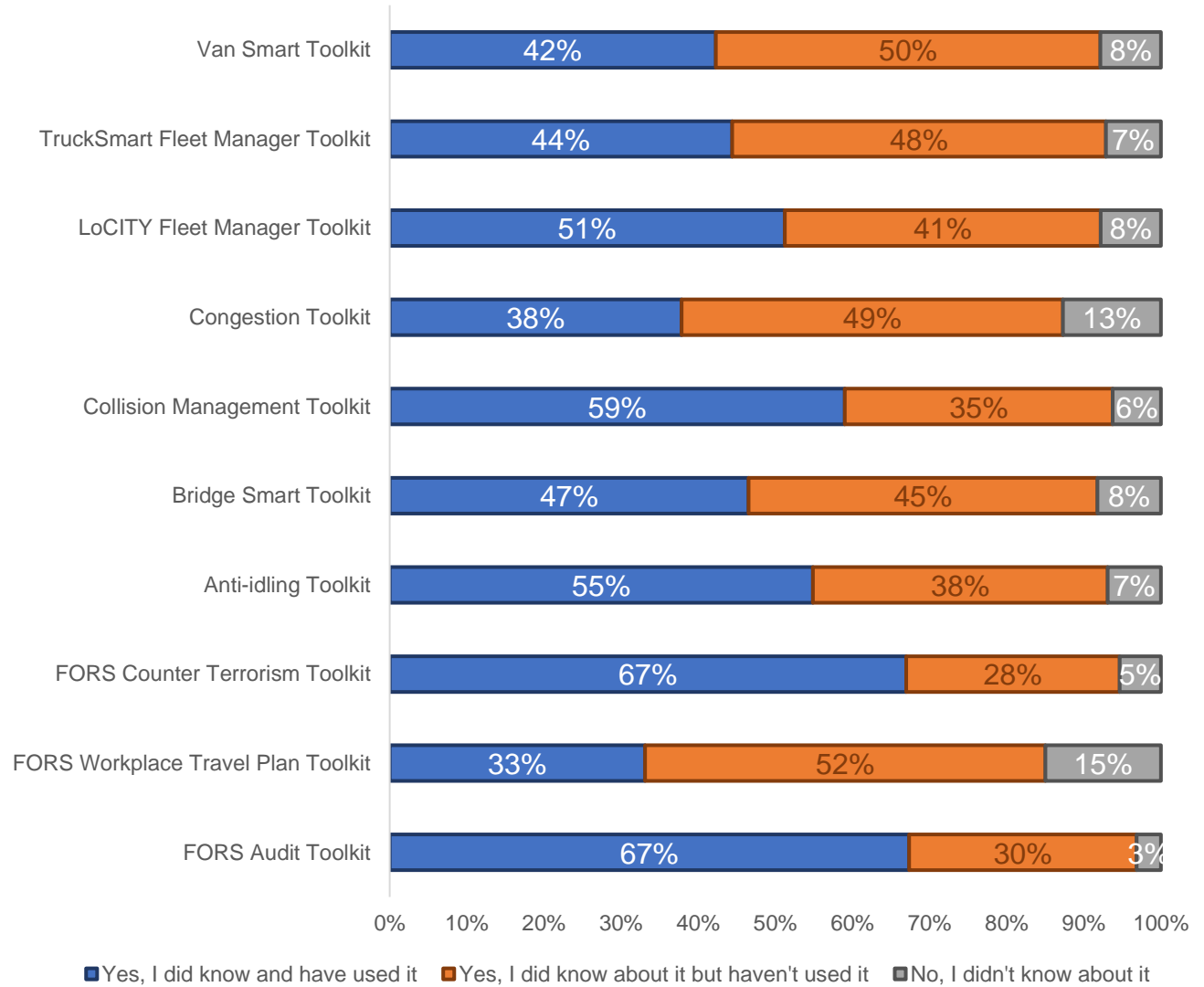
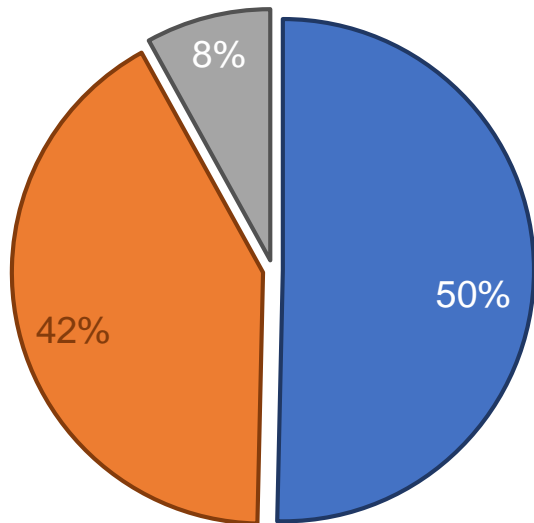
Training

95% of respondents knew about training offered through FORS, the highest of any benefit. Of which 62% had used these benefits, again, the highest of any benefit. FORS eLearning was by far the most popular benefit used by 93% of members surveyed. FORS eLearning was also the benefit which respondents were most aware of, with only 1% of respondents not being aware that it existed.



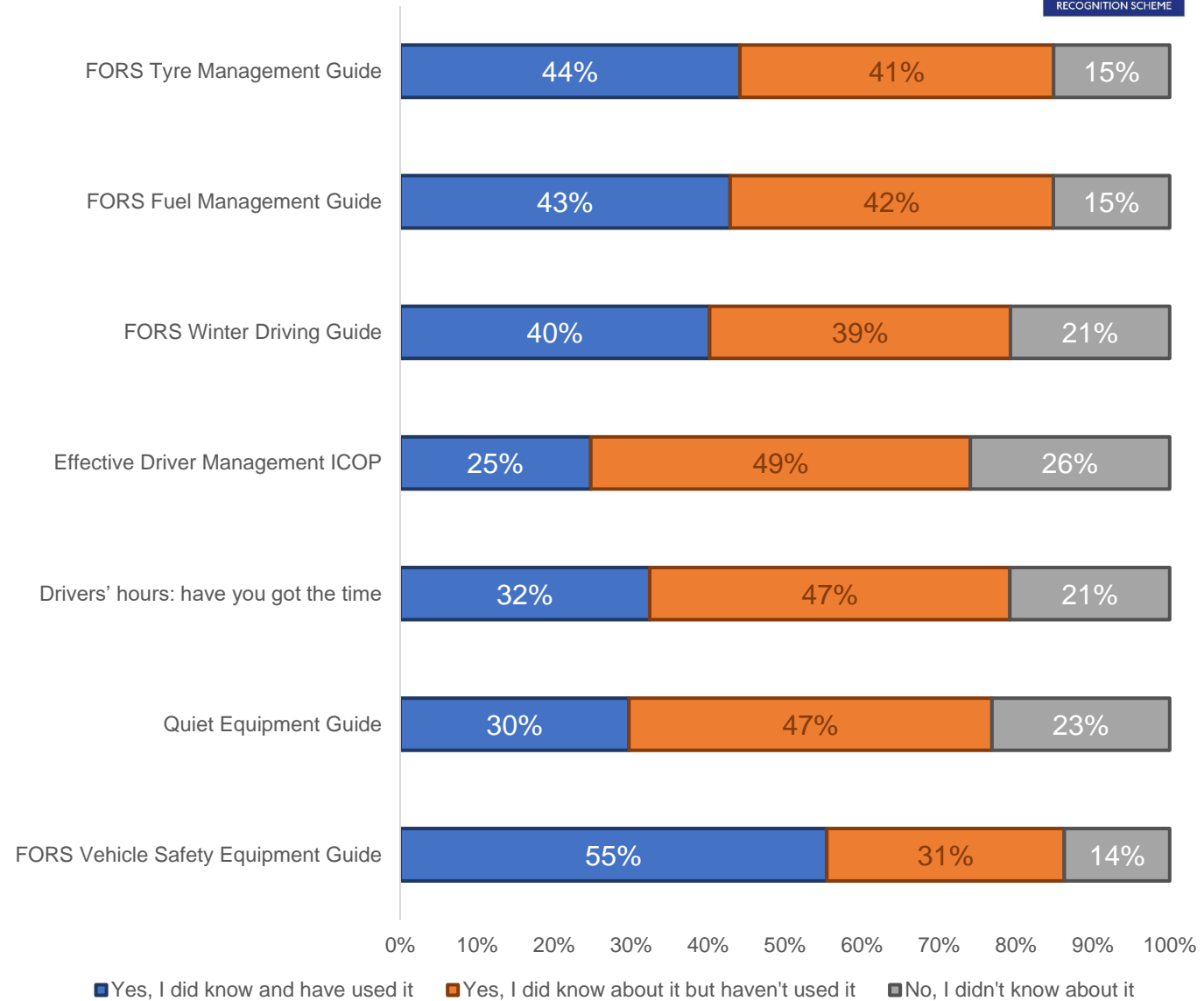
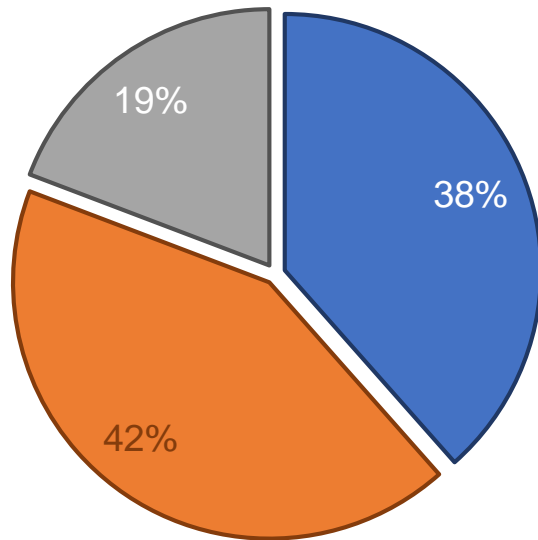
Toolkits

Those surveyed seemed to be similarly aware of the free toolkits (92%) as they were of the training (95%). Between one third to two thirds of respondents have used the toolkits, with the Bronze Audit toolkit and the Counter Terrorism toolkit being most popular.



Guides

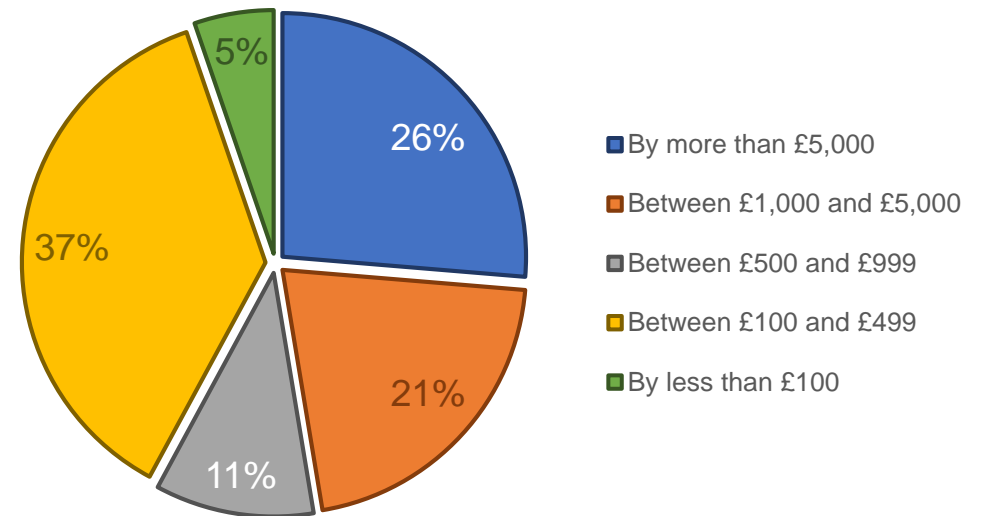
When compared to the other benefits, those surveyed seemed to be far less aware of the free guides available to FORS members. On average 19% of those surveyed were not aware of the guides being available. Moreover, 52% of those who were aware of the guides had not used them.



Indirect benefits of joining FORS

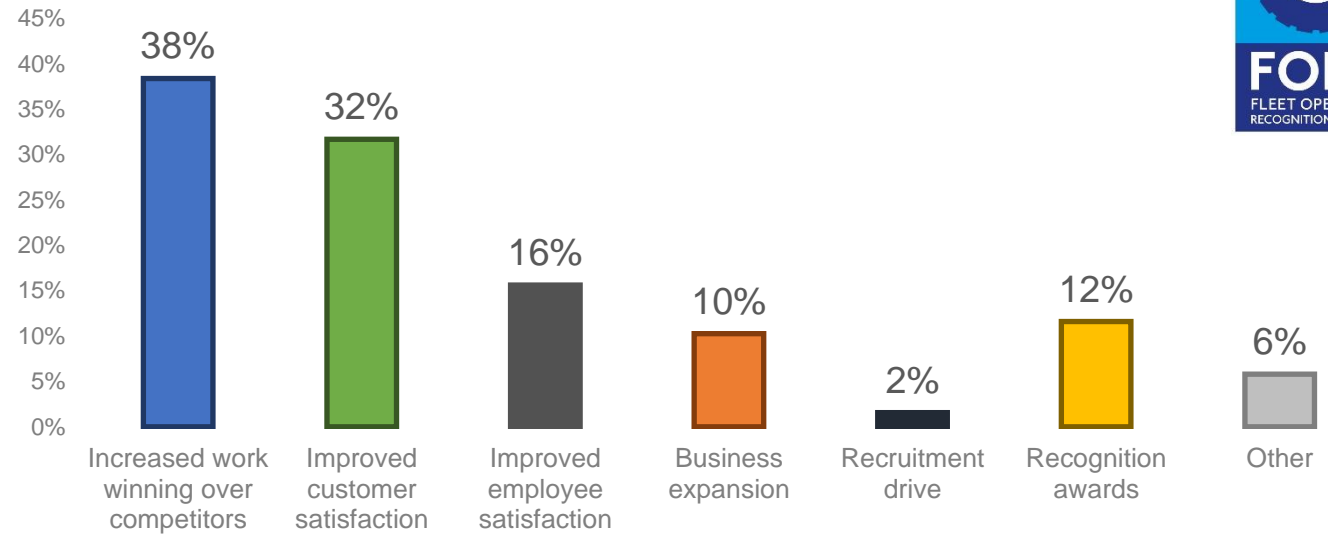
Insurance

Around a quarter (24%) of those surveyed found that as a result of joining FORS the cost of their annual fleet insurance had reduced. Most were not sure how much by. Of those who were, 47% believed it was by more than £1,000, with a further believing it was by more than £5,000.



Other indirect benefits

66% of those surveyed also believed that they received other indirect benefits as a result of being a FORS member. The most common benefit observed was increased work winning over competitors and improved customer satisfaction which were observed by around one third of those who responded. Just over a tenth of respondents also observed improved employee satisfaction, business expansion and recognition awards since they joined FORS.



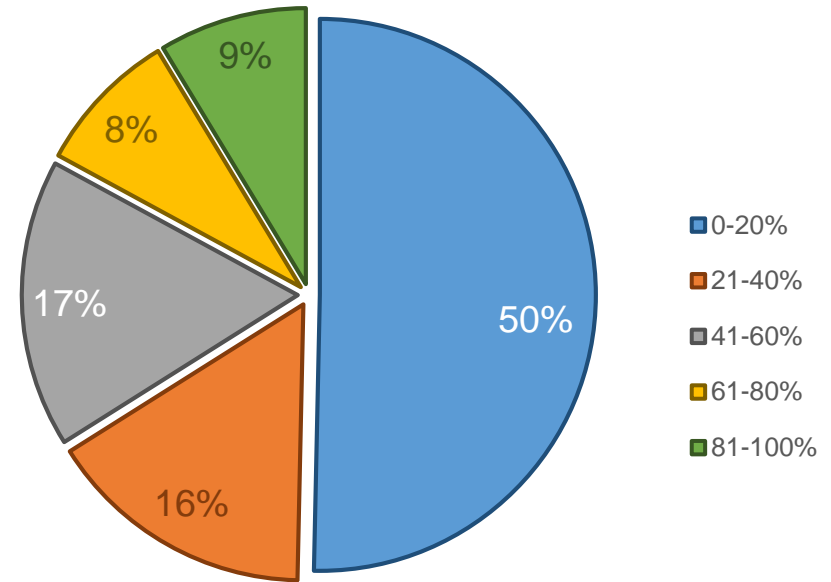
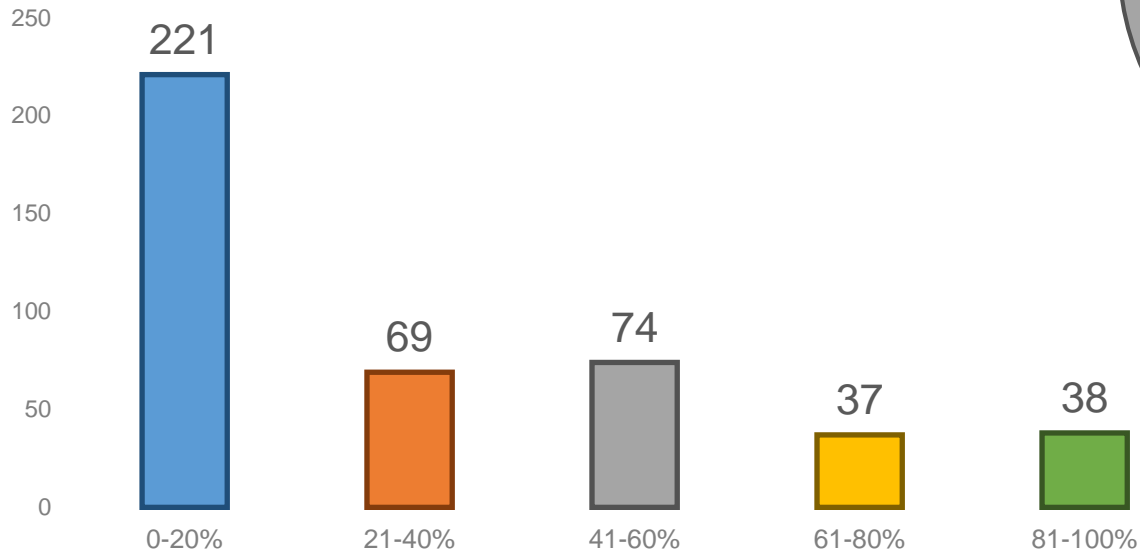
Some respondents also felt they experienced other indirect benefits to the ones listed in the survey...



- “ Being able to retain to customers ”
- “ FORS has given me some valuable ideas and insights ”
- “ Cheaper fuel cards ”
- “ Confidence in O licence compliance and improvement in policies and procedures ”
- “ Improvements to our processes and vehicle safety ”
- “ More engagement with drivers and improved safety ”
- “ Personal satisfaction knowing we are working to a higher standard ”

Contracts

Of those surveyed 22% stated that over 50% of their contracts required FORS, and 61% over 10% or more.



Key challenges to address



VAN FLEETS

Some operators felt that that the scheme is too focused towards HGVs and that more should be done within the standard to cater for vans, only fleets



WORKSHOP LOCATIONS

Members are generally happy with locations of the workshops. However, some respondents would like more locations added, especially in the North



THE FORS WEBSITE

The top area respondents would like to see improved this year is the website. Some respondents found it hard to navigate and felt it could be more user friendly